

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	718	799	-10%
	Admits	24	67	-64% ▼
	Discharges	104	112	-7%
	Service Hours	6,818	8,294	-18% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	702	83.1%
	Community Support	143	16.9%

### 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	22	3%	12%
26-34	84	12%	24%
35-44	102	14%	21%
45-54	159	22%	20%
55-64	211	29%	17%
65+	139	19%	6%

Gender	#	%	State Avg
Female	407	57%	40% ▲
Male	311	43%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	566	79%	71%
Hispanic-Other	91	13%	7%
Hisp-Puerto Rican	41	6%	13%
Hispanic-Mexican	11	2%	1%
Unknown	9	1%	9%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	461	64%	63%
Black/African American	144	20%	16%
Other	94	13%	14%
Unknown	10	1%	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	702	795	-12% ▼
Admits	4	51	-92% ▼
Discharges	86	89	-3%
Service Hours	2,472	4,504	-45% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	92%
SA Screen Complete	75%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	81%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	7%	50%	52%	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		382	54%	60%	67%	-6%
Stable Living Situation		607	86%	95%	85%	-9%
Employed		112	16%	30%	25%	-14% ▼
Improved/Maintained Axis V GAF Score		137	20%	75%	51%	-55% ▼

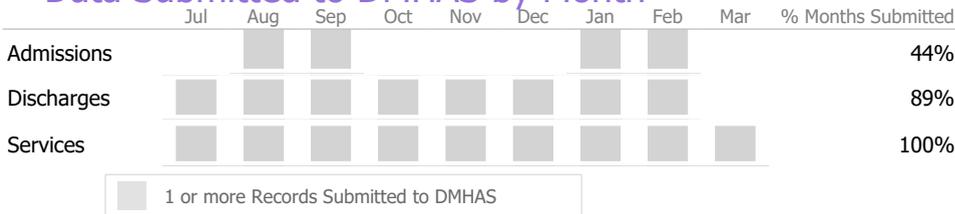
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		497	81%	90%	86%	-9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	50%	75%	69%	-25% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	147	-3%
Admits	20	16	25% ▲
Discharges	18	23	-22% ▼
Service Hours	4,346	3,790	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	82%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	90%
SA Screen Complete	75%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	6%	65%	69%	-59% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		137	95%	60%	82%	35% ▲
Stable Living Situation		141	98%	80%	92%	18% ▲
Employed		32	22%	20%	13%	2%
Improved/Maintained Axis V GAF Score		13	10%	65%	65%	-55% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		126	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■		■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active CSP Programs