

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	676	719	-6%
	Admits	48	25	92% ▲
	Discharges	77	108	-29% ▼
	Service Hours	6,305	7,254	-13% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	630	80.1%
	Community Support	157	19.9%

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%	11%
26-34	77	11%	23%
35-44	107	16%	22%
45-54	142	21%	20%
55-64	196	29%	18%
65+	140	21%	6%

Gender	#	%	State Avg
Female	382	57%	40% ▲
Male	294	43%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	540	80%	70%
Hispanic-Other	79	12%	8%
Hisp-Puerto Rican	37	5%	12%
Hispanic-Mexican	11	2%	1%
Unknown	9	1%	10%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	443	66%	62%
Black/African American	129	19%	17%
Other	84	12%	13%
Unknown	10	1%	5%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	630	703	-10% ▼
Admits	15	5	200% ▲
Discharges	36	90	-60% ▼
Service Hours	1,623	2,905	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
6 Month Updates	42%	58%
MH Screen Complete	13%	59%
SA Screen Complete	13%	59%
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	92%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	11%	50%	40%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		307	49%	60%	64%	-11% ▼
Employed		90	14%	30%	25%	-16% ▼
Stable Living Situation		488	77%	95%	81%	-18% ▼
Improved/Maintained Axis V GAF Score		246	40%	75%	52%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		413	69%	90%	85%	-21% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	40%	75%	76%	-35% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	157	143	10%
Admits	33	20	65% ▲
Discharges	41	18	128% ▲
Service Hours	4,682	4,349	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	70%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	94%	30%
SA Screen Complete	73%	30%
Diagnosis	Actual	State Avg
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		10	24%	65%	63%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		151	95%	60%	82%	35% ▲
Stable Living Situation		153	96%	80%	86%	16% ▲
Employed		40	25%	20%	13%	5%
Improved/Maintained Axis V GAF Score		38	27%	65%	66%	-38% ▼

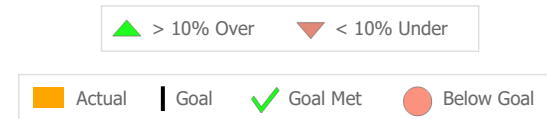
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		118	100%	90%	99%	10%

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



* State Avg based on 36 Active CSP Programs