

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	917	1,123	-18% ▼
	Admits	70	118	-41% ▼
	Discharges	111	302	-63% ▼
	Service Hours	11,066	11,890	-7%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	912	86.0%
	Community Support	149	14.0%

### Consumer Satisfaction Survey

(Based on 253 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		95%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Respect		92%	80%	91%
✓ Access		89%	80%	88%
✓ Outcome		84%	80%	83%
● Recovery		79%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	39	4%	13%
26-34	124	14%	24%
35-44	136	15%	20%
45-54	205	22%	21%
55-64	262	29% ▲	16%
65+	150	16% ▲	5%

Gender	#	%	State Avg
Female	534	58% ▲	40%
Male	383	42% ▼	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	723	79%	72%
Hispanic-Other	111	12%	7%
Hisp-Puerto Rican	56	6%	12%
Hispanic-Mexican	14	2%	1%
Unknown	13	1%	7%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	592	65%	64%
Black/African American	169	18%	17%
Other	130	14%	13%
Unknown	14	2%	4%
Asian	6	1%	1%
Multiple Races	4	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	912	1,115	-18% ▼
Admits	51	74	-31% ▼
Discharges	84	255	-67% ▼
Service Hours	5,643	7,311	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	57%	88%
SA Screen Complete	53%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	70%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	8%	50%	45%	-42% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		459	50%	60%	69%	-10%
Employed		153	17%	30%	24%	-13% ▼
Stable Living Situation		716	78%	95%	86%	-17% ▼
Improved/Maintained Axis V GAF Score		101	11%	75%	54%	-64% ▼

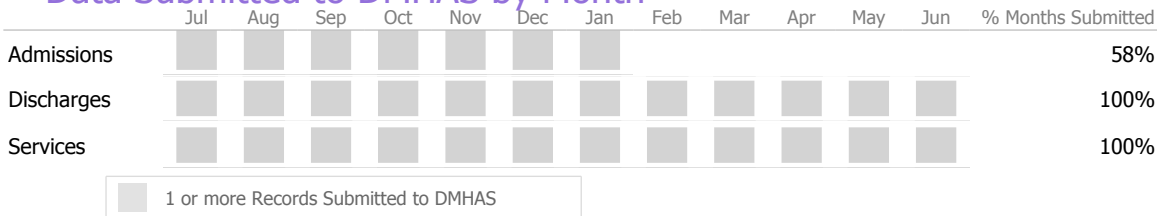
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		629	76%	90%	89%	-14% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		34	67%	75%	67%	-8%

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	149	176	-15% ▼
Admits	19	44	-57% ▼
Discharges	27	47	-43% ▼
Service Hours	5,423	4,579	18% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	7%	65%	67%	-58% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		144	95%	60%	82%	35% ▲
Stable Living Situation		145	96%	80%	92%	16% ▲
Employed		26	17%	20%	13%	-3%
Improved/Maintained Axis V GAF Score		42	30%	65%	66%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		124	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■		■		■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■		■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    |     Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs