

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	225	182	24%	▲
	Admits	85	49	73%	▲
	Discharges	84	55	53%	▲
	Service Hours	2,437	2,093	16%	▲

▲ > 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	152	53.3%
	Case Management	133	46.7%

### Consumer Satisfaction Survey (Based on 130 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Recovery		93%	80%	79%
✓ General Satisfaction		92%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		88%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	8	4%	10%
26-34	31	14%	23%
35-44	37	16%	22%
45-54	68	30%	20%
55-64	59	26%	19%
65+	22	10%	7%

Gender	#	%	State Avg
Female	146	65%	▲ 40%
Male	79	35%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	116	52%	▲ 12%
Non-Hispanic	54	24%	▼ 70%
Hispanic-Other	39	17%	8%
Unknown	14	6%	9%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	173	77%	▲ 63%
Other	26	12%	13%
Black/African American	18	8%	17%
Unknown	7	3%	5%
Am. Indian/Native Alaskan	1	0%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	24	-13% ▼
Admits	8	7	14% ▲
Discharges	7	11	-36% ▼
Service Hours	954	858	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
On-Time Periodic		
6 Month Updates	100%	58%
Co-occurring		
MH Screen Complete	88%	57%
SA Screen Complete	88%	58%
Diagnosis		
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		3	43%	50%	43%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	86%	60%	63%	26% ▲
Stable Living Situation		21	100%	95%	80%	5%
Improved/Maintained Axis V GAF Score		15	100%	75%	48%	25% ▲
Employed		0	0%	30%	24%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	81%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	100%	75%	77%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	81	63% ▲
Admits	40	16	150% ▲
Discharges	49	13	277% ▲
Service Hours	653	529	24% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	76%	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	31%	50%	55%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		121	90%	60%	69%	30% ▲
Stable Living Situation		122	91%	80%	76%	11% ▲
Employed		10	7%	20%	13%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	89%	90%	81%	-1%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 24 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	119	13% ▲
Admits	37	25	48% ▲
Discharges	28	31	-10%
Service Hours	830	706	18% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	85%
6 Month Updates	48%	58%
MH Screen Complete	72%	57%
SA Screen Complete	69%	58%
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	11%	50%	43%	-39% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		107	79%	60%	63%	19% ▲
Stable Living Situation		119	88%	95%	80%	-7%
Improved/Maintained Axis V GAF Score		79	75%	75%	48%	0%
Employed		14	10%	30%	24%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		102	95%	90%	81%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	43%	75%	77%	-32% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	85%	90%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	95%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 66 Active Supportive Housing – Development Programs