

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,103	1,091	1%
	Admits	118	47	151% ▲
	Discharges	90	68	32% ▲
	Service Hours	1,943	1,591	22% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,103	100.0%

Consumer Satisfaction Survey

(Based on 198 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Access		96%	80%	88%
✓ Respect		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		90%	80%	83%
✓ Recovery		81%	80%	79%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	42	4%	10%
26-34	94	9%	22% ▼
35-44	172	16%	20%
45-54	279	25%	21%
55-64	336	30%	19% ▲
65+	180	16%	7%

Gender	#	%	State Avg
Female	710	64%	41% ▲
Male	392	36%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	549	50%	71% ▼
Hisp-Puerto Rican	434	39%	13% ▲
Hispanic-Other	113	10%	7%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	2	0%	1%
Unknown			8%

Race	#	%	State Avg
White/Caucasian	553	50%	63% ▼
Other	406	37%	13% ▲
Black/African American	130	12%	16%
Hawaiian/Other Pacific Islander	8	1%	0%
Multiple Races	2	0%	1%
Unknown	2	0%	5%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	80%	65%

Cooccurring	Actual	State Avg
MH Screen Complete	99%	91%
SA Screen Complete	99%	91%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		82	91%	50%	55%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,028	93%	60%	65%	33% ▲
✓ Improved/Maintained Axis V GAF Score		856	88%	75%	42%	13% ▲
✓ Stable Living Situation		1,077	97%	95%	82%	2%
● Employed		167	15%	30%	22%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		991	98%	90%	79%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		97	82%	75%	68%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs