

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

Consumer Satisfaction Survey

(Based on 235 FY20 Surveys)

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

Clients by Level of Care

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

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
	18-25	26-34	35-44	45-54	55-64	65+	Female	Male	Transgender
18-25	13	2%	8%				350	55%	▲ 42%
26-34	64	10%	▼ 21%				284	45%	▼ 58%
35-44	99	16%	22%						0%
45-54	126	20%	20%						
55-64	178	28%	20%						
65+	154	24%	▲ 9%						

Ethnicity	#	%	State Avg	Race	#	%	State Avg		
	Non-Hispanic	Hispanic-Other	Hisp-Puerto Rican	Hispanic-Mexican	Unknown	Hispanic-Cuban	White/Caucasian	Black/African American	Other
Non-Hispanic	498	79%	69%				420	66%	63%
Hispanic-Other	77	12%	8%				116	18%	16%
Hisp-Puerto Rican	36	6%	12%				80	13%	13%
Hispanic-Mexican	13	2%	1%				10	2%	5%
Unknown	10	2%	11%				4	1%	1%
Hispanic-Cuban							3	0%	1%
							1	0%	1%
									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 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% ▼

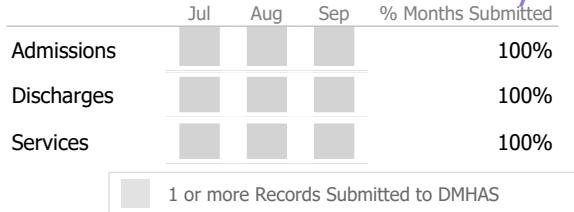
Service Utilization

	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



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

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

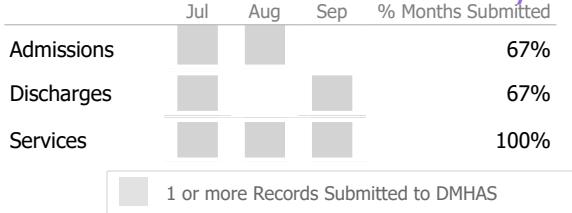
Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	80%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	85%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	78%
✓	SA Screen Complete	29%	61%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	96%

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% ▲

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs