

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	459	590	-22% ▼
	Admits	77	173	-55% ▼
	Discharges	76	198	-62% ▼
	Service Hours	1,164	1,820	-36% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	459	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	25	5%	10%
26-34	60	13%	23%
35-44	64	14%	22%
45-54	121	26%	20%
55-64	127	28%	19%
65+	61	13%	7%

Gender	#	%	State Avg
Female	277	60%	▲ 40%
Male	182	40%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	289	63%	▲ 12%
Non-Hispanic	115	25%	▼ 70%
Hispanic-Other	44	10%	8%
Unknown	8	2%	9%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Other	244	53%	▲ 13%
White/Caucasian	106	23%	▼ 63%
Black/African American	86	19%	17%
Unknown	7	2%	5%
Multiple Races	5	1%	1%
Hawaiian/Other Pacific Islander	5	1%	0%
Am. Indian/Native Alaskan	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	459	590	-22% ▼
Admits	77	173	-55% ▼
Discharges	76	148	-49% ▼
Service Hours	1,164	1,818	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
On-Time Periodic		
6 Month Updates	60%	58%
Co-occurring		
MH Screen Complete	99%	57%
SA Screen Complete	99%	58%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	28%	50%	43%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		297	65%	60%	63%	5%
Stable Living Situation		434	95%	95%	80%	0%
Employed		63	14%	30%	24%	-16% ▼
Improved/Maintained Axis V GAF Score		257	67%	75%	48%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		309	81%	90%	81%	-9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		52	68%	75%	77%	-7%

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