

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	654	707	-7%
	Admits	17	5	240% ▲
	Discharges	34	28	21% ▲
	Service Hours	2,270	2,431	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	620	81.6%
	Community Support	140	18.4%

Consumer Satisfaction Survey (Based on 241 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Access		94%	80%	88%
✓ General Satisfaction		92%	80%	92%
✓ Overall		91%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		90%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	13	2%	9%
26-34	72	11%	22%
35-44	104	16%	21%
45-54	136	21%	20%
55-64	191	29%	20%
65+	137	21%	7%

Gender	#	%	State Avg
Female	372	57%	41% ▲
Male	282	43%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	519	79%	71%
Hispanic-Other	78	12%	7%
Hisp-Puerto Rican	37	6%	12%
Hispanic-Mexican	11	2%	1%
Unknown	9	1%	9%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	428	65%	64%
Black/African American	124	19%	16%
Other	83	13%	13%
Unknown	10	2%	5%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	620	700	-11% ▼
Admits	3	2	50% ▲
Discharges	10	23	-57% ▼
Service Hours	583	986	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	46%	56%

Co-occurring	Actual	State Avg
MH Screen Complete	0%	61%
SA Screen Complete	0%	61%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	89%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█			33%
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		1	10%	50%	46%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		284	46%	60%	62%	-14% ▼
Employed		76	12%	30%	22%	-18% ▼
Stable Living Situation		463	75%	95%	79%	-20% ▼
Improved/Maintained Axis V GAF Score		166	27%	75%	42%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		314	51%	90%	74%	-39% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	67%	75%	78%	-8%

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	140	127	10% ▲
Admits	14	3	367% ▲
Discharges	24	5	380% ▲
Service Hours	1,687	1,445	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	73%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	86%	25%
SA Screen Complete	79%	25%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	8%	65%	57%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		133	95%	60%	82%	35% ▲
Stable Living Situation		137	98%	80%	88%	18% ▲
Employed		38	27%	20%	13%	7% ▲
Improved/Maintained Axis V GAF Score		28	23%	65%	60%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		114	97%	90%	98%	7% ▼

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 36 Active CSP Programs