

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

Consumer Satisfaction Survey

(Based on 131 FY20 Surveys)

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Outpatient	432	100.0%
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■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Unique Clients	State Avg	Unique Clients		Unique Clients	State Avg	State Avg
18-25	24	6%	8%	Female	257	60%	▲ 42%
26-34	34	8%	21%	Male	174	40%	▼ 58%
35-44	62	14%	22%	Transgender			0%
45-54	68	16%	20%	Race		State Avg	
55-64	131	30%	20%	White/Caucasian	372	86%	▲ 63%
65+	111	26%	9%	Other	30	7%	13%
Ethnicity		#	%	Black/African American	24	6%	16%
Non-Hispanic	404	94%	▲ 69%	Unknown	4	1%	5%
Hispanic-Other	23	5%	8%	Am. Indian/Native Alaskan	1	0%	1%
Unknown	5	1%	11%	Asian	1	0%	1%
Hispanic-Cuban			0%	Multiple Races			1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander			0%
Hisp-Puerto Rican			▼ 12%				

■ 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% ▼

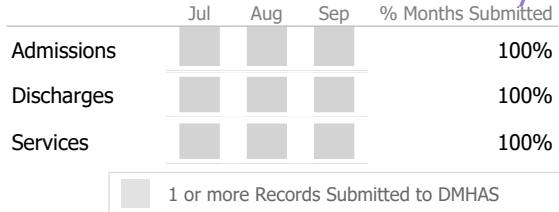
Service Utilization

	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


▲ > 10% Over ▼ < 10% Under
█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs