

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	180	243	-26% ▼
	Admits	17	66	-74% ▼
	Discharges	45	110	-59% ▼
	Service Hours	1,298	998	30% ▲

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

Consumer Satisfaction Survey

(Based on 56 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	100%	100%	80%	92%
✓ Respect	100%	100%	80%	91%
✓ Access	100%	100%	80%	88%
✓ Overall	98%	98%	80%	91%
✓ Outcome	98%	98%	80%	83%
✓ Quality and Appropriateness	96%	96%	80%	93%
✓ Recovery	91%	91%	80%	79%
✓ Participation in Treatment	87%	87%	80%	92%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		91	50.3%
Employment Services		90	49.7%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	11	6%	9%	Male	123	69%	58%
26-34	31	17%	21%	Female	55	31%	42%
35-44	48	27%	22%	Transgender			0%
45-54	42	23%	19%	Race			
55-64	44	24%	20%	Black/African American	98	54%	17%
65+	4	2%	8%	White/Caucasian	53	29%	62%
Ethnicity				Other	16	9%	13%
Non-Hispanic	158	88%	70%	Multiple Races	7	4%	1%
Hisp-Puerto Rican	20	11%	12%	Hawaiian/Other Pacific Islander	3	2%	0%
Hispanic-Cuban	1	1%	0%	Am. Indian/Native Alaskan	2	1%	1%
Hispanic-Other	1	1%	8%	Unknown	1	1%	6%
Hispanic-Mexican			0%	Asian			1%
Unknown		10%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	70	93	-25%	▼
Admits	5	28	-82%	▼
Discharges	5	32	-84%	▼
Service Hours	998	760	31%	▲

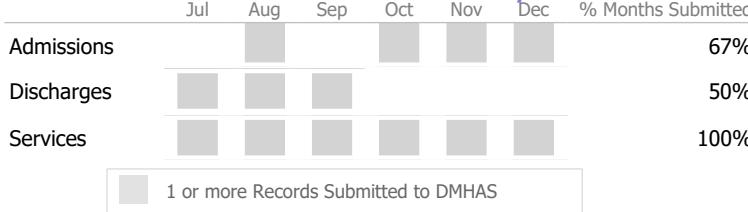
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		27	39%	35%	44%	4%
✓ Clients Receiving Services		62	95%	90%	92%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
✓ On-Time Periodic		89%
✓ 6 Month Updates		100%
On-Time Periodic	Actual	State Avg

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

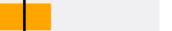
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	26	-19%	▼
Admits	4	5	-20%	▼
Discharges	2	13	-85%	▼
Service Hours	300	127	137%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	10	48%	35%	44%	13% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	 	17	89%	90%	92%	-1%

Data Submission Quality

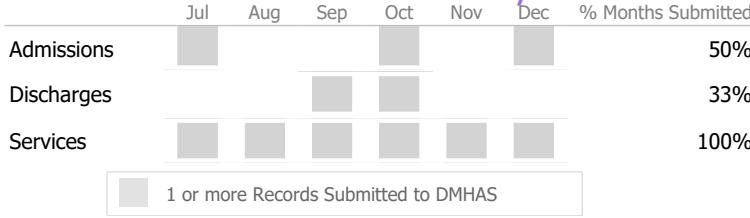
Data Entry

	Actual	State Avg
✓ Valid NOMS Data	 	100% 89%

On-Time Periodic

	Actual	State Avg
✓ 6 Month Updates	 	94% 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

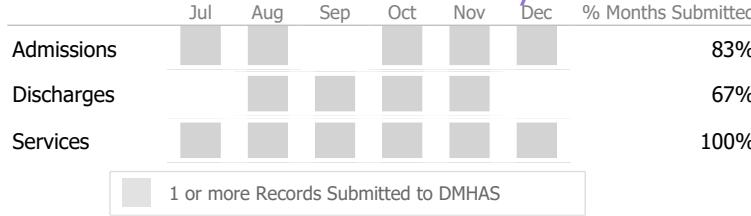
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	100	-9%
Admits	8	32	-75% ▼
Discharges	38	26	46% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		8	100%	50%	92%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 45 Active Outreach & Engagement Programs