

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	432	477	-9%
	Admits	40	45	-11% ▼
	Discharges	40	52	-23% ▼
	Service Hours	884	811	9%

▲ > 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	432	100.0%

### Consumer Satisfaction Survey

(Based on 131 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ General Satisfaction		83%	80%	92%
✓ Overall		82%	80%	91%
✓ Access		82%	80%	88%
● Outcome		73%	80%	83%
● Recovery		66%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	24	6%	8%
26-34	34	8%	21% ▼
35-44	62	14%	22%
45-54	68	16%	20%
55-64	131	30%	20%
65+	111	26%	9% ▲

Gender	#	%	State Avg
Female	257	60%	42% ▲
Male	174	40%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	404	94%	69% ▲
Hispanic-Other	23	5%	8%
Unknown	5	1%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12% ▼

Race	#	%	State Avg
White/Caucasian	372	86%	63% ▲
Other	30	7%	13%
Black/African American	24	6%	16%
Unknown	4	1%	5%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%
Multiple Races			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	51%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	37%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	30%	75%
SA Screen Complete	20%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	66%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		50	12%	30%	20%	-18% ▼
Social Support		143	33%	60%	59%	-27% ▼
Improved/Maintained Axis V GAF Score		55	15%	75%	40%	-60% ▼
Stable Living Situation		21	5%	95%	73%	-90% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		296	75%	90%	75%	-15% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		30	75%	75%	76%	0%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 84 Active Standard Outpatient Programs