

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	634	655	-3%
	Admits	10	18	-44% ▼
	Discharges	18	34	-47% ▼
	Service Hours	1,406	2,309	-39% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	595	83.1%
	Community Support	121	16.9%

Consumer Satisfaction Survey

(Based on 235 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Access		92%	80%	88%
✓ General Satisfaction		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Overall		87%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		72%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	13	2%	8%
26-34	64	10%	21% ▼
35-44	99	16%	22%
45-54	126	20%	20%
55-64	178	28%	20%
65+	154	24%	9% ▲

Gender	#	%	State Avg
Female	350	55%	42% ▲
Male	284	45%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	498	79%	69%
Hispanic-Other	77	12%	8%
Hisp-Puerto Rican	36	6%	12%
Hispanic-Mexican	13	2%	1%
Unknown	10	2%	11%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	420	66%	63%
Black/African American	116	18%	16%
Other	80	13%	13%
Unknown	10	2%	5%
Asian	4	1%	1%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	1	0%	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	595	621	-4%
Admits	3	4	-25% ▼
Discharges	10	10	0%
Service Hours	605	622	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	46%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	75%
SA Screen Complete	0%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	93%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		252	42%	60%	59%	-18% ▼
Employed		71	12%	30%	20%	-18% ▼
Stable Living Situation		406	68%	95%	73%	-27% ▼
Improved/Maintained Axis V GAF Score		264	45%	75%	40%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		251	43%	90%	75%	-47% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	67%	75%	76%	-8%

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 84 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	140	-14% ▼
Admits	7	14	-50% ▼
Discharges	8	24	-67% ▼
Service Hours	801	1,687	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	80%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	29%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	12%	65%	61%	-53% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		117	97%	60%	81%	37% ▲
Stable Living Situation		118	98%	80%	89%	18% ▲
Employed		25	21%	20%	13%	1% ▲
Improved/Maintained Axis V GAF Score		9	8%	65%	56%	-57% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		103	91%	90%	94%	1% ▲

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

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