

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	332	323	3%
	Admits	54	73	-26% ▼
	Discharges	64	47	36% ▲
	Service Hours	1,795	1,810	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	332	100.0%

Consumer Satisfaction Survey (Based on 105 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Access		94%	80%	88%
✓ Respect		94%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		88%	80%	91%
● Outcome		64%	80%	83%
● Recovery		63%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	17	5%	16% ▼
26-34	47	14%	23%
35-44	53	16%	20%
45-54	91	27%	24%
55-64	82	25%	14% ▲
65+	41	12%	4%

Gender	#	%	State Avg
Female	171	52%	40% ▲
Male	161	48%	60% ▼

Ethnicity	#	%	State Avg
Non-Hispanic	298	90%	75% ▲
Hispanic-Other	13	4%	6%
Unknown	13	4%	6%
Hisp-Puerto Rican	8	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	233	70%	65%
Black/African American	64	19%	17%
Other	25	8%	14%
Unknown	6	2%	3%
Asian	3	1%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			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	97%	88%
On-Time Periodic 6 Month Updates	100%	56%
Cooccurring MH Screen Complete	93%	70%
SA Screen Complete	93%	67%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	17%	50%	45%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		260	78%	60%	55%	18% ▲
Stable Living Situation		322	97%	95%	81%	2%
Employed		90	27%	30%	19%	-3%
Improved/Maintained Axis V GAF Score		165	55%	75%	51%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		258	96%	90%	87%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		37	69%	75%	67%	-6%

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