

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	298	316	-6%
	Admits	37	59	-37% ▼
	Discharges	52	62	-16% ▼
	Service Hours	1,910	1,851	3%

▲ > 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	298	100.0%

### Consumer Satisfaction Survey

(Based on 110 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%
✓ Overall		100%	80%	91%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Recovery		97%	80%	79%
✓ Outcome		95%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	21	7%	11%
26-34	36	12%	23%
35-44	53	18%	22%
45-54	55	18%	20%
55-64	73	24%	18%
65+	60	20%	6%

Gender	#	%	State Avg
Female	166	56%	40% ▲
Male	131	44%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	267	90%	70% ▲
Hispanic-Other	24	8%	8%
Unknown	5	2%	10%
Hispanic-Mexican	1	0%	1%
Hisp-Puerto Rican	1	0%	12% ▼
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	176	59%	62%
Black/African American	74	25%	17%
Other	31	10%	13%
Asian	10	3%	1%
Unknown	5	2%	5%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

■ 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%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	97%	59%
SA Screen Complete	97%	59%
Diagnosis	Actual	State Avg
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		31	60%	50%	40%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		292	96%	60%	64%	36% ▲
✓ Improved/Maintained Axis V GAF Score		253	90%	75%	52%	15% ▲
✓ Stable Living Situation		301	99%	95%	81%	4%
● Employed		78	26%	30%	25%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		251	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		35	95%	75%	76%	20% ▲

### Data Submitted to DMHAS by Month

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