

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	324	327	-1%
	Admits	72	84	-14% ▼
	Discharges	63	80	-21% ▼
	Service Hours	2,231	2,436	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	324	100.0%

Consumer Satisfaction Survey

(Based on 114 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Respect		98%	80%	91%
✓ Outcome		96%	80%	83%
✓ Recovery		93%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	21	6%	13%
26-34	50	15%	24%
35-44	56	17%	20%
45-54	74	23%	21%
55-64	66	20%	16%
65+	57	18%	▲ 5%

Gender	#	%	State Avg
Female	177	55%	▲ 40%
Male	146	45%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	287	89%	▲ 72%
Hispanic-Other	26	8%	7%
Unknown	8	2%	7%
Hisp-Puerto Rican	3	1%	▼ 12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	194	60%	64%
Black/African American	73	23%	17%
Other	38	12%	13%
Asian	10	3%	1%
Unknown	5	2%	4%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan			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%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	88%
SA Screen Complete	92%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	41%	50%	45%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		315	97%	60%	69%	37% ▲
Stable Living Situation		325	100%	95%	86%	5%
Improved/Maintained Axis V GAF Score		238	85%	75%	54%	10%
Employed		86	26%	30%	24%	-4%

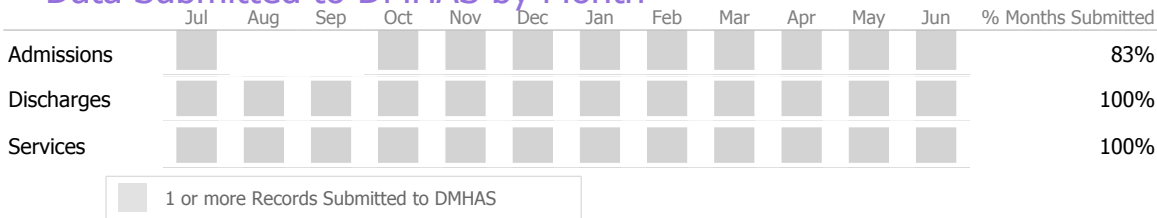
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		261	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		62	86%	75%	67%	11% ▲

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