

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	184	235	-22% ▼
	Admits	64	110	-42% ▼
	Discharges	104	125	-17% ▼
	Service Hours	2,374	3,603	-34% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	148	57.6%
	Case Management	109	42.4%

### Consumer Satisfaction Survey (Based on 118 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Access		86%	80%	88%
✓ Respect		83%	80%	91%
● Outcome		74%	80%	83%
● Recovery		67%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	3	2%	10%
26-34	13	7%	22%
35-44	33	18%	23%
45-54	55	30%	19%
55-64	54	29%	19%
65+	26	14%	8%

Gender	#	%	State Avg
Female	119	65%	42%
Male	65	35%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	110	60%	12%
Non-Hispanic	44	24%	69%
Hispanic-Other	26	14%	8%
Unknown	3	2%	11%
Hispanic-Mexican	1	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	144	78%	62%
Other	19	10%	13%
Black/African American	13	7%	17%
Unknown	7	4%	6%
Am. Indian/Native Alaskan	1	1%	0%
Asian			1%
Multiple Races			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	19	24	-21% ▼
Admits	6	10	-40% ▼
Discharges	12	12	0%
Service Hours	839	1,324	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	89%	78%
SA Screen Complete	85%	79%
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		8	67%	50%	34%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	62%	40% ▲
✓ Stable Living Situation		19	100%	95%	74%	5% ▲
● Employed		1	5%	30%	23%	-25% ▼

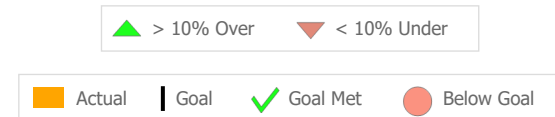
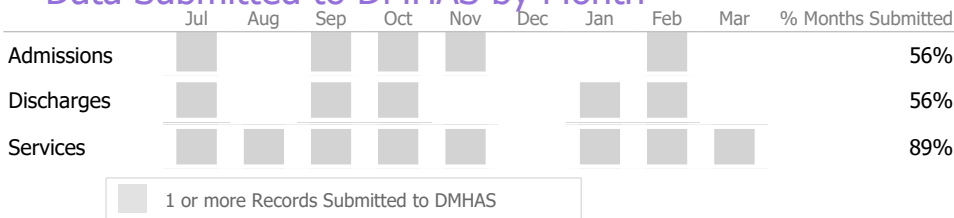
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	84%	10% ▲

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		6	100%	75%	76%	25% ▲

### Data Submitted to DMHAS by Month



\* 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	109	143	-24% ▼
Admits	27	50	-46% ▼
Discharges	48	67	-28% ▼
Service Hours	704	1,050	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic		
6 Month Updates	80%	53%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	56%	50%	73%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		104	95%	60%	71%	35% ▲
✓ Stable Living Situation		107	97%	80%	81%	17% ▲
● Employed		9	8%	20%	11%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	95%	90%	77%	5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	152	-9%
Admits	31	50	-38% ▼
Discharges	44	46	-4%
Service Hours	831	1,229	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	27%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	67%	78%
SA Screen Complete	67%	79%
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		16	36%	50%	34%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		127	89%	60%	62%	29% ▲
Stable Living Situation		139	97%	95%	74%	2%
Employed		14	10%	30%	23%	-20% ▼

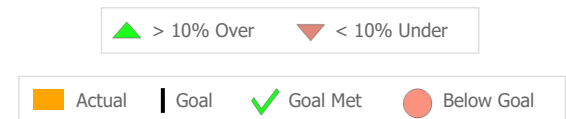
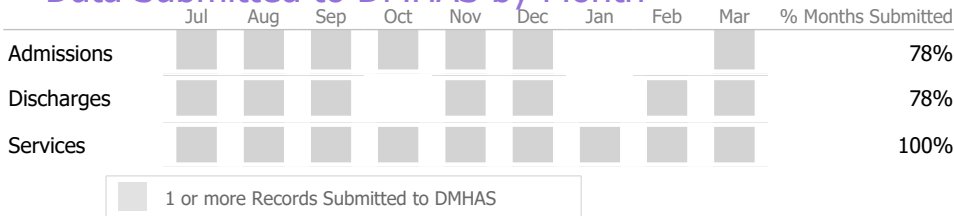
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		99	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	40%	75%	76%	-35% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 85 Active Standard Outpatient Programs