



Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,449	1,637	-11%	▼ ?
	Admits	257	622	-59%	▼ ?
	Discharges	342	500	-32%	▼ ?
	Service Hours	1,248	790	58%	▲ ?
	Bed Days	134	142	-6%	▼ ?

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

Consumer Satisfaction Survey

(Based on 191 FY12 Surveys) ?

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Participation in Treatment		94%	80%	92%
Quality and Appropriateness		94%	80%	93%
Respect		94%	80%	91%
General Satisfaction		93%	80%	92%
Overall		91%	80%	91%
Access		89%	80%	88%
Outcome		77%	80%	83%
Recovery		70%	80%	79%

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

Clients by Level of Care

Program Type Level of Care Type # %

Mental Health

Outpatient		1,163	80.3%
Case Management		281	19.4%
IOP		63	4.3%
Inpatient Services		28	1.9%

Client Demographics

Age # % State Avg

18-25		105	7%	17%
26-34		204	14%	22%
35-44		259	18%	20%
45-54		456	32%	24%
55-64		276	19%	13%
65+		147	10%	4%

Gender # % State Avg

Female		834	58%	40%
Male		615	42%	60%

Race # % State Avg

White/Caucasian		1,367	94%	64%
Black/African American		43	3%	17%
Other		19	1%	15%
Unknown		11	1%	2%
Am. Indian/Native Alaskan		4	0%	1%
Multiple Races		2	0%	1%
Hawaiian/Other Pacific Islander		2	0%	0%
Asian		1	0%	1%

Ethnicity # % State Avg

Non-Hispanic		1,404	97%	74%
Hispanic-Other		29	2%	7%
Hisp-Puerto Rican		11	1%	12%
Unknown		5	0%	7%
Hispanic-Cuban			0%	
Hispanic-Mexican			0%	

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

Program Name

Provider Name

Addiction - Outpatient - Standard Outpatient

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	220	228	-3%
Admits	172	208	-17% ▼
Discharges	172	173	-1%
Service Hours	3,279	3,772	-13% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		64	38%	50%	56%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		208	87%	55%	55%	32% ▲
Not Arrested		229	96%	75%	85%	21% ▲
Self Help		142	59%	60%	21%	-1%
Stable Living Situation		223	93%	95%	82%	-2%
Employed		89	37%	50%	34%	-13% ▼
Improved/Maintained Axis V GAF Score		138	68%	75%	51%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
Valid TEDS Data	99%	93%
On-Time Periodic		
6 Month Updates	N/A	12%
Cooccurring		
MH Screen Complete	99%	96%
SA Screen Complete	98%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	98%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		61	93%	90%	59%	3%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
2 or more Services within 30 days		143	90%	75%	72%	15% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■		■	■	■	■	■	■		■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Standard Outpatient Programs