

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

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

Clients by Level of Care

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

Consumer Satisfaction Survey (Based on 56 FY20 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	11	6%	9%
26-34	31	17%	21%
35-44	48	27%	22%
45-54	42	23%	19%
55-64	44	24%	20%
65+	4	2%	8%

Gender	#	%	State Avg
Male	123	69%	▲ 58%
Female	55	31%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	158	88%	▲ 70%
Hisp-Puerto Rican	20	11%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Other	1	1%	8%
Hispanic-Mexican			0%
Unknown			10%

Race	#	%	State Avg
Black/African American	98	54%	▲ 17%
White/Caucasian	53	29%	▼ 62%
Other	16	9%	13%
Multiple Races	7	4%	1%
Hawaiian/Other Pacific Islander	3	2%	0%
Am. Indian/Native Alaskan	2	1%	1%
Unknown	1	1%	6%
Asian			1%

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

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

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%

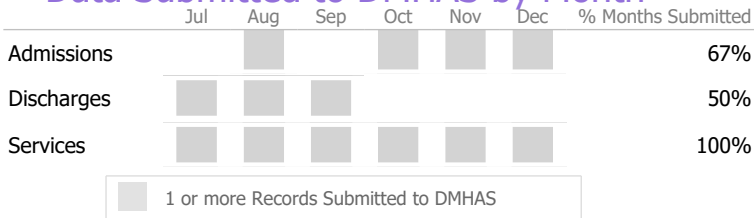
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	95%	90%	92%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97% 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	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

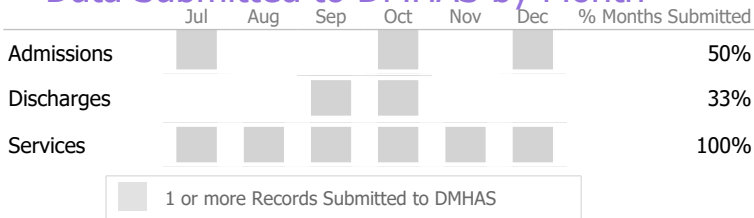
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	89%	90%	92%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

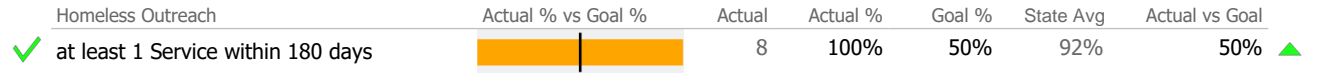
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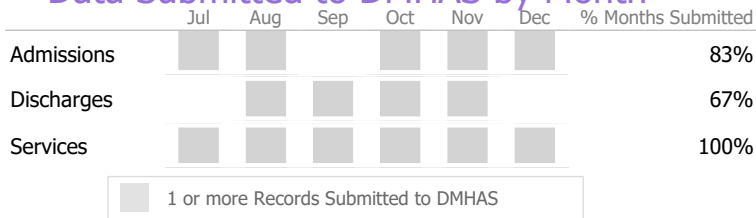
Program Activity

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

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs