

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	457	421	9%
	Admits	31	39	-21% ▼
	Discharges	46	56	-18% ▼
	Service Hours	934	587	59% ▲

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	100% 100%	100%	80%	91%
✓ General Satisfaction	96% 96%	96%	80%	92%
✓ Participation in Treatment	95% 95%	95%	80%	92%
✓ Quality and Appropriateness	91% 91%	91%	80%	93%
✓ Overall	90% 90%	90%	80%	91%
✓ Access	88% 88%	88%	80%	88%
● Outcome	63% 63%	63%	80%	83%
● Recovery	43% 43%	43%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Outpatient	457	100.0%
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Client Demographics

Age

	#	%	State Avg
18-25	25	5%	8%
26-34	57	13%	21%
35-44	62	14%	22%
45-54	112	25%	20%
55-64	129	28%	20%
65+	71	16%	9%

Gender

	#	%	State Avg
Female	278	61%	42%
Male	179	39%	58%
Transgender			0%

Ethnicity

	#	%	State Avg
Hisp-Puerto Rican	281	61%	12%
Non-Hispanic	129	28%	69%
Hispanic-Other	37	8%	8%
Unknown	7	2%	11%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race

	#	%	State Avg
Other	228	50%	13%
White/Caucasian	108	24%	63%
Black/African American	100	22%	16%
Multiple Races	9	2%	1%
Unknown	5	1%	5%
Hawaiian/Other Pacific Islander	4	1%	0%
Am. Indian/Native Alaskan	2	0%	1%
Asian	1	0%	1%

■ 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	91%	86%
On-Time Periodic		
✓ 6 Month Updates	61%	54%
Co-occurring		
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	99%	76%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 10%;"></div>	5	11%	50%	33%	-39% ▼
Recovery						
✓ Social Support	<div style="width: 61%;"></div>	279	61%	60%	59%	1% ▲
● Stable Living Situation	<div style="width: 91%;"></div>	417	91%	95%	73%	-4% ▼
● Improved/Maintained Axis V GAF Score	<div style="width: 68%;"></div>	275	68%	75%	40%	-7% ▼
● Employed	<div style="width: 10%;"></div>	47	10%	30%	20%	-20% ▼

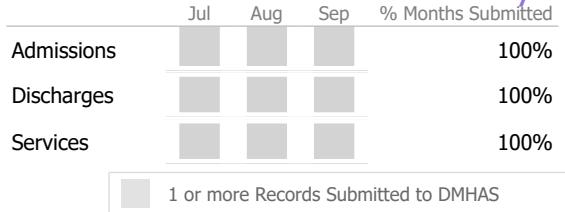
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 63%;"></div>	261	63%	90%	75%	-27% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 87%;"></div>	27	87%	75%	76%	12% ▲

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