

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	262	307	-15%
	Admits	19	52	-63%
	Discharges	23	55	-58%
	Service Hours	2,219	1,953	14%
	S.Rehab/PHP/IOP	673	4,183	-84%

> 10% Over 1 Yr Ago

> 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 65 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Access		95%	80%	88%
✓ Participation in Treatment		90%	80%	92%

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Social Rehabilitation		189	64.7%
Employment Services		103	35.3%

Age

	#	%	State Avg
18-25	19	7%	9%
26-34	44	17%	21%
35-44	37	14%	22%
45-54	51	20%	19%
55-64	77	30%	20%
65+	31	12%	8%

Gender

	#	%	State Avg
Female	152	58%	42%
Male	109	42%	58%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	235	90%	62%
Black/African American	14	5%	17%
Other	6	2%	13%
Unknown	3	1%	6%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	243	93%	70%
Unknown	11	4%	10%
Hisp-Puerto Rican	5	2%	12%
Hispanic-Other	3	1%	8%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	

Unique Clients | State Avg

> 10% Over State Avg

> 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	189	208	-9%
Admits	6	14	-57% ▼
Discharges	11	20	-45% ▼
Service Hours	1,822	1,387	31% ▲
Social Rehab/PHP/IOP Days	673	4,183	-84% ▼

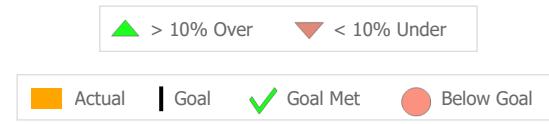
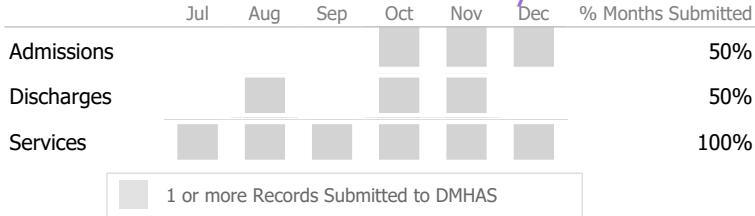
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

✓ Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	173	97%	90%	57%	7%

Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	128	-20%	▼
Admits	13	38	-66%	▼
Discharges	12	35	-66%	▼
Service Hours	397	566	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	47	46%	35%	44%	11%

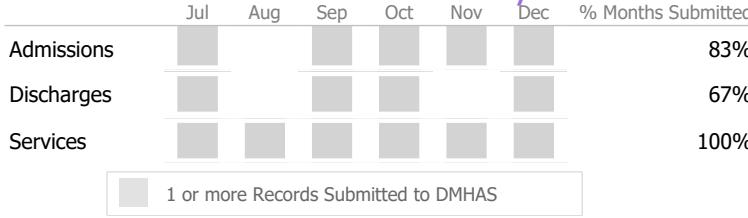
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	78	86%	90%	92%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	89%
On-Time Periodic 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