

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,948	2,509	17%	▲
	Admits	160	74	116%	▲
	Discharges	120	32	275%	▲
	Service Hours	1,407	1,291	9%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,635	87.9%
	Case Management	190	6.3%
Addiction	Case Management	173	5.8%

Consumer Satisfaction Survey

(Based on 201 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		89%	80%	88%
● Recovery		65%	80%	79%
● Outcome		63%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	231	8%	8%
26-34	500	17%	21%
35-44	516	18%	22%
45-54	561	19%	20%
55-64	651	22%	20%
65+	487	17%	9%

Gender	#	%	State Avg
Female	1,776	60%	▲ 42%
Male	1,170	40%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,668	91%	▲ 69%
Unknown	176	6%	11%
Hispanic-Other	91	3%	8%
Hisp-Puerto Rican	13	0%	▼ 12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,660	90%	▲ 63%
Unknown	106	4%	5%
Other	99	3%	13%
Black/African American	66	2%	▼ 16%
Asian	9	0%	1%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	106	63% ▲
Admits	21	21	0%
Discharges	106	-	
Service Hours	13	12	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	0%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	38%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		26	15%	20%	27%	-5%
Stable Living Situation		118	68%	80%	82%	-12% ▼
Self Help		31	18%	60%	60%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	28%	90%	80%	-62% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	190	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,635	2,249	17% ▲
Admits	139	53	162% ▲
Discharges	14	32	-56% ▼
Service Hours	1,394	1,279	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	86%
On-Time Periodic		
6 Month Updates	28%	54%
Co-occurring		
MH Screen Complete	18%	75%
SA Screen Complete	21%	76%
Diagnosis		
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	89%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		326	12%	30%	20%	-18% ▼
Social Support		810	31%	60%	59%	-29% ▼
Improved/Maintained Axis V GAF Score		319	13%	75%	40%	-62% ▼
Stable Living Situation		96	4%	95%	73%	-91% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		945	36%	90%	75%	-54% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		41	29%	75%	76%	-46% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 84 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.