

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	182	227	-20%
	Admits	54	86	-37%
	Discharges	59	86	-31%
	Service Hours	1,734	2,446	-29%

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

Consumer Satisfaction Survey

(Based on 118 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	94%	94%	80%	92%
✓ Participation in Treatment	88%	88%	80%	92%
✓ Overall	87%	87%	80%	91%
✓ Quality and Appropriateness	86%	86%	80%	93%
✓ Access	86%	86%	80%	88%
✓ Respect	83%	83%	80%	91%
● Outcome	74%	74%	80%	83%
● Recovery	67%	67%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Outpatient	146	58.2%	
Case Management	105	41.8%	

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Female	Male	Transgender		118	65%	42%
18-25	4	2%	9%	Male	64	35%	58%
26-34	13	7%	21%	Transgender			0%
35-44	32	18%	22%	Race			
45-54	55	30%	19%	White/Caucasian	142	78%	62%
55-64	52	29%	20%	Other	19	10%	13%
65+	26	14%	8%	Black/African American	13	7%	17%
Ethnicity							
Hisp-Puerto Rican	109	60%	▲ 12%	Unknown	7	4%	6%
Non-Hispanic	43	24%	▼ 70%	Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Other	26	14%	8%	Asian			1%
Unknown	3	2%	10%	Multiple Races			1%
Hispanic-Mexican	1	1%	0%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	17	22	-23%	▼
Admits	4	8	-50%	▼
Discharges	7	8	-13%	▼
Service Hours	657	963	-32%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	83%	52%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	95%	75%
✓ SA Screen Complete	89%	75%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	86%	50%	33%	36%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	60%	40%
✓ Stable Living Situation		17	100%	95%	74%	5%
● Employed		0	0%	30%	22%	-30%

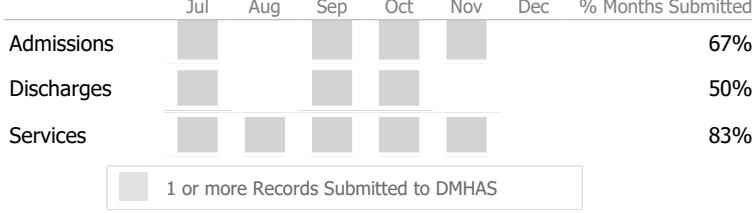
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	81%	10%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	100%	75%	76%	25%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

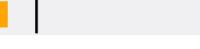
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	135	-23%	▼
Admits	21	41	-49%	▼
Discharges	22	50	-56%	▼
Service Hours	465	653	-29%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	95%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	51%	56%

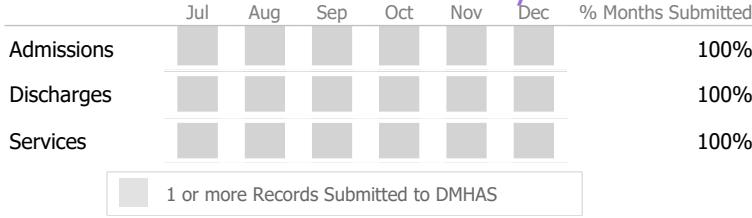
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	68%	50%	76%	18% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		98	94%	60%	71%	34% ▲
✓ Stable Living Situation		101	97%	80%	80%	17% ▲
● Employed		6	6%	20%	10%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	90%	90%	68%	0% ▲

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	136	139	-2%
Admits	29	37	-22% ▼
Discharges	30	28	7%
Service Hours	613	830	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	37%	52%
Co-occurring	Actual	State Avg
MH Screen Complete	63%	75%
SA Screen Complete	63%	75%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	30%	50%	33%	-20% ▼
Recovery						
✓ Social Support		126	90%	60%	60%	30% ▲
✓ Stable Living Situation		136	97%	95%	74%	2%
● Employed		14	10%	30%	22%	-20% ▼

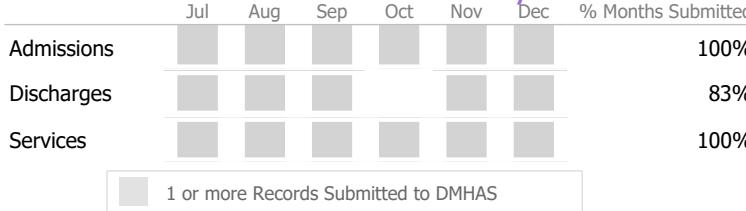
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		102	93%	90%	81%	3%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	36%	75%	76%	-39% ▼

Data Submitted to DMHAS by Month



> 10% Over

< 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

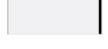
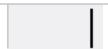
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	94%	-85% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	90%	97%	N/A 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	98%
On-Time Periodic 6 Month Updates	 0%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

 1 or more Records Submitted to DMHAS