

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	515	637	-19% ▼
	Admits	136	220	-38% ▼
	Discharges	94	292	-68% ▼
	Service Hours	1,834	2,506	-27% ▼

▲ > 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	515	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	34	7%	11%
26-34	73	14%	23%
35-44	74	14%	22%
45-54	133	26%	20%
55-64	136	26%	18%
65+	64	12%	6%

Gender	#	%	State Avg
Female	306	59%	▲ 40%
Male	209	41%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	317	62%	▲ 12%
Non-Hispanic	142	28%	▼ 70%
Hispanic-Other	44	9%	8%
Unknown	8	2%	10%
Hispanic-Cuban	3	1%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Other	259	50%	▲ 13%
White/Caucasian	124	24%	▼ 62%
Black/African American	106	21%	17%
Multiple Races	8	2%	1%
Unknown	7	1%	5%
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	515	637	-19% ▼
Admits	136	220	-38% ▼
Discharges	94	242	-61% ▼
Service Hours	1,834	2,504	-27% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic		
6 Month Updates	61%	58%
Co-occurring		
MH Screen Complete	99%	59%
SA Screen Complete	99%	59%
Diagnosis		
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	24%	50%	40%	-26% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		317	61%	60%	64%	1%
Stable Living Situation		487	94%	95%	81%	-1%
Employed		69	13%	30%	25%	-17% ▼
Improved/Maintained Axis V GAF Score		289	68%	75%	52%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		384	91%	90%	85%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		87	64%	75%	76%	-11% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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