

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	721	804	-10%
	Admits	8	56	-86% ▼
	Discharges	70	86	-19% ▼
	Service Hours	4,325	5,676	-24% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	712	84.6%
	Community Support	130	15.4%

Consumer Satisfaction Survey (Based on 207 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Overall		88%	80%	91%
✓ Access		88%	80%	88%
✓ Respect		86%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		69%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	21	3%	11%
26-34	82	11%	23%
35-44	103	14%	21%
45-54	159	22%	21%
55-64	214	30%	18%
65+	141	20%	6%

Gender	#	%	State Avg
Female	408	57%	41% ▲
Male	313	43%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	569	79%	71%
Hispanic-Other	88	12%	7%
Hisp-Puerto Rican	44	6%	13%
Hispanic-Mexican	11	2%	1%
Unknown	9	1%	9%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	459	64%	63%
Black/African American	145	20%	16%
Other	97	13%	13%
Unknown	11	2%	5%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	712	801	-11% ▼
Admits	2	47	-96% ▼
Discharges	61	69	-12% ▼
Service Hours	1,570	3,187	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	51%	66%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	72%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	3%	50%	53%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		373	52%	60%	67%	-8%
Employed		118	17%	30%	23%	-13% ▼
Stable Living Situation		574	81%	95%	84%	-14% ▼
Improved/Maintained Axis V GAF Score		52	7%	75%	47%	-68% ▼

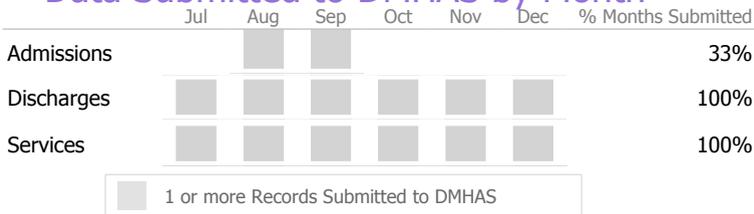
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		481	74%	90%	83%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	67%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	141	-8%
Admits	6	9	-33% ▼
Discharges	9	17	-47% ▼
Service Hours	2,755	2,489	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	67%	91%
SA Screen Complete	83%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	98%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	67%	-65% ▼

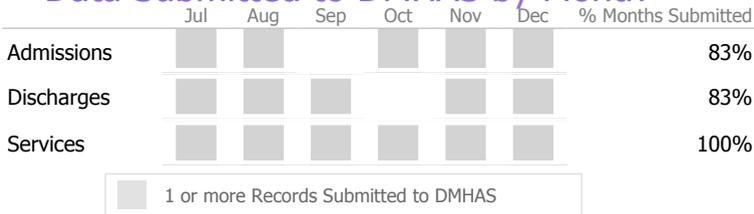
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		125	96%	60%	82%	36% ▲
Stable Living Situation		127	98%	80%	93%	18% ▲
Employed		30	23%	20%	13%	3% ▲
Improved/Maintained Axis V GAF Score		2	2%	65%	63%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	100%	90%	99%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs