

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	333	365	-9%
	Admits	13	17	-24% ▼
	Discharges	25	42	-40% ▼
	Service Hours	890	659	35% ▲

▲ > 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	333	100.0%

### Consumer Satisfaction Survey

(Based on 121 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		99%	80%	88%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		96%	80%	91%
✓ General Satisfaction		94%	80%	92%
● Outcome		79%	80%	83%
● Recovery		70%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	21	6%	10%
26-34	61	18%	23%
35-44	51	15%	22%
45-54	68	20%	20%
55-64	83	25%	19%
65+	49	15%	7%

Gender	#	%	State Avg
Female	208	62%	▲ 40%
Male	125	38%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	319	96%	▲ 70%
Hispanic-Other	6	2%	8%
Hisp-Puerto Rican	5	2%	12%
Unknown	2	1%	9%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	321	96%	▲ 63%
Black/African American	6	2%	▼ 17%
Other	3	1%	▼ 13%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%
Unknown	1	0%	5%
Asian			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	100%	85%
On-Time Periodic		
6 Month Updates	87%	58%
Co-occurring		
MH Screen Complete	100%	57%
SA Screen Complete	100%	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		0	0%	50%	43%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		317	95%	60%	63%	35% ▲
Employed		141	42%	30%	24%	12% ▲
Stable Living Situation		322	97%	95%	80%	2%
Improved/Maintained Axis V GAF Score		25	8%	75%	48%	-67% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		264	86%	90%	81%	-4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	31%	75%	77%	-44% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
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