

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	551	882	-38%	▼
	Admits	101	45	124%	▲
	Discharges	77	153	-50%	▼
	Service Hours	1,405	1,816	-23%	▼

▲ > 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	551	100.0%

### Consumer Satisfaction Survey (Based on 161 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Respect		90%	80%	91%
✓ Access		89%	80%	88%
● Outcome		71%	80%	83%
● Recovery		69%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	25	5%	13%	Female	340	62%	42%
26-34	79	14%	22%	Male	211	38%	58%
35-44	110	20%	19%				
45-54	176	32%	24%				
55-64	133	24%	17%				
65+	28	5%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Hisp-Puerto Rican	337	61%	▲ 12%	Other	372	68%	▲ 13%
Non-Hispanic	148	27%	▼ 75%	Black/African American	94	17%	16%
Hispanic-Other	56	10%	6%	White/Caucasian	63	11%	▼ 66%
Unknown	10	2%	5%	Multiple Races	10	2%	1%
Hispanic-Cuban			0%	Unknown	6	1%	3%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	4	1%	0%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Asian			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	473	753	-37%	▼
Admits	85	41	107%	▲
Discharges	68	130	-48%	▼
Service Hours	1,192	1,541	-23%	▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		32	47%	50%	38%	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		320	67%	60%	65%	7%
● Stable Living Situation		441	93%	95%	83%	-2%
✓ Improved/Maintained Axis V GAF Score		286	78%	75%	48%	3%
● Employed		49	10%	30%	19%	-20%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92% 95%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77% 67%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		97% 78%
✓ SA Screen Complete		99% 76%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98% 96%
✓ Valid Axis V GAF Score		98% 91%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		379	93%	90%	71%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		61	72%	75%	63%	-3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	130	-39% ▼
Admits	16	4	300% ▲
Discharges	9	23	-61% ▼
Service Hours	213	275	-22% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	78%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	56%	50%	38%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		62	78%	60%	65%	18% ▲
Stable Living Situation		71	90%	95%	83%	-5%
Improved/Maintained Axis V GAF Score		46	78%	75%	48%	3%
Employed		7	9%	30%	19%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	93%	90%	71%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	50%	75%	63%	-25% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

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