

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	427	498	-14%	▼
	Admits		120	-100%	▼
	Discharges	4	91	-96%	▼
	Service Hours		726	-100%	▼

▲ > 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	427	100.0%

### Consumer Satisfaction Survey

(Based on 76 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		95%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		76%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	19	4%	12%
26-34	25	6%	24%
35-44	52	12%	21%
45-54	91	21%	20%
55-64	119	28%	17%
65+	121	28%	6%

Gender	#	%	State Avg
Female	279	65%	40%
Male	148	35%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	402	94%	70%
Hispanic-Other	25	6%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	366	86%	63%
Other	30	7%	13%
Black/African American	26	6%	17%
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	427	498	-14% ▼
Admits	-	120	-100% ▼
Discharges	4	73	-95% ▼
Service Hours	-	723	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	67%
SA Screen Complete	0%	68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	92%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	51%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		41	10%	30%	26%	-20% ▼
● Social Support		113	26%	60%	68%	-34% ▼
● Improved/Maintained Axis V GAF Score		27	6%	75%	54%	-69% ▼
● Stable Living Situation		112	26%	95%	85%	-69% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	88%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

### 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