

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	301	347	-13% ▼
	Admits	37	113	-67% ▼
	Discharges	84	96	-13% ▼
	Service Hours	1,712	2,176	-21% ▼
	Bed Days	2,071	2,451	-16% ▼

> 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
✓ Overall	97%	97%	80%	91%
✓ Quality and Appropriateness	97%	97%	80%	93%
✓ Respect	97%	97%	80%	91%
✓ Access	96%	96%	80%	88%
✓ Participation in Treatment	95%	95%	80%	92%
✓ General Satisfaction	94%	94%	80%	92%
✓ Outcome	86%	86%	80%	83%
✓ Recovery	83%	83%	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

Employment Services	185	59.5%
Case Management	101	32.5%
Residential Services	14	4.5%
Recovery Support	11	3.5%

Client Demographics

Age

	#	%	State Avg
18-25	48	16%	9%
26-34	50	17%	21%
35-44	71	24%	22%
45-54	59	20%	19%
55-64	65	22%	20%
65+	8	3%	8%

Gender

	#	%	State Avg
Male	185	62%	58%
Female	114	38%	42%
Transgender			0%

Race

	#	%	State Avg
Black/African American	160	53%	17%
White/Caucasian	91	30%	62%
Other	38	13%	13%
Am. Indian/Native Alaskan	5	2%	1%
Asian	4	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Multiple Races	1	0%	1%
Unknown			6%

Ethnicity

	#	%	State Avg
Non-Hispanic	258	86%	70% ▲
Hisp-Puerto Rican	21	7%	12%
Hispanic-Other	18	6%	8%
Hispanic-Mexican	2	1%	0%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	10%

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.

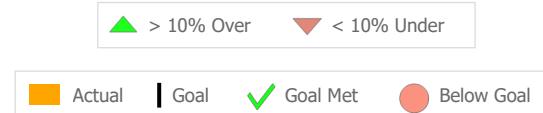
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	-	2	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	28	-100% ▼

Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS



* State Avg based on 10 Active Specialing Programs

Program Activity

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

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions 0%

Discharges 0%

 1 or more Records Submitted to DMHAS > 10% Over  < 10% Under Actual |  Goal  Goal Met  Below Goal

* State Avg based on 5 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	3	4	-25%	▼
Discharges	1	1	0%	
Bed Days	1,383	1,491	-7%	

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic 6 Month Updates	80%	87%
MH Screen Complete	100%	84%
SA Screen Complete	100%	69%
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	79%	-60%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

Recovery

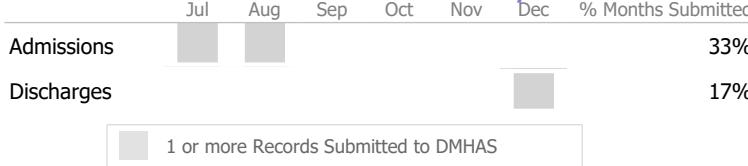
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	75%	60%	83%	15% ▲
✓ Stable Living Situation		8	100%	95%	93%	5%
● Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	293 days	0.6	75%	90%	93%	-15% ▼



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

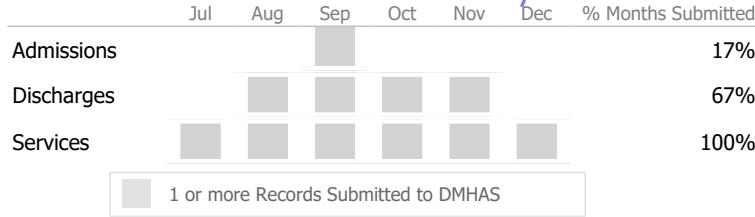
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	30	-37% ▼
Admits	3	11	-73% ▼
Discharges	5	7	-29% ▼
Service Hours	251	236	7%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	3	100%	50%	92%	50% ▲

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

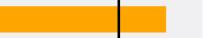
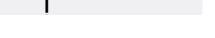
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	2	2	0%	
Discharges	1	3	-67%	▼
Bed Days	688	960	-28%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	79%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	75%	10% ▲

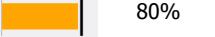
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	83%	23% ▲
✓ Stable Living Situation		6	100%	95%	93%	5% ▲
● Employed		0	0%	25%	9%	-25% ▼

