

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	281	286	-2%
	Admits	15	26	-42% ▼
	Discharges	14	20	-30% ▼
	Service Hours	624	611	2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	281	100.0%

Consumer Satisfaction Survey (Based on 110 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Recovery		97%	80%	79%
✓ Outcome		95%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	18	6%	9%
26-34	32	11%	22%
35-44	49	17%	21%
45-54	52	19%	20%
55-64	71	25%	20%
65+	59	21%	7%

Gender	#	%	State Avg
Female	156	56%	41% ▲
Male	124	44%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	252	90%	71% ▲
Hispanic-Other	23	8%	7%
Unknown	5	2%	9%
Hisp-Puerto Rican	1	0%	12% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	170	60%	64%
Black/African American	65	23%	16%
Other	30	11%	13%
Asian	10	4%	1%
Unknown	5	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

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	93%	61%
SA Screen Complete	93%	61%
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		12	86%	50%	46%	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		273	97%	60%	62%	37% ▲
✓ Stable Living Situation		279	99%	95%	79%	4%
✓ Improved/Maintained Axis V GAF Score		213	88%	75%	42%	13% ▲
✓ Employed		83	30%	30%	22%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		232	87%	90%	74%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	87%	75%	78%	12% ▲

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 89 Active Standard Outpatient Programs