

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	637	662	-4%
↘	Admits	17	31	-45% ▼
↗	Discharges	39	60	-35% ▼
↘	Service Hours	2,787	4,365	-36% ▼

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

## Consumer Satisfaction Survey

(Based on 235 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	93%	93%	80%	92%
✓ Quality and Appropriateness	92%	92%	80%	93%
✓ Access	92%	92%	80%	88%
✓ General Satisfaction	92%	92%	80%	92%
✓ Respect	91%	91%	80%	91%
✓ Overall	87%	87%	80%	91%
✓ Outcome	80%	80%	80%	83%
● Recovery	72%	72%	80%	79%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Outpatient		597	82.7%
Community Support		125	17.3%

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

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
	18-25	26-34	35-44	45-54	55-64	65+	Female	Male	Transgender
18-25	14	2%	9%				351	55%	▲ 42%
26-34	65	10%	▼ 21%				286	45%	▼ 58%
35-44	100	16%	22%						0%
45-54	127	20%	19%						
55-64	177	28%	20%						
65+	154	24%	▲ 8%						

Ethnicity	#	%	State Avg	Race	#	%	State Avg		
	Non-Hispanic	Hispanic-Other	Hisp-Puerto Rican	Hispanic-Mexican	Unknown	Hispanic-Cuban	White/Caucasian	Black/African American	Other
Non-Hispanic	501	79%	70%				421	66%	62%
Hispanic-Other	76	12%	8%				117	18%	17%
Hisp-Puerto Rican	37	6%	12%				80	13%	13%
Hispanic-Mexican	13	2%	0%				10	2%	6%
Unknown	10	2%	10%				4	1%	1%
Hispanic-Cuban							3	0%	1%
							2	0%	1%
									0%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	597	625	-4%
Admits	6	9	-33% ▼
Discharges	18	27	-33% ▼
Service Hours	1,423	1,098	30% ▲

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic 6 Month Updates	40%	52%
Co-occurring		
MH Screen Complete	0%	75%
SA Screen Complete	0%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		257	43%	60%	60%	-17% ▼
Employed		75	13%	30%	22%	-17% ▼
Stable Living Situation		419	70%	95%	74%	-25% ▼

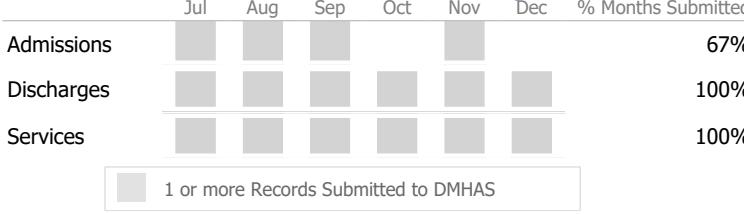
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		377	65%	90%	81%	-25% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	67%	75%	76%	-8%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	147	-15%	▼
Admits	11	22	-50%	▼
Discharges	21	33	-36%	▼
Service Hours	1,365	3,268	-58%	▼

## Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	80%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	96%	81%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	80%
	SA Screen Complete	27%	61%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

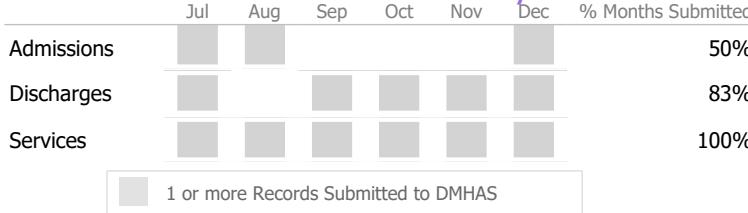
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	19%	65%	59%	-46% ▼
<b>Recovery</b>						
✓ Social Support		120	96%	60%	82%	36% ▲
✓ Stable Living Situation		121	97%	80%	88%	17% ▲
✓ Employed		26	21%	20%	13%	1% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		103	99%	90%	97%	9%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 36 Active CSP Programs