

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	481	594	-19%
	Admits	104	194	-46%
	Discharges	174	229	-24%
	Service Hours	2,229	2,827	-21%
	S.Rehab/PHP/IOP	9,906	16,611	-40%

> 10% Over 1 Yr Ago

> 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 284 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		89%	80%	79%

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		387	70.9%
Employment Services		92	16.8%
Education Support		46	8.4%
Case Management		21	3.8%

Client Demographics

Age

	#	%	State Avg
18-25	24	5%	9%
26-34	71	15%	21%
35-44	88	18%	22%
45-54	111	23%	19%
55-64	148	31%	20%
65+	39	8%	8%

Gender

	#	%	State Avg
Male	312	65%	58%
Female	168	35%	42%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	227	47%	62%
Black/African American	207	43%	17%
Other	32	7%	13%
Unknown	9	2%	6%
Am. Indian/Native Alaskan	2	0%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races			1%

Ethnicity

	#	%	State Avg
Non-Hispanic	393	82%	70%
Hisp-Puerto Rican	42	9%	12%
Hispanic-Other	29	6%	8%
Unknown	14	3%	10%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	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	13	23	-43%	▼
Admits	3	11	-73%	▼
Discharges	6	12	-50%	▼
Service Hours	168	479	-65%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	7	54%	35%	44%	19%

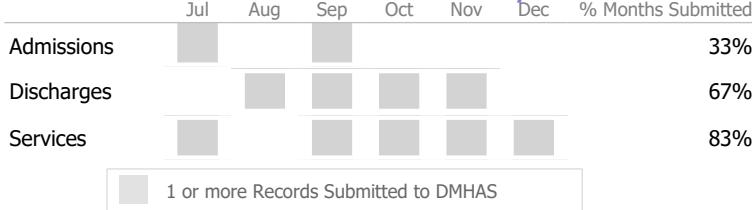
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Actual % vs Goal %	7	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

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

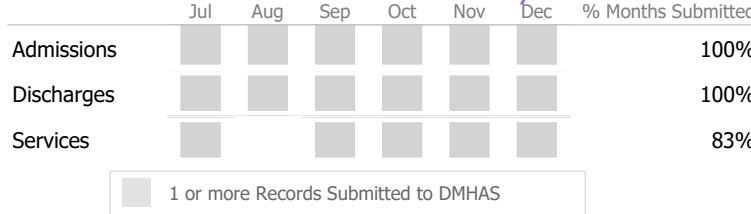
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	122	-32%	▼
Admits	35	67	-48%	▼
Discharges	58	63	-8%	
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,850	3,381	-45%	▼

Service Utilization

Measure	Actual	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Goal				
Clients Receiving Services	31	97%	90%	57%	7%			

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	360	340	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	90%	15% ▲

Service Utilization

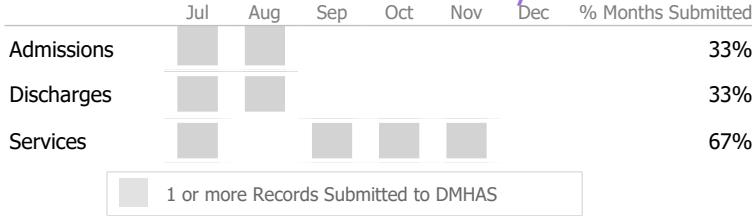
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	71%	88%

Data Submitted to DMHAS by Month



▲ > 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	10	8	25%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	349	314	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% Over	10	100%	85%	94%	15% Over

Service Utilization

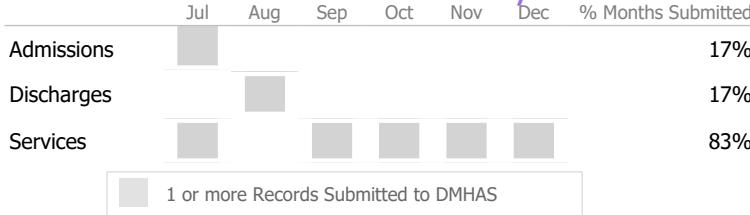
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% Over	8	100%	90%	97%	10% Over

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%

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

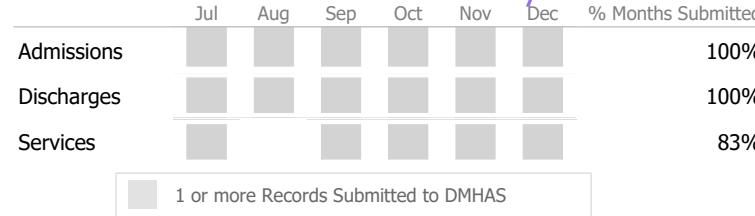
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	314	386	-19%	▼
Admits	29	67	-57%	▼
Discharges	58	72	-19%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	8,056	13,230	-39%	▼

Service Utilization

Measure	Actual	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Goal				
Clients Receiving Services	257	100%	90%	57%	100%	90%	57%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	45	2%
Admits	8	9	-11% ▼
Discharges	17	12	42% ▲
Service Hours	369	449	-18% ▼

Recovery

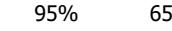
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	 	35	76%	35%	66%	41% 

Service Utilization

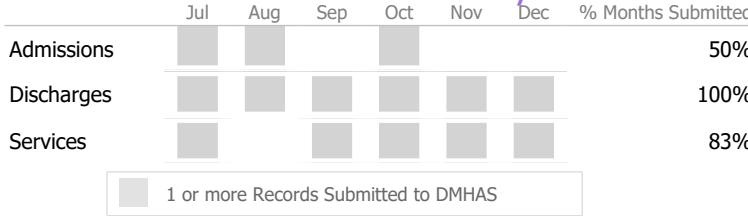
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	29	100%	90%	88%	10% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	 	99%	98%

On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates	 	95%	65%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

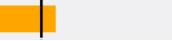
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	101	-22%	▼
Admits	25	38	-34%	▼
Discharges	31	41	-24%	▼
Service Hours	984	1,139	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		34	42%	35%	44%	7%
✓ Clients Receiving Services		49	100%	90%	92%	10%

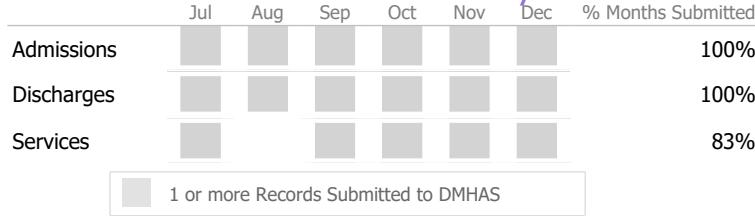
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic		89%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	92%	10%

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