

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	452	519	-13% ▼
↑	Admits	61	86	-29% ▼
↑	Discharges	97	128	-24% ▼
↑	Service Hours	1,124	1,517	-26% ▼
↑	S.Rehab/PHP/IOP	4,814	8,517	-43% ▼

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

## Consumer Satisfaction Survey

(Based on 284 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	100%   100%	100%	80%	92%
✓ Quality and Appropriateness	97%   97%	97%	80%	93%
✓ Overall	96%   96%	96%	80%	91%
✓ Access	96%   96%	96%	80%	88%
✓ Participation in Treatment	95%   95%	95%	80%	92%
✓ Respect	94%   94%	94%	80%	91%
✓ Outcome	91%   91%	91%	80%	83%
✓ Recovery	89%   89%	89%	80%	79%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Mental Health

Social Rehabilitation	362	71.1%
Employment Services	83	16.3%
Education Support	43	8.4%
Case Management	21	4.1%

## Client Demographics

Age	#	%	State Avg
18-25	22	5%	8%
26-34	66	15%	21%
35-44	79	17%	22%
45-54	104	23%	20%
55-64	143	32% ▲	20%
65+	38	8%	9%

Gender	#	%	State Avg
Male	289	64%	58%
Female	162	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	372	82% ▲	69%
Hisp-Puerto Rican	38	8%	12%
Hispanic-Other	26	6%	8%
Unknown	13	3%	11%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	216	48% ▼	63%
Black/African American	193	43% ▲	16%
Other	29	6%	13%
Unknown	8	2%	5%
Am. Indian/Native Alaskan	2	0%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races			1%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	13	17	-24%	▼
Admits	3	5	-40%	▼
Discharges	3	2	50%	▲
Service Hours	110	246	-56%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	   	9	69%	35%	44%	34% 

## Service Utilization

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

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	   	100%	87%
✓ On-Time Periodic 6 Month Updates	   	100%	91%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 39 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	82	-18%	▼
Admits	17	26	-35%	▼
Discharges	27	28	-4%	
Service Hours	-	-		
Social Rehab/PHP/IOP Days	858	1,787	-52%	▼

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
						Actual %

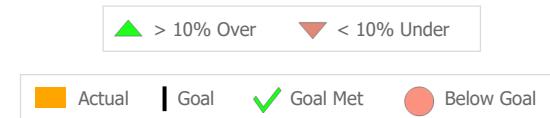
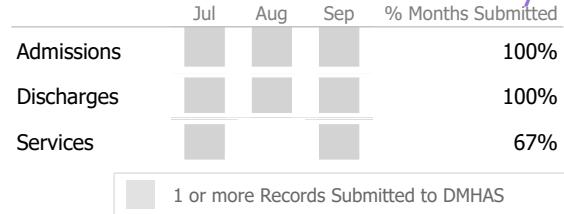
## Clients Receiving Services

Actual %	Goal %	State Avg
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39	98%	90%
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49%	8%	
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## Data Submitted to DMHAS by Month



\* State Avg based on 33 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	2	-		
Discharges	2	-		
Service Hours	194	157	24%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	88%	15% ▲

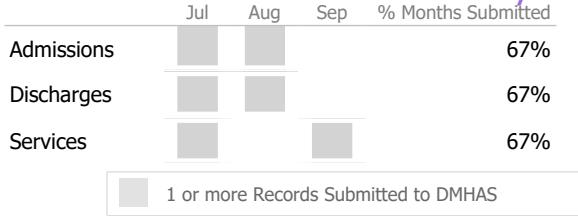
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	92%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	87%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	170	149	14%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	93%	15% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10% ▲

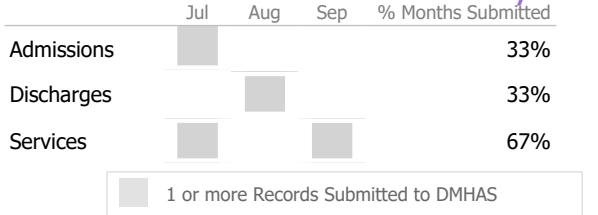
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	90%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	305	344	-11%	▼
Admits	18	22	-18%	▼
Discharges	35	46	-24%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	3,956	6,730	-41%	▼

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
						Actual %

## Clients Receiving Services

Actual % vs Goal %

Actual

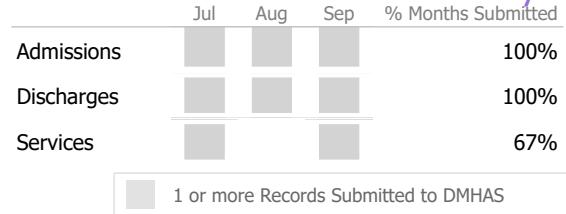
Actual %

Goal %

State Avg

Actual vs Goal

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	39	10%	▲
Admits	5	3	67%	▲
Discharges	8	4	100%	▲
Service Hours	187	219	-15%	▼

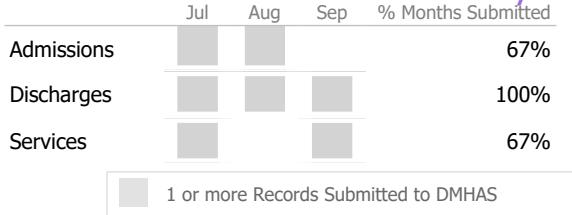
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	   	32	74%	35%	69%	39% 
<b>Service Utilization</b>						
✓ Clients Receiving Services	   	35	100%	90%	83%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	   	100%	98%
✓ On-Time Periodic 6 Month Updates	   	93%	88%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

 Actual    Goal    Goal Met    Below Goal

\* State Avg based on 5 Active Education Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	92	-24%	▼
Admits	14	29	-52%	▼
Discharges	20	19	5%	
Service Hours	464	639	-27%	▼

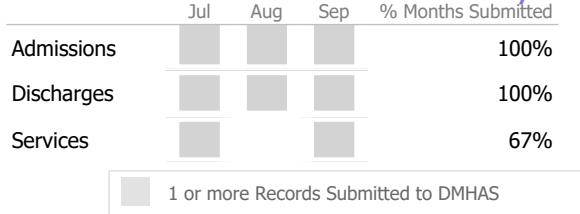
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	   	38	54%	35%	44%	19% 
✓ Clients Receiving Services	   	49	98%	90%	87%	8% 

## Data Submission Quality

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

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 39 Active Employment Services Programs