

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	539	673	-20% ▼
	Admits	162	262	-38% ▼
	Discharges	117	347	-66% ▼
	Service Hours	2,644	3,280	-19% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	539	100.0%

Consumer Satisfaction Survey

(Based on 155 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		88%	80%	88%
● Outcome		73%	80%	83%
● Recovery		72%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	40	7%	11%
26-34	75	14%	23%
35-44	79	15%	22%
45-54	138	26%	20%
55-64	140	26%	18%
65+	66	12%	6%

Gender	#	%	State Avg
Female	321	60%	▲ 40%
Male	218	40%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	329	61%	▲ 11%
Non-Hispanic	153	28%	▼ 69%
Hispanic-Other	44	8%	8%
Unknown	9	2%	11%
Hispanic-Cuban	3	1%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Other	267	50%	▲ 13%
White/Caucasian	131	24%	▼ 62%
Black/African American	113	21%	17%
Multiple Races	10	2%	1%
Unknown	7	1%	6%
Hawaiian/Other Pacific Islander	5	1%	0%
Am. Indian/Native Alaskan	4	1%	1%
Asian	2	0%	1%

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

Program Activity

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Unique Clients	539	673	-20% ▼
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic		
6 Month Updates	61%	56%
Co-occurring		
MH Screen Complete	100%	61%
SA Screen Complete	99%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	22%	50%	39%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		341	63%	60%	64%	3%
Stable Living Situation		511	94%	95%	81%	-1%
Improved/Maintained Axis V GAF Score		342	74%	75%	55%	-1%
Employed		70	13%	30%	25%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		406	95%	90%	85%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		106	66%	75%	74%	-9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
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