

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	231	217	6%
	Admits	138	76	82% ▲
	Discharges	114	95	20% ▲
	Service Hours	4,336	4,766	-9%

▲ > 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	166	57.6%
	Case Management	122	42.4%

### Consumer Satisfaction Survey

(Based on 92 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		97%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		86%	80%	83%
● Recovery		78%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	11	5%	12%
26-34	23	10%	24%
35-44	48	21%	21%
45-54	63	27%	20%
55-64	69	30%	17%
65+	16	7%	6%

Gender	#	%	State Avg
Female	138	60%	40% ▲
Male	93	40%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	123	53%	12% ▲
Non-Hispanic	61	26%	70% ▼
Hispanic-Other	32	14%	7%
Unknown	13	6%	10%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	172	74%	63% ▲
Other	22	10%	13%
Black/African American	18	8%	17%
Unknown	14	6%	5%
Am. Indian/Native Alaskan	4	2%	1%
Asian	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	30	3%
Admits	16	14	14% ▲
Discharges	21	14	50% ▲
Service Hours	1,697	1,677	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	80%	67%
SA Screen Complete	82%	68%
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		12	57%	50%	51%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		27	79%	60%	68%	19% ▲
✓ Improved/Maintained Axis V GAF Score		25	89%	75%	54%	14% ▲
✓ Stable Living Situation		33	97%	95%	85%	2%
○ Employed		2	6%	30%	26%	-24% ▼

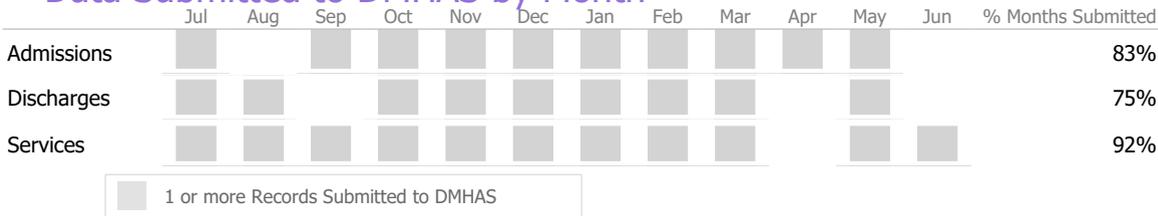
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	88%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		14	100%	75%	74%	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	121	100	21% ▲
Admits	59	20	195% ▲
Discharges	32	37	-14% ▼
Service Hours	1,179	1,668	-29% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	69%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	53%	50%	30%	3%

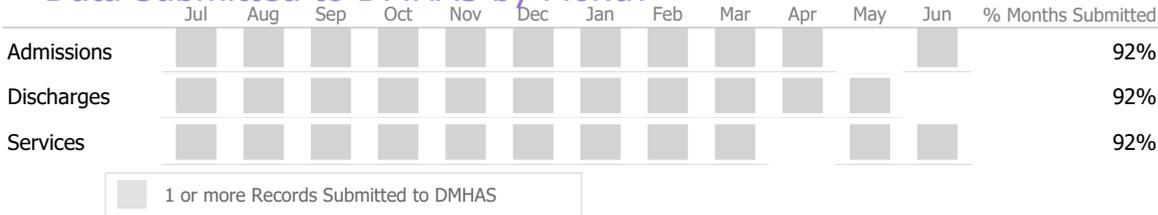
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		94	76%	60%	61%	16% ▲
✓ Stable Living Situation		111	90%	80%	77%	10%
● Employed		7	6%	20%	11%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		71	77%	90%	86%	-13% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	139	9%
Admits	62	42	48% ▲
Discharges	61	44	39% ▲
Service Hours	1,459	1,421	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	72%	67%
SA Screen Complete	73%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	98%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		19	31%	50%	51%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		117	73%	60%	68%	13% ▲
● Stable Living Situation		151	94%	95%	85%	-1%
✓ Improved/Maintained Axis V GAF Score		104	78%	75%	54%	3%
● Employed		19	12%	30%	26%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	94%	90%	88%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		23	40%	75%	74%	-35% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	85%	91%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	97%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs