

## 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

## Consumer Satisfaction Survey

(Based on 56 FY20 Surveys)

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

## Clients by Level of Care

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

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

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	9	5%	8%	Male	117	70%	58%
26-34	27	16%	21%	Female	51	30%	42%
35-44	46	27%	22%	Transgender			0%
45-54	40	24%	20%	Race		State Avg	
55-64	44	26%	20%	Black/African American	91	54%	16%
65+	4	2%	9%	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%
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%				

■ 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%	

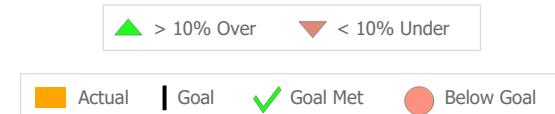
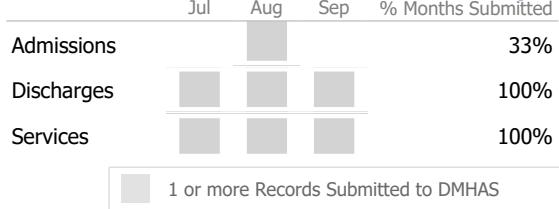
## Service Utilization

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

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
On-Time Periodic		
6 Month Updates	98%	91%

## Data Submitted to DMHAS by Month

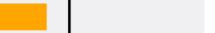


\* State Avg based on 39 Active Employment Services Programs

## Program Activity

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

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	24%	35%	44%	-11% ▼
Clients Receiving Services		16	100%	90%	87%	10%

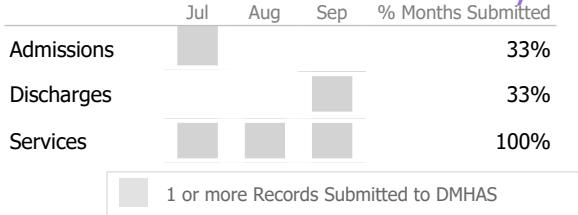
## Data Submission Quality

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

## Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	16	100%	90%	87%	10%

## 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

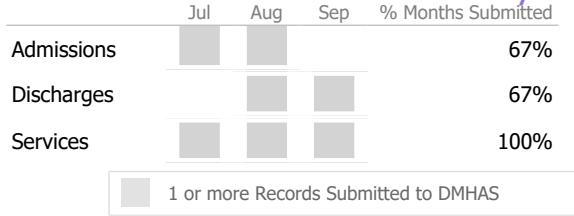
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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



▲ &gt; 10% Over ▼ &lt; 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 45 Active Outreach &amp; Engagement Programs