

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	170	223	-24%	▼
	Admits	4	32	-88%	▼
	Discharges	38	49	-22%	▼
	Service Hours	685	567	21%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	88	51.5%
	Employment Services	83	48.5%

Consumer Satisfaction Survey

(Based on 56 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ Outcome		98%	80%	83%
✓ Quality and Appropriateness		96%	80%	93%
✓ Recovery		91%	80%	79%
✓ Participation in Treatment		87%	80%	92%

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

Client Demographics

Age	#	%	State Avg
18-25	9	5%	8%
26-34	27	16%	21%
35-44	46	27%	22%
45-54	40	24%	20%
55-64	44	26%	20%
65+	4	2%	9%

Gender	#	%	State Avg
Male	117	70%	▲ 58%
Female	51	30%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	149	88%	▲ 69%
Hisp-Puerto Rican	19	11%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Other	1	1%	8%
Hispanic-Mexican			1%
Unknown			▼ 11%

Race	#	%	State Avg
Black/African American	91	54%	▲ 16%
White/Caucasian	49	29%	▼ 63%
Other	16	9%	13%
Multiple Races	7	4%	1%
Am. Indian/Native Alaskan	3	2%	1%
Hawaiian/Other Pacific Islander	3	2%	0%
Unknown	1	1%	5%
Asian			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	75	-12% ▼
Admits	1	10	-90% ▼
Discharges	5	9	-44% ▼
Service Hours	519	405	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		21	32%	35%	44%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		58	94%	90%	87%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		87%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

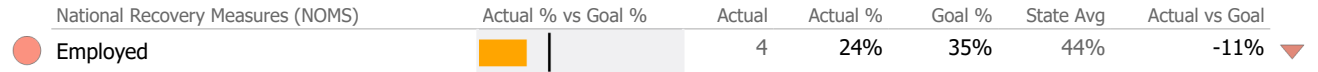
Actual | Goal Goal Met Below Goal

* State Avg based on 39 Active Employment Services Programs

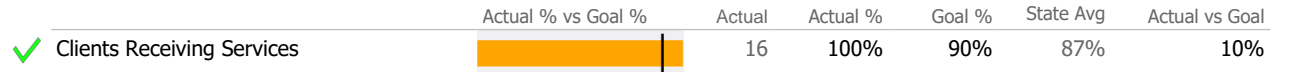
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	24	-29% ▼
Admits	1	1	0%
Discharges	1	10	-90% ▼
Service Hours	165	60	178% ▲

Recovery



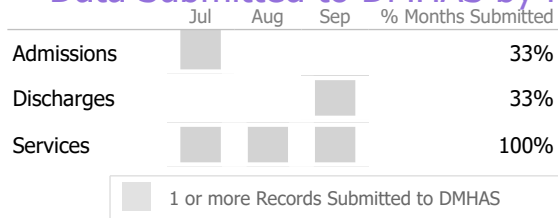
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	88	0%
Admits	2	20	-90% ▼
Discharges	32	12	167% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 45 Active Outreach & Engagement Programs