

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	92	73	26%	▲
	Admits	32	23	39%	▲
	Discharges	33	14	136%	▲
	Service Hours	1,005	1,023	-2%	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	92	100.0%

### Consumer Satisfaction Survey (Based on 62 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		98%	80%	88%
✓ Overall		95%	80%	91%
● Outcome		79%	80%	83%
● Recovery		79%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	4	4%	11%
26-34	11	12%	23%
35-44	12	13%	22%
45-54	13	14%	20%
55-64	38	41%	18%
65+	14	15%	6%

Gender	#	%	State Avg
Female	54	59%	40%
Male	38	41%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	82	89%	70%
Hispanic-Other	7	8%	8%
Hisp-Puerto Rican	2	2%	12%
Unknown	1	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	78	85%	62%
Other	8	9%	13%
Asian	3	3%	1%
Black/African American	3	3%	17%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

■ 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	99%	94%
Valid TEDS Data	28%	40%
<b>On-Time Periodic</b>		
6 Month Updates	100%	39%
<b>Co-occurring</b>		
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	79%	75%	62%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	100%	90%	93%	10%

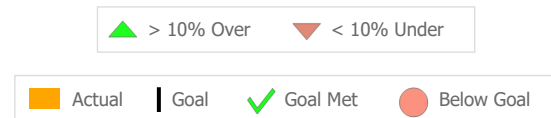
### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		27	84%	75%	77%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■		89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS



\* State Avg based on 6 Active Gambling Outpatient Programs