

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	223	226	-1%
	Admits	48	72	-33% ▼
	Discharges	57	54	6%
	Service Hours	2,937	3,882	-24% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	223	100.0%

Consumer Satisfaction Survey (Based on 92 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		98%	80%	92%
✓ Respect		98%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		92%	80%	83%
✓ Recovery		89%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	27	12%	16%
26-34	28	13%	23%
35-44	50	22%	20%
45-54	64	29%	24%
55-64	45	20%	14%
65+	9	4%	4%

Gender	#	%	State Avg
Female	145	65%	▲ 40%
Male	78	35%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	203	91%	▲ 75%
Hisp-Puerto Rican	17	8%	12%
Hispanic-Other	3	1%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			6%

Race	#	%	State Avg
Black/African American	139	62%	▲ 17%
White/Caucasian	55	25%	▼ 65%
Other	18	8%	14%
Multiple Races	6	3%	1%
Am. Indian/Native Alaskan	4	2%	1%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

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	100%	88%
On-Time Periodic 6 Month Updates	100%	56%
Cooccurring MH Screen Complete	98%	70%
SA Screen Complete	98%	67%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	20%	50%	45%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		189	83%	60%	55%	23% ▲
Stable Living Situation		214	94%	95%	81%	-1%
Employed		34	15%	30%	19%	-15% ▼
Improved/Maintained Axis V GAF Score		65	32%	75%	51%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		171	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		31	65%	75%	67%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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 91 Active Standard Outpatient Programs