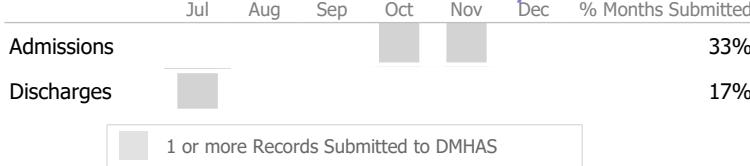
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	457 days	0.6	75%	90%	93%	-15% ▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data		100% 75%
✓ On-Time Periodic 6 Month Updates		100% 87%
Co-occurring	Actual	State Avg
MH Screen Complete		80% 84%
✓ SA Screen Complete		80% 69%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 99%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	28	-36%	▼
Admits	2	7	-71%	▼
Discharges	2	14	-86%	▼
Service Hours	83	141	-41%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	5	28%	35%	44%	-7%

Service Utilization

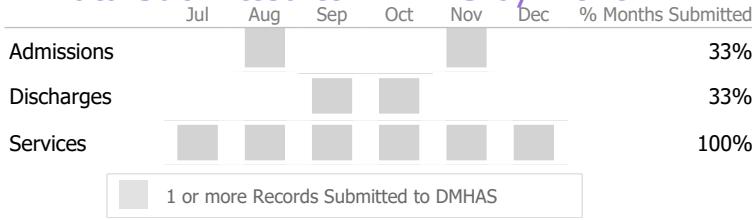
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	16	100%	90%	92%	10%

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

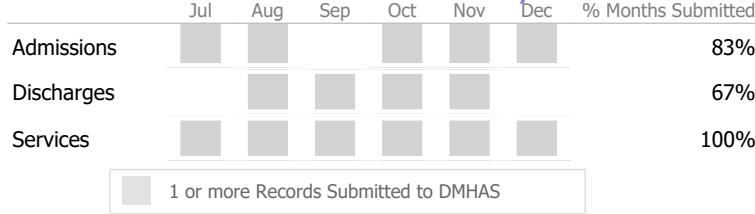
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	100	-14%	▼
Admits	9	32	-72%	▼
Discharges	40	28	43%	▲
Service Hours	-			

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		9	100%	50%	92%	50% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	101	-13%	▼
Admits	7	30	-77%	▼
Discharges	14	18	-22%	▼
Service Hours	938	1,059	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	27	27	30%	35%	44%	-5%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
77	77	100%	90%	92%	10%	

Data Submission Quality

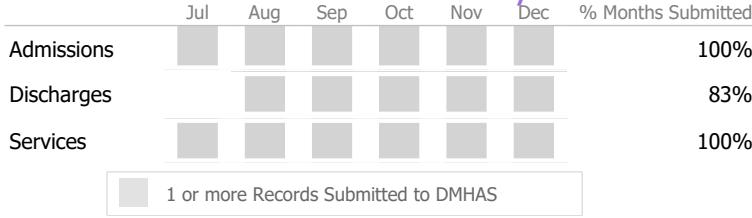
Data Entry

	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	65	74	-12%	▼
Admits	8	23	-65%	▼
Discharges	16	17	-6%	
Service Hours	348	559	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	Actual % vs Goal %	24	37%	35%	44%	2%

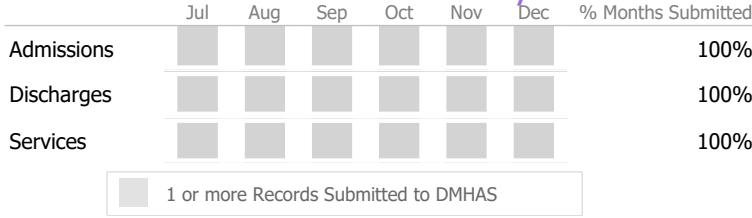
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	46	94%	90%	92%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	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	0	-	-
Admits	-	-	-
Discharges	-	-	-
Service Hours	-	-	-

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions	0%
Discharges	0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 5 Active Fiduciary Programs

Program Activity

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

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	3	2	50% ▲
Discharges	5	5	0%
Service Hours	91	153	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	█	8	47%	35%	44%	12% ▲

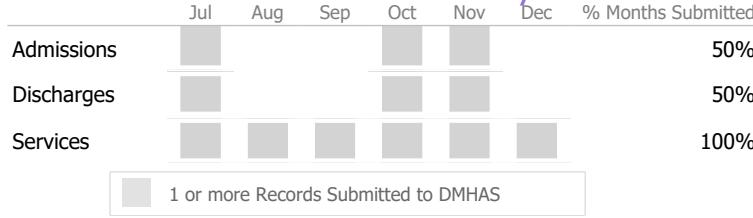
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	12	100%	90%	92%	10% ▲

Data Submission Quality

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

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