

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	418	539	-22% ▼
	Admits	38	122	-69% ▼
	Discharges	55	110	-50% ▼
	Service Hours	586	1,009	-42% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	418	100.0%

Consumer Satisfaction Survey (Based on 155 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		88%	80%	88%
● Outcome		73%	80%	83%
● Recovery		72%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	19	5%	9%
26-34	53	13%	22%
35-44	59	14%	21%
45-54	112	27%	20%
55-64	118	28%	20%
65+	57	14%	7%

Gender	#	%	State Avg
Female	254	61%	▲ 41%
Male	164	39%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	270	65%	▲ 12%
Non-Hispanic	97	23%	▼ 71%
Hispanic-Other	41	10%	7%
Unknown	8	2%	9%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Other	237	57%	▲ 13%
White/Caucasian	89	21%	▼ 64%
Black/African American	71	17%	16%
Unknown	6	1%	5%
Hawaiian/Other Pacific Islander	5	1%	0%
Am. Indian/Native Alaskan	4	1%	1%
Multiple Races	4	1%	1%
Asian	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	418	539	-22% ▼
Admits	38	122	-69% ▼
Discharges	55	60	-8%
Service Hours	586	1,007	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	57%	56%
Co-occurring		
MH Screen Complete	100%	61%
SA Screen Complete	99%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges	█	█	█	100%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	22%	50%	46%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		299	72%	60%	62%	12% ▲
Stable Living Situation		389	93%	95%	79%	-2%
Employed		64	15%	30%	22%	-15% ▼
Improved/Maintained Axis V GAF Score		226	64%	75%	42%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		207	57%	90%	74%	-33% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	61%	75%	78%	-14% ▼

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs