

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	612	616	-1%
	Admits	183	187	-2%
	Discharges	224	185	21% ▲
	Service Hours	2,650	3,543	-25% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	612	100.0%

Consumer Satisfaction Survey (Based on 111 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		84%	80%	88%
● Outcome		76%	80%	83%
● Recovery		65%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	55	9%	11%
26-34	58	10%	23%
35-44	87	14%	22%
45-54	113	19%	20%
55-64	158	26%	18%
65+	138	23%	6%

Gender	#	%	State Avg
Female	365	60%	40% ▲
Male	246	40%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	576	94%	69% ▲
Hispanic-Other	32	5%	8%
Unknown	4	1%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			11% ▼

Race	#	%	State Avg
White/Caucasian	526	86%	62% ▲
Black/African American	39	6%	17% ▼
Other	39	6%	13%
Asian	3	0%	1%
Unknown	3	0%	6%
Am. Indian/Native Alaskan	2	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	38%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	12%	61%
SA Screen Complete	7%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	54%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	5%	50%	39%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		75	12%	30%	25%	-18% ▼
Social Support		101	16%	60%	64%	-44% ▼
Stable Living Situation		186	30%	95%	81%	-65% ▼
Improved/Maintained Axis V GAF Score		53	9%	75%	55%	-66% ▼

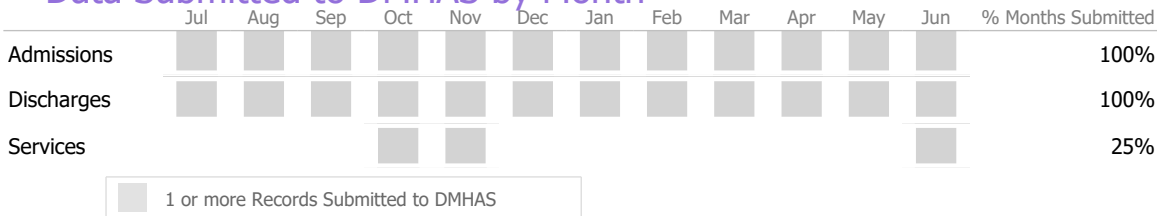
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		311	79%	90%	85%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		99	55%	75%	74%	-20% ▼

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