

### 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%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		98%	80%	91%
✓ Access		95%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Recovery		92%	80%	79%
✓ Outcome		88%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	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%
<b>Addiction</b>	Employment Services	12	2.2%

### 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%

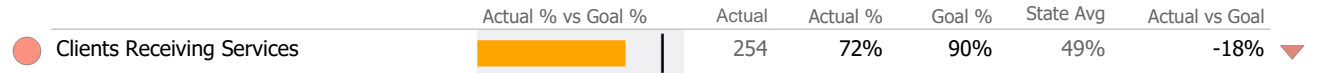
Race	#	%	State Avg
White/Caucasian	235	64%	63%
Black/African American	94	26%	16%
Other	29	8%	13%
Asian	4	1%	1%
Unknown	4	1%	5%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

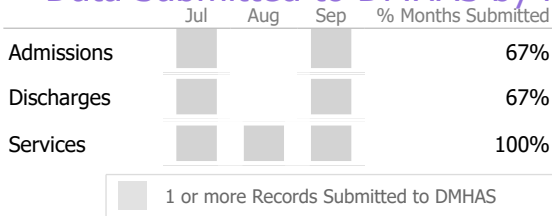
### Program Activity

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



### 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% ▲
Discharges	10	9	11% ▲
Service Hours	383	221	73% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	53%	35%	44%	18% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	87%	10%

### 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				100%
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	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% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	98%	90%	83%	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* 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%

### Data Submitted to DMHAS by Month



### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	61%	N/A

### Recovery

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

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

▲ > 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

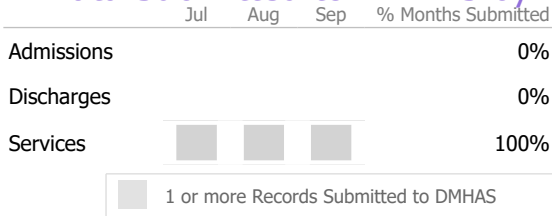
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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	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

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month

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

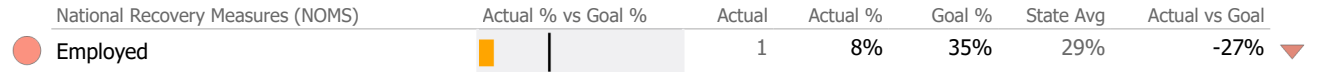
▲ > 10% Over    ▼ < 10% Under

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

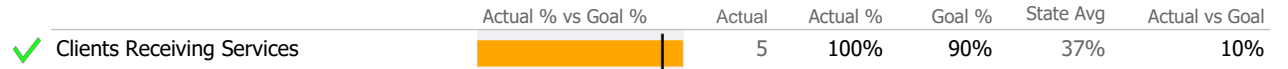
### Program Activity

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



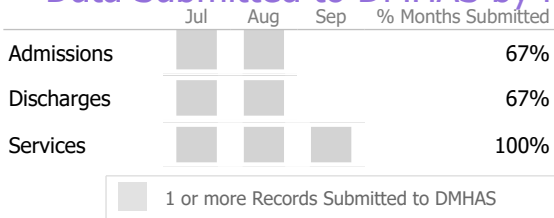
### Service Utilization



### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		83%
On-Time Periodic	Actual	State Avg
6 Month Updates		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

	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		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month



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