

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	263	281	-6%
	Admits	18	15	20% ▲
	Discharges	6	14	-57% ▼
	Service Hours	556	624	-11% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	263	100.0%

Consumer Satisfaction Survey

(Based on 115 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Access		99%	80%	88%
✓ Respect		97%	80%	91%
✓ Recovery		96%	80%	79%
✓ Outcome		94%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	19	7%	8%
26-34	29	11%	21%
35-44	43	16%	22%
45-54	49	19%	20%
55-64	67	25%	20%
65+	56	21% ▲	9%

Gender	#	%	State Avg
Female	138	53% ▲	42%
Male	124	47% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	239	91% ▲	69%
Hispanic-Other	17	6%	8%
Unknown	5	2%	11%
Hispanic-Mexican	1	0%	1%
Hisp-Puerto Rican	1	0% ▼	12%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	160	61%	63%
Black/African American	64	24%	16%
Other	27	10%	13%
Asian	7	3%	1%
Unknown	4	2%	5%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	263	281	-6%
Admits	18	15	20% ▲
Discharges	6	14	-57% ▼
Service Hours	556	624	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	75%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
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		3	50%	50%	33%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		251	95%	60%	59%	35% ▲
✓ Improved/Maintained Axis V GAF Score		228	95%	75%	40%	20% ▲
✓ Stable Living Situation		263	100%	95%	73%	5%
● Employed		70	27%	30%	20%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		229	89%	90%	75%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	94%	75%	76%	19% ▲

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