

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |   |
|---------------|----------------|--------|----------|------------|---|
|               | Unique Clients | 408    | 485      | -16%       | ▼ |
|               | Admits         | 28     | 49       | -43%       | ▼ |
|               | Discharges     | 43     | 139      | -69%       | ▼ |
|               | Service Hours  | 726    | 4,555    | -84%       | ▼ |

▲ > 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         | 408 | 100.0% |

### Consumer Satisfaction Survey (Based on 49 FY17 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Respect                     |                      | 98%         | 80%    | 91%       |
| ✓ Access                      |                      | 96%         | 80%    | 88%       |
| ✓ Participation in Treatment  |                      | 92%         | 80%    | 92%       |
| ✓ Quality and Appropriateness |                      | 91%         | 80%    | 93%       |
| ✓ Overall                     |                      | 90%         | 80%    | 91%       |
| ✓ General Satisfaction        |                      | 88%         | 80%    | 92%       |
| ✓ Recovery                    |                      | 81%         | 80%    | 79%       |
| ✓ Outcome                     |                      | 80%         | 80%    | 83%       |

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

### Client Demographics

| Age   | #   | %   | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 12  | 3%  | 13%       |
| 26-34 | 26  | 6%  | 24%       |
| 35-44 | 45  | 11% | 20%       |
| 45-54 | 86  | 21% | 21%       |
| 55-64 | 129 | 32% | 16%       |
| 65+   | 110 | 27% | 5%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Female      | 264 | 65% | 40%       |
| Male        | 144 | 35% | 60%       |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic      | 386 | 95% | 72%       |
| Hispanic-Other    | 22  | 5%  | 7%        |
| Hispanic-Cuban    |     |     | 0%        |
| Hispanic-Mexican  |     |     | 1%        |
| Hisp-Puerto Rican |     |     | 12%       |
| Unknown           |     |     | 7%        |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian                 | 348 | 85% | 64%       |
| Other                           | 28  | 7%  | 13%       |
| Black/African American          | 26  | 6%  | 17%       |
| Am. Indian/Native Alaskan       | 5   | 1%  | 1%        |
| Asian                           | 1   | 0%  | 1%        |
| Multiple Races                  |     |     | 1%        |
| Hawaiian/Other Pacific Islander |     |     | 0%        |
| Unknown                         |     |     | 4%        |

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 408    | 448      | -9%        |
| Admits         | 28     | 47       | -40% ▼     |
| Discharges     | 26     | 69       | -62% ▼     |
| Service Hours  | 723    | 3,674    | -80% ▼     |

### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | 84%    | 94%       |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates  | 0%     | 69%       |

| Cooccurring        | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | 100%   | 88%       |
| SA Screen Complete | 100%   | 88%       |

| Diagnosis              | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | 100%   | 97%       |
| Valid Axis V GAF Score | 99%    | 89%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 4      | 15%      | 50%    | 45%       | -35% ▼         |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 305    | 75%      | 60%    | 69%       | 15% ▲          |
| Stable Living Situation              |                    | 340    | 83%      | 95%    | 86%       | -12% ▼         |
| Employed                             |                    | 65     | 16%      | 30%    | 24%       | -14% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 245    | 60%      | 75%    | 54%       | -15% ▼         |

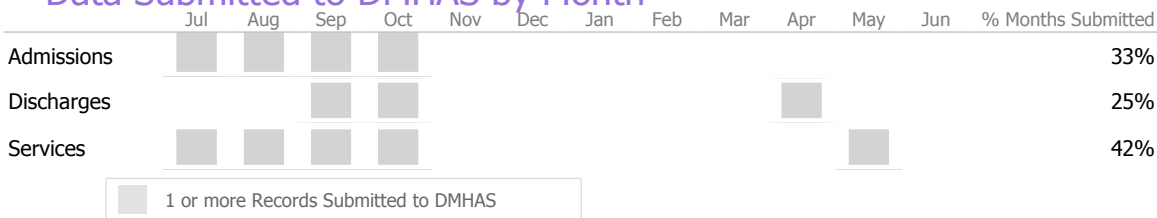
### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 342    | 90%      | 90%    | 89%       | 0%             |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 19     | 68%      | 75%    | 67%       | -7%            |

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs