

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	281	294	-4%
	Admits	16	34	-53% ▼
	Discharges	32	50	-36% ▼
	Service Hours	1,247	1,204	4%

▲ > 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	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%	10%
26-34	32	11%	23%
35-44	49	17%	22%
45-54	52	19%	20%
55-64	71	25%	19%
65+	59	21%	7%

Gender	#	%	State Avg
Female	156	56%	40% ▲
Male	124	44%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	252	90%	70% ▲
Hispanic-Other	23	8%	8%
Unknown	5	2%	9%
Hisp-Puerto Rican	1	0%	12% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	170	60%	63%
Black/African American	65	23%	17%
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	100%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	94%	57%
SA Screen Complete	94%	58%
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		23	72%	50%	43%	22% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		275	98%	60%	63%	38% ▲
✓ Improved/Maintained Axis V GAF Score		243	90%	75%	48%	15% ▲
✓ Stable Living Situation		279	99%	95%	80%	4%
● Employed		72	26%	30%	24%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		248	99%	90%	81%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		14	88%	75%	77%	13% ▲

### 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