

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	368	377	-2%
↘	Admits	35	55	-36% ▼
↘	Discharges	24	48	-50% ▼
↗	Service Hours	1,982	1,744	14% ▲
↘	S.Rehab/PHP/IOP	313	1,200	-74% ▼

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

## Consumer Satisfaction Survey

(Based on 133 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Respect	98%   98%	98%	80%	91%
✓ Access	95%   95%	95%	80%	88%
✓ Participation in Treatment	95%   95%	95%	80%	92%
✓ Quality and Appropriateness	95%   95%	95%	80%	93%
✓ Recovery	92%   92%	92%	80%	79%
✓ Outcome	88%   88%	88%	80%	83%

■ 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	357	66.1%
Employment Services	64	11.9%
Education Support	49	9.1%
Case Management	31	5.7%
Community Support	27	5.0%

## Addiction

Employment Services	12	2.2%
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## Client Demographics

Age	#	%	State Avg
18-25	51	14%	8%
26-34	61	17%	21%
35-44	58	16%	22%
45-54	63	17%	20%
55-64	97	26%	20%
65+	38	10%	9%

Gender	#	%	State Avg
Male	214	58%	58%
Female	154	42%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	301	82%	69% ▲
Hispanic-Other	34	9%	8%
Unknown	16	4%	11%
Hisp-Puerto Rican	13	4%	12%
Hispanic-Mexican	4	1%	1%
Hispanic-Cuban		0%	

Race	#	%	State Avg
White/Caucasian	235	64%	63%
Black/African American	94	26%	16%
Other	29	8%	13%
Asian	4	1%	1%
Unknown	4	1%	5%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

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

## Program Activity

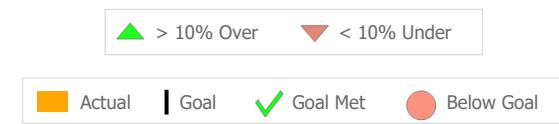
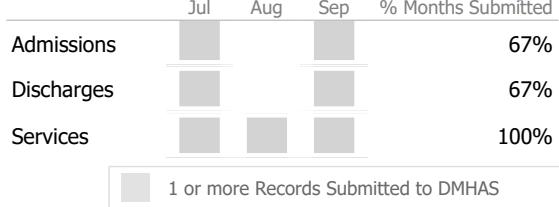
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	357	339	5%
Admits	9	25	-64% ▼
Discharges	3	11	-73% ▼
Service Hours	748	451	66% ▲
Social Rehab/PHP/IOP Days	313	1,200	-74% ▼

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Actual	254	72%	90%	49%	-18%	▼
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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	64	59	8%
Admits	17	9	89% <span style="color: green;">▲</span>
Discharges	10	9	11% <span style="color: green;">▲</span>
Service Hours	383	221	73% <span style="color: green;">▲</span>

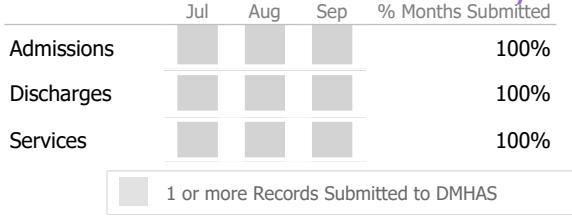
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 34%;"><div style="width: 53%; background-color: #ff9900;"></div></div>	34	53%	35%	44%	18% <span style="color: green;">▲</span>
<b>Service Utilization</b>						
✓ Clients Receiving Services	<div style="width: 54%;"><div style="width: 100%; background-color: #ff9900;"></div></div>	54	100%	90%	87%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 92%;"><div style="width: 87%; background-color: #ff9900;"></div></div>	92% 87%
✓ On-Time Periodic 6 Month Updates	<div style="width: 100%;"><div style="width: 91%; background-color: #ff9900;"></div></div>	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	49	42	17%	▲
Admits	3	5	-40%	▼
Discharges	2	9	-78%	▼
Service Hours	381	348	9%	

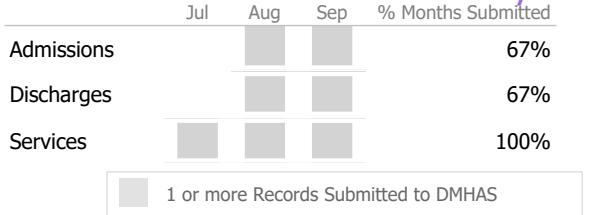
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	   	33	67%	35%	69%	32% 
<b>Service Utilization</b>						
✓ Clients Receiving Services	   	46	98%	90%	83%	8% 

## Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	   	94%	98%
On-Time Periodic ✓ 6 Month Updates	   	97%	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	27	28	-4% ▲
Admits	3	1	200% ▲
Discharges	-	3	-100% ▼
Service Hours	244	466	-48% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	91%	80%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	85%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	96%	96%

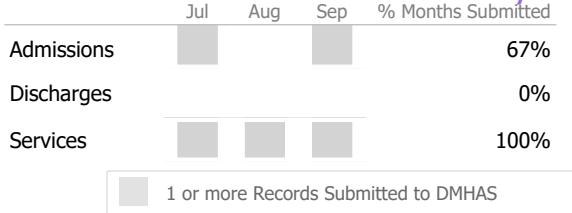
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	61%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	100%	80%	89%	20% ▲
✓ Employed		9	33%	20%	13%	13% ▲
✓ Social Support		18	67%	60%	81%	7% ▲
● Improved/Maintained Axis V GAF Score		0	0%	65%	56%	-65% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	94%	10%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 36 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	26	33	-23% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	93%	15% 

## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	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

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

 1 or more Records Submitted to DMHAS

 > 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	9	8	13%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	42	37	15%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	78%	85%	88%	-7%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		8	100%	90%	92%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	96%
On-Time Periodic		
6 Month Updates	100%	87%

## Data Submitted to DMHAS by Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	38	-68% ▼
Admits	2	13	-85% ▼
Discharges	7	13	-46% ▼
Service Hours	60	105	-43% ▼

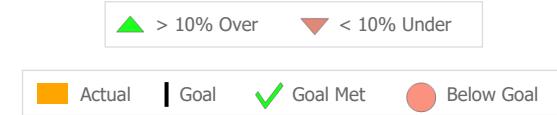
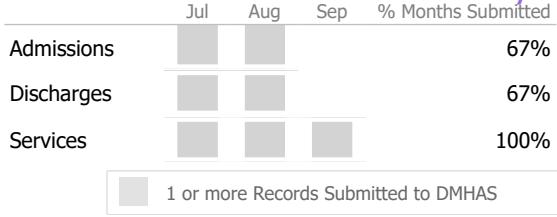
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	1	8%	35%	29%	-27% ▼	
Clients Receiving Services	5	100%	90%	37%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	83%
On-Time Periodic 6 Month Updates	N/A	35%

## Data Submitted to DMHAS by Month



\* State Avg based on 11 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	-	2	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	98	82	20% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	16	100%	85%	88%	15%	▲

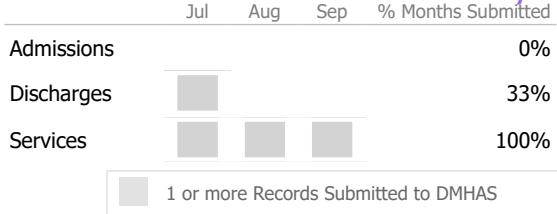
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	15	100%	90%	92%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	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