

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	662	710	-7%
	Admits	30	9	233% ▲
	Discharges	60	75	-20% ▼
	Service Hours	4,263	4,735	-10%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	625	81.0%
	Community Support	147	19.0%

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%	10%
26-34	74	11%	23% ▼
35-44	106	16%	22%
45-54	139	21%	20%
55-64	192	29%	19%
65+	137	21%	7% ▲

Gender	#	%	State Avg
Female	377	57%	40% ▲
Male	285	43%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	526	79%	70%
Hispanic-Other	79	12%	8%
Hisp-Puerto Rican	37	6%	12%
Hispanic-Mexican	11	2%	1%
Unknown	9	1%	9%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	434	66%	63%
Black/African American	126	19%	17%
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	625	701	-11% ▼
Admits	8	3	167% ▲
Discharges	27	66	-59% ▼
Service Hours	996	1,980	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
6 Month Updates	45%	58%
MH Screen Complete	25%	57%
SA Screen Complete	25%	58%
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	91%	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		297	48%	60%	63%	-12% ▼
Employed		84	13%	30%	24%	-17% ▼
Stable Living Situation		476	76%	95%	80%	-19% ▼
Improved/Maintained Axis V GAF Score		217	35%	75%	48%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		371	62%	90%	81%	-28% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	38%	75%	77%	-37% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
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	147	130	13% ▲
Admits	22	6	267% ▲
Discharges	33	9	267% ▲
Service Hours	3,267	2,755	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	72%
On-Time Periodic		
6 Month Updates	94%	92%
Co-occurring		
MH Screen Complete	91%	28%
SA Screen Complete	86%	28%
Diagnosis		
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		6	18%	65%	60%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		139	94%	60%	81%	34% ▲
Stable Living Situation		144	97%	80%	87%	17% ▲
Employed		39	26%	20%	13%	6% ▲
Improved/Maintained Axis V GAF Score		35	27%	65%	63%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		114	98%	90%	99%	8% ▼

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 36 Active CSP Programs