

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	411	418	-2%
	Admits	68	63	8%
	Discharges	97	69	41% ▲
	Service Hours	1,565	1,951	-20% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	411	100.0%

Consumer Satisfaction Survey (Based on 130 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ General Satisfaction		99%	80%	92%
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Respect		98%	80%	91%
✓ Overall		98%	80%	91%
✓ Recovery		86%	80%	79%
✓ Outcome		85%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	31	8%	12%
26-34	89	22%	24%
35-44	60	15%	21%
45-54	81	20%	20%
55-64	96	23%	17%
65+	53	13%	6%

Gender	#	%	State Avg
Female	259	63%	▲ 40%
Male	152	37%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	393	96%	▲ 70%
Hispanic-Other	9	2%	7%
Hisp-Puerto Rican	6	1%	▼ 12%
Unknown	2	0%	10%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	394	96%	▲ 63%
Black/African American	9	2%	▼ 17%
Other	3	1%	▼ 13%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	5%
Multiple Races	1	0%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

■ 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%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	67%
SA Screen Complete	94%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	9%	50%	51%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		394	94%	60%	68%	34% ▲
Employed		166	40%	30%	26%	10% ▲
Stable Living Situation		407	98%	95%	85%	3%
Improved/Maintained Axis V GAF Score		97	26%	75%	54%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		288	90%	90%	88%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		25	37%	75%	74%	-38% ▼

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	■	■	■	■	■	■	■	■	■	■	■	■	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