

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	686	735	-7%
	Admits	61	45	36% ▲
	Discharges	98	124	-21% ▼
	Service Hours	7,657	9,961	-23% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	638	79.8%
	Community Support	162	20.3%

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	16	2%	11%
26-34	77	11%	23% ▼
35-44	110	16%	22%
45-54	144	21%	20%
55-64	198	29%	18% ▲
65+	141	21%	6% ▲

Gender	#	%	State Avg
Female	385	56%	40% ▲
Male	301	44%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	544	79%	69%
Hispanic-Other	81	12%	8%
Hisp-Puerto Rican	38	6%	11%
Hispanic-Mexican	13	2%	1%
Unknown	10	1%	11%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	448	65%	62%
Black/African American	130	19%	17%
Other	86	13%	13%
Unknown	11	2%	6%
Asian	5	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	638	714	-11% ▼
Admits	23	17	35% ▲
Discharges	48	98	-51% ▼
Service Hours	2,391	3,706	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%

On-Time Periodic	Actual	State Avg
6 Month Updates	36%	56%

Co-occurring	Actual	State Avg
MH Screen Complete	13%	61%
SA Screen Complete	13%	61%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	92%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	12%	50%	39%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		304	48%	60%	64%	-12% ▼
Employed		92	14%	30%	25%	-16% ▼
Stable Living Situation		495	77%	95%	81%	-18% ▼
Improved/Maintained Axis V GAF Score		276	44%	75%	55%	-31% ▼

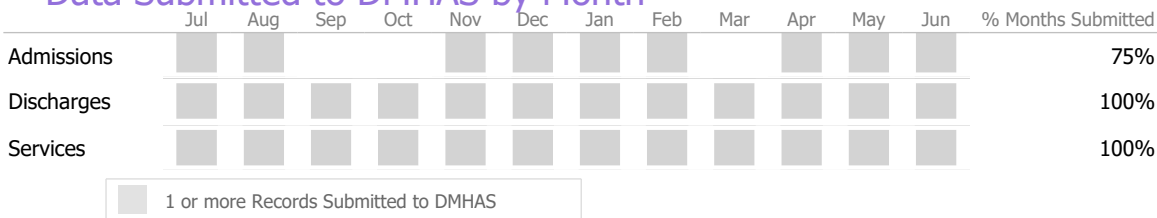
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		418	71%	90%	85%	-19% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	43%	75%	74%	-32% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	162	151	7%
Admits	38	28	36% ▲
Discharges	50	26	92% ▲
Service Hours	5,266	6,254	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	71%
6 Month Updates	52%	84%
MH Screen Complete	92%	40%
SA Screen Complete	68%	36%
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		12	24%	65%	62%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		156	95%	60%	81%	35% ▲
Stable Living Situation		158	96%	80%	87%	16% ▲
Employed		39	24%	20%	13%	4%
Improved/Maintained Axis V GAF Score		46	31%	65%	66%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		113	99%	90%	99%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs