

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	127	124	2%
↘	Admits	9	5	80% ▲
↘	Discharges	6	6	0%
↗	Service Hours	920	880	5%

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

Consumer Satisfaction Survey

(Based on 85 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	98% Goal 80%	98%	80%	92%
✓ General Satisfaction	93% Goal 80%	93%	80%	92%
✓ Overall	93% Goal 80%	93%	80%	91%
✓ Quality and Appropriateness	93% Goal 80%	93%	80%	93%
✓ Access	90% Goal 80%	90%	80%	88%
✓ Respect	89% Goal 80%	89%	80%	91%
✓ Outcome	82% Goal 80%	82%	80%	83%
✓ Recovery	80% Goal 80%	80%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Case Management	127	100.0%
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■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	3	2%	8%
26-34	23	18%	21%
35-44	24	19%	22%
45-54	23	18%	20%
55-64	35	28%	20%
65+	19	15%	9%

Gender	#	%	State Avg
Male	67	53%	58%
Female	60	47%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	115	91%	69%
Hispanic-Other	7	6%	8%
Hisp-Puerto Rican	4	3%	12%
Unknown	1	1%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Race	#	%	State Avg
White/Caucasian	91	72%	63%
Black/African American	26	20%	16%
Other	7	6%	13%
Asian	2	2%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	54	49	10%	▲
Admits	5	1	400%	▲
Discharges	2	4	-50%	▼
Service Hours	404	347	17%	▲

Discharge Outcomes

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	1	50%	50%	69%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	52	96%	60%	70%	36%	▲
Stable Living Situation	54	100%	80%	77%	20%	▲
Employed	3	6%	20%	10%	-14%	▼

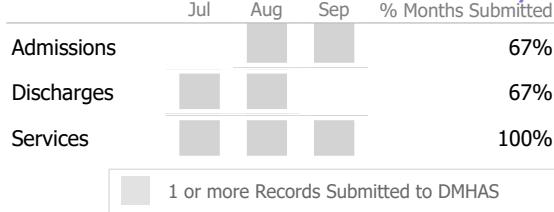
Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	52	100%	90%	61%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	100%	56%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal █ Goal Met █ Below Goal

* State Avg based on 23 Active Standard Case Management Programs

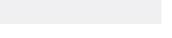
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	75	-3%
Admits	4	4	0%
Discharges	4	2	100% 
Service Hours	516	534	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%

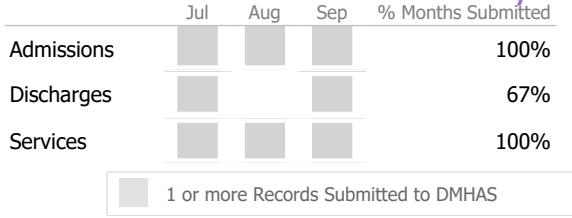
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	4	100%	50%	69%	50% 
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	 	71	97%	60%	70%	37% 
✓ Stable Living Situation	 	73	100%	80%	77%	20% 
● Employed	 	4	5%	20%	10%	-15% 

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	71	100%	90%	61%	10%

Data Submitted to DMHAS by Month

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 23 Active Standard Case Management Programs