

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	735	800	-8%
	Admits	45	70	-36% ▼
	Discharges	122	125	-2%
	Service Hours	9,956	11,071	-10%

▲ > 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	714	82.5%
	Community Support	151	17.5%

### 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	24	3%	12%
26-34	85	12%	24% ▼
35-44	104	14%	21%
45-54	163	22%	20%
55-64	215	29%	17% ▲
65+	143	19%	6% ▲

Gender	#	%	State Avg
Female	418	57%	40% ▲
Male	317	43%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	582	79%	70%
Hispanic-Other	91	12%	7%
Hisp-Puerto Rican	42	6%	12%
Hispanic-Mexican	11	1%	1%
Unknown	9	1%	10%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	471	64%	63%
Black/African American	148	20%	17%
Other	95	13%	13%
Unknown	11	1%	5%
Asian	5	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	714	795	-10% ▼
Admits	17	51	-67% ▼
Discharges	96	98	-2%
Service Hours	3,703	5,648	-34% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	17%	67%
SA Screen Complete	17%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	87%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	6%	50%	51%	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		394	55%	60%	68%	-5%
Stable Living Situation		637	89%	95%	85%	-6%
Employed		115	16%	30%	26%	-14% ▼
Improved/Maintained Axis V GAF Score		191	27%	75%	54%	-48% ▼

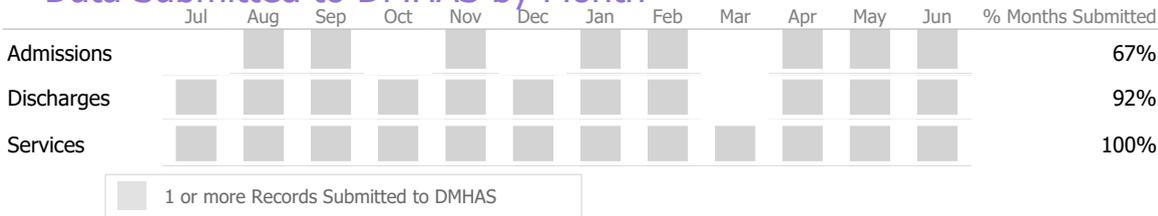
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		506	82%	90%	88%	-8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	65%	75%	74%	-10%

### 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	151	149	1%
Admits	28	19	47% ▲
Discharges	26	27	-4%
Service Hours	6,253	5,423	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	75%	51%
SA Screen Complete	75%	51%
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		3	12%	65%	68%	-53% ▼

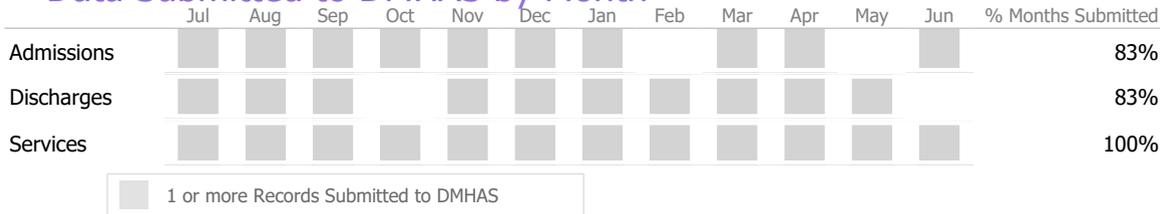
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		144	95%	60%	83%	35% ▲
Stable Living Situation		148	97%	80%	91%	17% ▲
Employed		36	24%	20%	13%	4%
Improved/Maintained Axis V GAF Score		30	23%	65%	65%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		125	99%	90%	99%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 37 Active CSP Programs