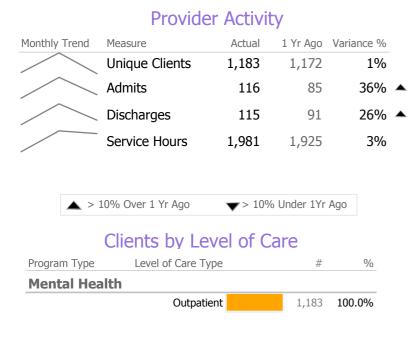
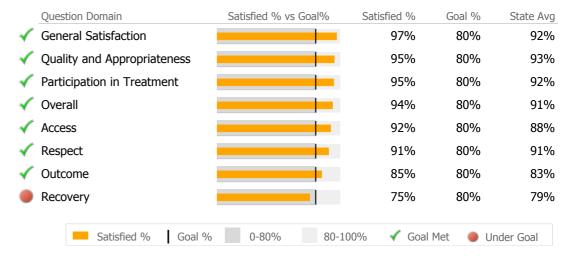
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)



### Consumer Satisfaction Survey (Based on 211 FY16 Surveys)



#### **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	43	4%	12%	Female	770	65%	<b>▲</b> 42%
26-34	101	9%	▼ 22%	Male 📒 📔	412	35%	▼ 58%
35-44	210	18%	19%	Transgender			0%
45-54	351	30%	23%				
55-64	327	28%	18%				
65+	151	13%	6%	Race	#	%	State Avg
				White/Caucasian	578	49%	▼ 65%
Ethnicity	#	%	State Avg	Other	447	38%	<b>▲</b> 13%
Non-Hispanic	599	51%	▼ 75%	Black/African American	139	12%	16%
Hisp-Puerto Rican	475	40%	<b>▲</b> 12%	Hawaiian/Other Pacific Islander	10	1%	0%
Hispanic-Other	105	9%	7%	Unknown	4	0%	3%
Hispanic-Cuban	3	0%	0%	Asian	2	0%	1%
·				Multiple Races	2	0%	1%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	1	0%	1%
Unknown			6%				
	Unique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% U	nder S	tate Avg

Mental Health - Outpatient - Standard Outpatient

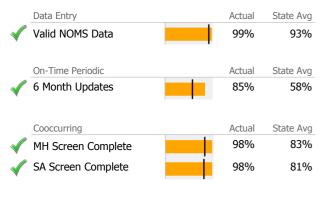
Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,183	1,172	1%
Admits	116	85	36% 🔺
Discharges	115	91	26% 🔺
Service Hours	1,981	1,925	3%

# Data Submission Quality





# Data Submitted to DMHAS by Month



### **Discharge Outcomes**

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
ully	90	78%	50%	42%	28%
) Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	1,106	93%	60%	64%	33%
F Score	930	87%	75%	45%	12%
	1,148	96%	95%	80%	1%
<b>–</b>	159	13%	30%	19%	-17%
Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	985	91%	90%	69%	1%
ent					
Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
ays	102	89%	75%	64%	14%
	Actual % vs Goal %	Actual % vs Goal % Actual   Actual % vs Goal % Actual   F Score 930   1,106 930   1,148 159   Actual % vs Goal % Actual   Actual % vs Goal % Actual   985 985	ully       90       78%         )       Actual % vs Goal %       Actual       Actual %         F Score       930       87%         1,106       93%         1,148       96%         159       13%         Actual % vs Goal %       Actual       Actual %         Actual % vs Goal %       Actual       Actual %         985       91%         ent       Actual % vs Goal %       Actual         Actual % vs Goal %       Actual       Actual %	ully       90       78%       50%         Actual % vs Goal %       Actual       Actual %       Goal %         F Score       930       87%       75%         1,106       93%       60%         930       87%       75%         1,148       96%       95%         159       13%       30%         Actual % vs Goal %       Actual       Actual %       Goal %         985       91%       90%         Ent       Actual % vs Goal %       Actual       Actual % Goal %	ully       90       78%       50%       42%         )       Actual % vs Goal %       Actual       Actual %       Goal %       State Avg         )       Actual % vs Goal %       Actual       Actual %       Goal %       State Avg         F Score       930       87%       75%       45%         1,148       96%       95%       80%         1,159       13%       30%       19%         Actual % vs Goal %       Actual       Actual %       Goal %       State Avg         985       91%       90%       69%         ent       985       91%       90%       69%

	> 10% Ov	ver	▼ < 10%	% Unde	r
Actual	Goal	🗸 (	Goal Met		Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs