

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,170	1,435	-18% ▼
	Admits	109	220	-50% ▼
	Discharges	287	363	-21% ▼
	Service Hours	10,017	11,641	-14% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,162	86.8%
	Community Support	176	13.2%

Consumer Satisfaction Survey

(Based on 288 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		97%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		82%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	71	6%	14%
26-34	152	13%	24%
35-44	186	16%	20%
45-54	288	25%	22%
55-64	308	26%	16%
65+	164	14%	5%

Gender	#	%	State Avg
Female	705	60%	40% ▲
Male	465	40%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	924	79%	74%
Hispanic-Other	143	12%	7%
Hisp-Puerto Rican	64	5%	13%
Hispanic-Mexican	22	2%	1%
Unknown	17	1%	6%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	735	63%	65%
Black/African American	223	19%	16%
Other	182	16%	13%
Unknown	17	1%	3%
Asian	7	1%	1%
Multiple Races	4	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,162	1,419	-18% ▼
Admits	65	140	-54% ▼
Discharges	240	323	-26% ▼
Service Hours	5,438	9,072	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	49%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	82%
SA Screen Complete	80%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	75%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		35	15%	50%	45%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		563	48%	60%	70%	-12% ▼
Stable Living Situation		952	82%	95%	86%	-13% ▼
Employed		190	16%	30%	23%	-14% ▼
Improved/Maintained Axis V GAF Score		136	12%	75%	59%	-63% ▼

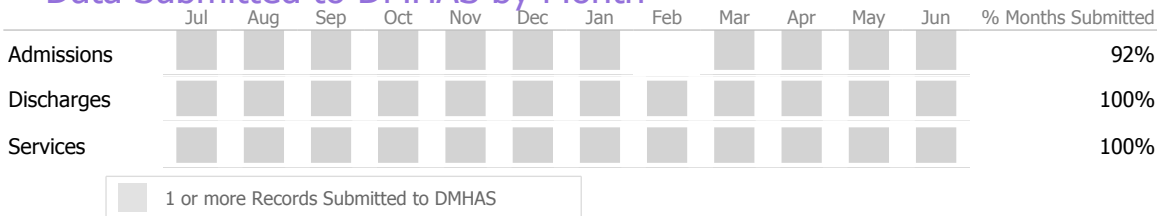
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		724	78%	90%	90%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		35	55%	75%	65%	-20% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	166	6%
Admits	44	72	-39% ▼
Discharges	47	31	52% ▲
Service Hours	4,579	2,569	78% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	100%	93%
Cooccurring MH Screen Complete	98%	88%
SA Screen Complete	97%	87%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	40%	65%	69%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		174	97%	60%	81%	37% ▲
Stable Living Situation		172	96%	80%	92%	16% ▲
Employed		17	9%	20%	13%	-11% ▼
Improved/Maintained Axis V GAF Score		95	61%	95%	69%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		132	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
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 48 Active CSP Programs