

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

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

Clients by Level of Care

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

Consumer Satisfaction Survey

(Based on 235 FY20 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	14	2%	9%
26-34	65	10%	21%
35-44	100	16%	22%
45-54	127	20%	19%
55-64	177	28%	20%
65+	154	24%	8%

Gender	#	%	State Avg
Female	351	55%	42%
Male	286	45%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	501	79%	70%
Hispanic-Other	76	12%	8%
Hisp-Puerto Rican	37	6%	12%
Hispanic-Mexican	13	2%	0%
Unknown	10	2%	10%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	421	66%	62%
Black/African American	117	18%	17%
Other	80	13%	13%
Unknown	10	2%	6%
Asian	4	1%	1%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander			0%

■ 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	597	625	-4%
Admits	6	9	-33% ▼
Discharges	18	27	-33% ▼
Service Hours	1,423	1,098	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	40%	52%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	75%
SA Screen Complete	0%	75%
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		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% ▼

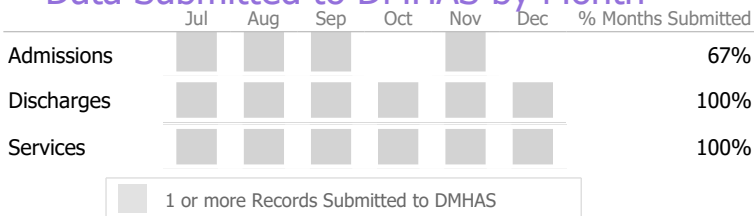
Service Utilization

	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



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

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

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		
6 Month Updates	96%	81%
Co-occurring		
MH Screen Complete	100%	80%
SA Screen Complete	27%	61%
Diagnosis		
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% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■				■	50%
Discharges	■		■	■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

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