

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	78	77	1%
↗	Admits	17	17	0%
↗	Discharges	13	22	-41% ▼
↗	Service Hours	600	1,033	-42% ▼

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

## Consumer Satisfaction Survey

(Based on 62 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100%   100%	100%	80%	93%
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ General Satisfaction	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Respect	100%   100%	100%	80%	91%
✓ Access	100%   100%	100%	80%	88%
✓ Recovery	98%   100%	98%	80%	79%
✓ Outcome	86%   100%	86%	80%	83%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Employment Services		48	60.0%
Education Support		32	40.0%

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

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	13	17%	8%	Male	48	62%	58%
26-34	21	27%	21%	Female	30	38%	42%
35-44	19	24%	22%	Transgender			0%
45-54	12	15%	20%				
55-64	12	15%	20%				
65+	1	1%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	63	81%	69% ▲	White/Caucasian	45	58%	63%
Hispanic-Other	8	10%	8%	Black/African American	18	23%	16%
Hisp-Puerto Rican	7	9%	12%	Other	13	17%	13%
Hispanic-Cuban			0%	Asian	2	3%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan			1%
Unknown			11% ▼	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			5%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	51	-6%
Admits	10	12	-17% <span style="color: red;">▼</span>
Discharges	9	13	-31% <span style="color: red;">▼</span>
Service Hours	223	615	-64% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	48%	35%	44%	13% <span style="color: green;">▲</span>

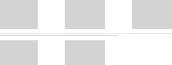
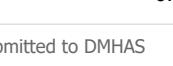
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	87%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic 6 Month Updates		96%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

▲ > 10% Over    ▼ < 10% Under



\* State Avg based on 39 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	31	3%
Admits	7	5	40% <span style="color: green;">▲</span>
Discharges	4	9	-56% <span style="color: red;">▼</span>
Service Hours	377	418	-10% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	<span style="color: orange;">█</span>	25	78%	35%	69%	43% <span style="color: green;">▲</span>

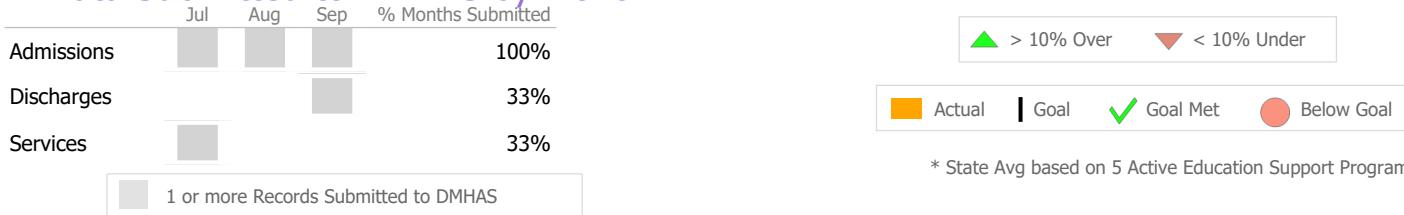
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<span style="color: orange;">█</span>	24	75%	90%	83%	-15% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<span style="color: orange;">█</span>	92% <span style="color: green;">✓</span>

## Data Submitted to DMHAS by Month



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