

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,002	1,243	-19%	▼
	Admits	5	267	-98%	▼
	Discharges		265	-100%	▼
	Service Hours	115	5,340	-98%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,002	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%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		88%	80%	91%
● Outcome		73%	80%	83%
● Recovery		70%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	23	2%	11%
26-34	78	8%	23%
35-44	153	15%	22%
45-54	248	25%	20%
55-64	307	31%	18%
65+	193	19%	6%

Gender	#	%	State Avg
Female	643	64%	40%
Male	358	36%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	498	50%	70%
Hisp-Puerto Rican	402	40%	12%
Hispanic-Other	99	10%	8%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	493	49%	62%
Other	384	38%	13%
Black/African American	114	11%	17%
Hawaiian/Other Pacific Islander	7	1%	0%
Unknown	2	0%	5%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%
Asian			1%

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%
6 Month Updates	0%	58%
MH Screen Complete	100%	59%
SA Screen Complete	100%	59%
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		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		866	86%	60%	64%	26% ▲
Improved/Maintained Axis V GAF Score		719	72%	75%	52%	-3%
Stable Living Situation		903	90%	95%	81%	-5%
Employed		136	14%	30%	25%	-16% ▼

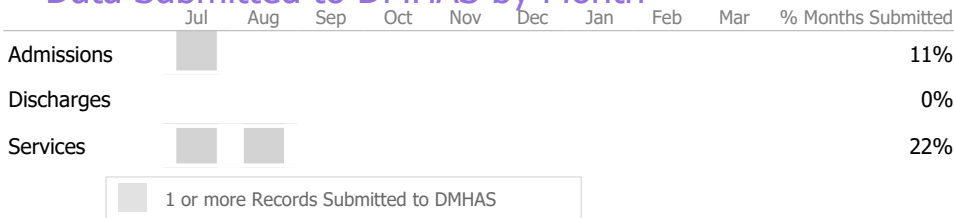
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		280	28%	90%	85%	-62% ▼

Service Engagement

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

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