

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	694	902	-23%	▼
	Admits	282	460	-39%	▼
	Discharges	285	415	-31%	▼
	Service Hours	4,507	5,827	-23%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	694	100.0%

Consumer Satisfaction Survey

(Based on 166 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		93%	80%	91%
✓ Access		90%	80%	88%
✓ Overall		88%	80%	91%
● Outcome		68%	80%	83%
● Recovery		64%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	46	7%	13%
26-34	89	13%	24%
35-44	104	15%	20%
45-54	217	31%	21%
55-64	176	25%	16%
65+	61	9%	5%

Gender	#	%	State Avg
Female	403	58%	40%
Male	291	42%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	461	66%	12%
Non-Hispanic	162	23%	72%
Hispanic-Other	58	8%	7%
Unknown	8	1%	7%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
Other	427	62%	13%
White/Caucasian	130	19%	64%
Black/African American	119	17%	17%
Multiple Races	8	1%	1%
Unknown	6	1%	4%
Am. Indian/Native Alaskan	2	0%	1%
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	694	792	-12% ▼
Admits	226	396	-43% ▼
Discharges	215	340	-37% ▼
Service Hours	3,793	5,021	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	52%	69%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	99%	88%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		71	33%	50%	45%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		408	58%	60%	69%	-2%
Stable Living Situation		653	93%	95%	86%	-2%
Improved/Maintained Axis V GAF Score		444	74%	75%	54%	-1%
Employed		95	14%	30%	24%	-16% ▼

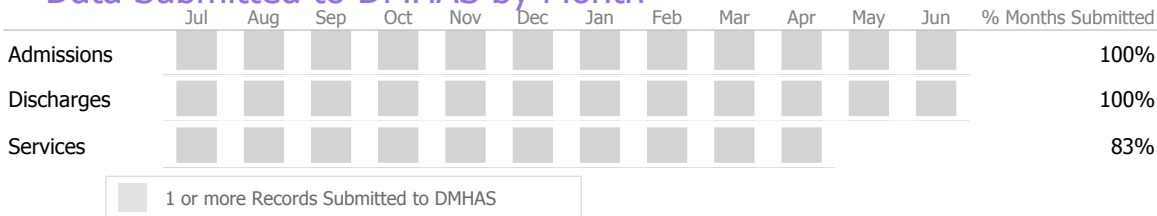
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		463	95%	90%	89%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		133	59%	75%	67%	-16% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs