

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	568	594	-4%
	Admits	140	167	-16% ▼
	Discharges	162	121	34% ▲
	Service Hours	1,482	2,658	-44% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	568	100.0%

Consumer Satisfaction Survey

(Based on 111 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		84%	80%	88%
● Outcome		76%	80%	83%
● Recovery		65%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	47	8%	11%
26-34	53	9%	23%
35-44	78	14%	22%
45-54	107	19%	20%
55-64	147	26%	18%
65+	134	24%	6%

Gender	#	%	State Avg
Female	341	60%	40% ▲
Male	226	40%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	536	94%	70% ▲
Hispanic-Other	29	5%	8%
Unknown	3	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12% ▼

Race	#	%	State Avg
White/Caucasian	488	86%	62% ▲
Other	37	7%	13%
Black/African American	36	6%	17% ▼
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	5%
Multiple Races			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	47%	85%

On-Time Periodic	Actual	State Avg
6 Month Updates	1%	58%

Co-occurring	Actual	State Avg
MH Screen Complete	1%	59%
SA Screen Complete	0%	59%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	60%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	4%	50%	40%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		81	14%	30%	25%	-16% ▼
Social Support		91	16%	60%	64%	-44% ▼
Stable Living Situation		201	35%	95%	81%	-60% ▼
Improved/Maintained Axis V GAF Score		51	10%	75%	52%	-65% ▼

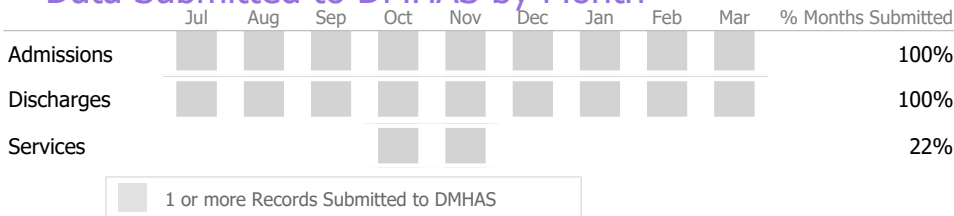
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		318	78%	90%	85%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		72	52%	75%	76%	-23% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs