

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 1,283  | 1,308    | -2%        |
|               | Admits         | 313    | 294      | 6%         |
|               | Discharges     | 303    | 352      | -14% ▼     |
|               | Service Hours  | 6,544  | 6,497    | 1%         |

▲ > 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         | 1,283 | 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 | 73  | 6%  | 12%       |
| 26-34 | 130 | 10% | 24% ▼     |
| 35-44 | 210 | 16% | 21%       |
| 45-54 | 321 | 25% | 20%       |
| 55-64 | 356 | 28% | 17% ▲     |
| 65+   | 193 | 15% | 6%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Female      | 807 | 63% | 40% ▲     |
| Male        | 475 | 37% | 60% ▼     |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic      | 666 | 52% | 70% ▼     |
| Hisp-Puerto Rican | 471 | 37% | 12% ▲     |
| Hispanic-Other    | 139 | 11% | 7%        |
| Hispanic-Cuban    | 5   | 0%  | 0%        |
| Hispanic-Mexican  | 2   | 0%  | 1%        |
| Unknown           |     |     | 10%       |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian                 | 664 | 52% | 63% ▼     |
| Other                           | 439 | 34% | 13% ▲     |
| Black/African American          | 163 | 13% | 17%       |
| 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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|----------------|--------|----------|------------|
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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  | 23%    | 60%       |

| Cooccurring        | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | 99%    | 67%       |
| SA Screen Complete | 99%    | 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 |                    | 236    | 78%      | 50%    | 51%       | 28% ▲          |

### Recovery

| National Recovery Measures (NOMS)      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                       |                    | 1,218  | 94%      | 60%    | 68%       | 34% ▲          |
| ✓ Improved/Maintained Axis V GAF Score |                    | 1,053  | 85%      | 75%    | 54%       | 10%            |
| ✓ Stable Living Situation              |                    | 1,266  | 97%      | 95%    | 85%       | 2%             |
| ○ Employed                             |                    | 213    | 16%      | 30%    | 26%       | -14% ▼         |

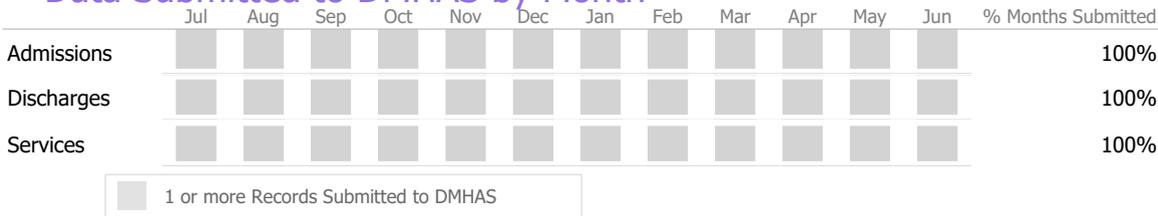
### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 997    | 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 |                    | 243    | 79%      | 75%    | 74%       | 4%             |

### 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