

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,243	1,247	0%
	Admits	267	224	19% ▲
	Discharges	265	253	5%
	Service Hours	5,338	4,732	13% ▲

▲ > 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	1,243	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	64	5%	12%
26-34	125	10%	24% ▼
35-44	203	16%	21%
45-54	309	25%	20%
55-64	351	28%	17% ▲
65+	191	15%	6%

Gender	#	%	State Avg
Female	786	63%	40% ▲
Male	456	37%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	641	52%	71% ▼
Hisp-Puerto Rican	463	37%	13% ▲
Hispanic-Other	132	11%	7%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	2	0%	1%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	636	51%	63% ▼
Other	432	35%	14% ▲
Black/African American	158	13%	16%
Hawaiian/Other Pacific Islander	9	1%	0%
Multiple Races	3	0%	1%
Asian	2	0%	1%
Unknown	2	0%	5%
Am. Indian/Native Alaskan	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	67%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	92%
SA Screen Complete	99%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		213	80%	50%	52%	30% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,173	94%	60%	67%	34% ▲
✓ Improved/Maintained Axis V GAF Score		999	87%	75%	51%	12% ▲
✓ Stable Living Situation		1,222	97%	95%	85%	2%
○ Employed		203	16%	30%	25%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		989	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		209	80%	75%	69%	5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 94 Active Standard Outpatient Programs