

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	131	128	2%
	Admits	13	9	44%
	Discharges	11	10	10%
	Service Hours	1,865	1,667	12%

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

Consumer Satisfaction Survey

(Based on 85 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		80%	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

Case Management		131	100.0%
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Client Demographics

Age	#	%	State Avg
18-25	3	2%	9%
26-34	26	20%	21%
35-44	24	18%	22%
45-54	23	18%	19%
55-64	36	27%	20%
65+	19	15%	8%

Gender	#	%	State Avg
Male	70	53%	58%
Female	61	47%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	119	91%	70%
Hispanic-Other	7	5%	8%
Hisp-Puerto Rican	4	3%	12%
Unknown	1	1%	10%
Hispanic-Cuban		0%	Am. Indian/Native Alaskan
Hispanic-Mexican		0%	Multiple Races

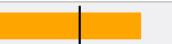
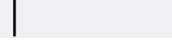
Race	#	%	State Avg
White/Caucasian	93	71%	62%
Black/African American	28	21%	17%
Other	7	5%	13%
Asian	2	2%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	51	6%
Admits	5	3	67% ▲
Discharges	5	5	0%
Service Hours	837	623	34% ▲

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully	✓		4	80%	50%	76%	30% ▲
National Recovery Measures (NOMS)	✓		52	96%	60%	71%	36% ▲
Social Support	✓		54	100%	80%	80%	20% ▲
Stable Living Situation	✓		3	6%	20%	10%	-14% ▼
Employed	●						

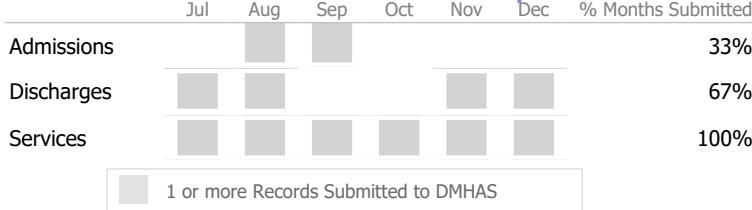
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		95%
✓ 6 Month Updates		100%
		56%

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services	✓		49	100%	90%	68%	10% ▲

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under


* State Avg based on 23 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	77	0%
Admits	8	6	33% ▲
Discharges	6	5	20% ▲
Service Hours	1,028	1,045	-2% ■

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	56%

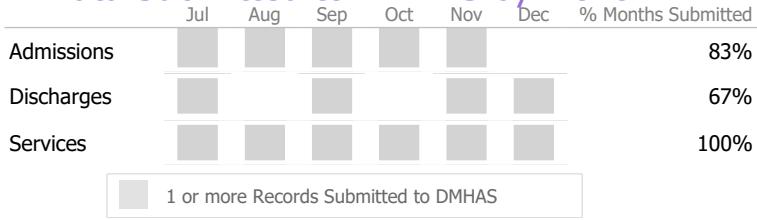
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 60%;"></div></div>	6	100%	50%	76%	50% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 100%;"><div style="width: 96%;"></div></div>	74	96%	60%	71%	36% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 99%;"></div></div>	76	99%	80%	80%	19% ▲
● Employed	<div style="width: 100%;"><div style="width: 5%;"></div></div>	4	5%	20%	10%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 71%;"></div></div>	71	100%	90%	68%	10% ■

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Standard Case Management Programs