

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%	▼

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%



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

Clients by Level of Care

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

Client Demographics

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%

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%

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%

Unique Clients (orange bar) | State Avg (vertical line) ▲ > 10% Over State Avg ▼ > 10% Under State Avg

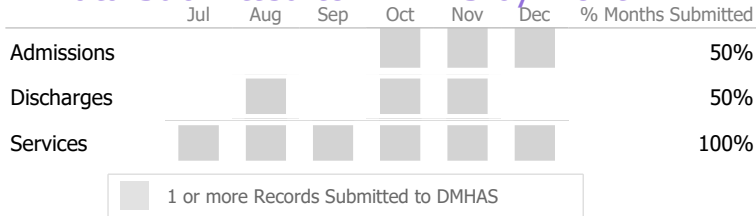
Program Activity

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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		173	97%	90%	57%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* 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		47	46%	35%	44%	11% ▲

Service Utilization

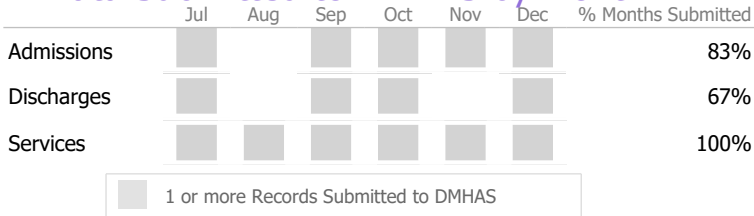
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		78	86%	90%	92%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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