

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	173	210	-18% ▼
↖	Admits	25	53	-53% ▼
↗	Discharges	37	38	-3%
↖	Service Hours	1,128	1,270	-11% ▼

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

Consumer Satisfaction Survey

(Based on 118 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	94% 80%	94%	80%	92%
✓ Participation in Treatment	88% 80%	88%	80%	92%
✓ Overall	87% 80%	87%	80%	91%
✓ Quality and Appropriateness	86% 80%	86%	80%	93%
✓ Access	86% 80%	86%	80%	88%
✓ Respect	83% 80%	83%	80%	91%
● Outcome	74% 80%	74%	80%	83%
● Recovery	67% 80%	67%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Outpatient		132	58.7%
Case Management		93	41.3%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Female	Male	Transgender		113	65%	42%
18-25	3	2%	8%	Male	60	35%	58%
26-34	13	8%	21%	Transgender			0%
35-44	30	17%	22%	Race			
45-54	52	30%	20%	White/Caucasian	138	80%	63%
55-64	49	28%	20%	Other	18	10%	13%
65+	26	15%	9%	Black/African American	12	7%	16%

Ethnicity	#	%	State Avg	Am. Indian/Native Alaskan	#	%	State Avg
	Asian	Multiple Races	Hawaiian/Other Pacific Islander		1	1%	1%
Hisp-Puerto Rican	105	61%	▲ 12%	Am. Indian/Native Alaskan	1	1%	1%
Non-Hispanic	40	23%	▼ 69%	Asian			1%
Hispanic-Other	24	14%	8%	Multiple Races			1%
Unknown	3	2%	11%	Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican	1	1%	1%				
Hispanic-Cuban		0%					

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

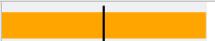
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	18	-17%	▼
Admits	2	4	-50%	▼
Discharges	2	5	-60%	▼
Service Hours	515	460	12%	▲

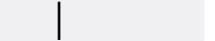
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	54%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	75%
✓ SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	33%	50%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	100%	60%	59%	40%
✓ Stable Living Situation		15	100%	95%	73%	5%
✓ Improved/Maintained Axis V GAF Score		11	100%	75%	40%	25%
● Employed		0	0%	30%	20%	-30%

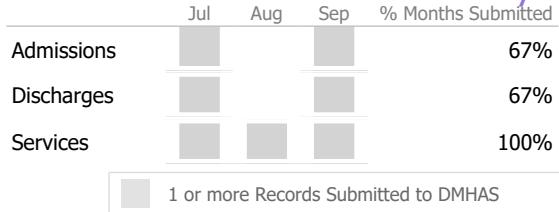
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	75%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	76%	25%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	120	-23% ▼
Admits	10	25	-60% ▼
Discharges	12	22	-45% ▼
Service Hours	258	365	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	97%	56%

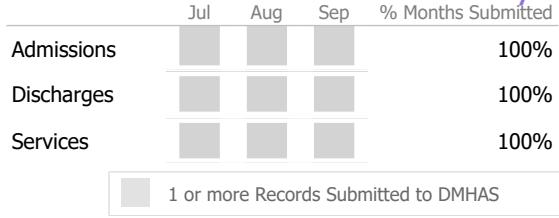
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 67%;"><div style="width: 50%;"></div></div>	8	67%	50%	69%	17% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 97%;"><div style="width: 60%;"></div></div>	89	97%	60%	70%	37% ▲
✓ Stable Living Situation	<div style="width: 98%;"><div style="width: 80%;"></div></div>	90	98%	80%	77%	18% ▲
● Employed	<div style="width: 5%;"><div style="width: 20%;"></div></div>	5	5%	20%	10%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 93%;"><div style="width: 90%;"></div></div>	74	93%	90%	61%	2% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	126	-5%
Admits	13	24	-46% ▼
Discharges	23	11	109% ▲
Service Hours	355	445	-20% ▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	94%	86%
✓ On-Time Periodic 6 Month Updates	70%	54%
Co-occurring		
✓ MH Screen Complete	76%	75%
✓ SA Screen Complete	76%	76%
Diagnosis		
✓ Valid Axis I Diagnosis	99%	97%
✓ Valid Axis V GAF Score	99%	90%

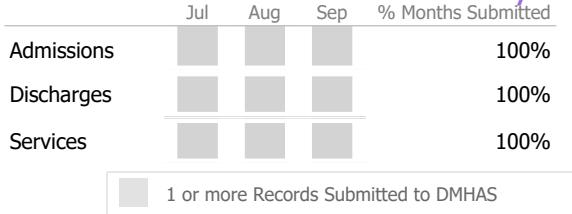
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 39%;"><div style="width: 50%;"></div></div>	9	39%	50%	33%	-11% ▼
Recovery						
✓ Social Support	<div style="width: 93%;"><div style="width: 60%;"></div></div>	115	93%	60%	59%	33% ▲
✓ Stable Living Situation	<div style="width: 98%;"><div style="width: 95%;"></div></div>	121	98%	95%	73%	3% ▲
● Improved/Maintained Axis V GAF Score	<div style="width: 66%;"><div style="width: 75%;"></div></div>	71	66%	75%	40%	-9% ▼
● Employed	<div style="width: 11%;"><div style="width: 30%;"></div></div>	14	11%	30%	20%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 91%;"><div style="width: 90%;"></div></div>	91	91%	90%	75%	1% ▲
Service Engagement						
Outpatient	<div style="width: 31%;"><div style="width: 75%;"></div></div>	4	31%	75%	76%	-44% ▼

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

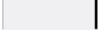
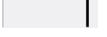
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	93%	-85% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	90%	96%	N/A 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 99%
On-Time Periodic 6 Month Updates		0% 90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

 1 or more Records Submitted to DMHAS