

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	340	391	-13%	▼
	Admits	20	45	-56%	▼
	Discharges	54	69	-22%	▼
	Service Hours	1,349	1,079	25%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	340	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	22	6%	11%
26-34	63	19%	23%
35-44	52	15%	22%
45-54	68	20%	20%
55-64	85	25%	18%
65+	50	15%	6%

Gender	#	%	State Avg
Female	214	63%	▲ 40%
Male	126	37%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	325	96%	▲ 70%
Hispanic-Other	6	2%	8%
Hisp-Puerto Rican	6	2%	12%
Unknown	2	1%	10%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	328	96%	▲ 62%
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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Unique Clients	340	391	-13% ▼
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
On-Time Periodic		
6 Month Updates	98%	58%
Co-occurring		
MH Screen Complete	90%	59%
SA Screen Complete	90%	59%
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		4	7%	50%	40%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		324	95%	60%	64%	35% ▲
Employed		151	44%	30%	25%	14% ▲
Stable Living Situation		328	96%	95%	81%	1%
Improved/Maintained Axis V GAF Score		54	16%	75%	52%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		261	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		8	40%	75%	76%	-35% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■			■	■	■	78%
Discharges	■	■	■		■	■	■	■		78%
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