

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

Consumer Satisfaction Survey

(Based on 118 FY20 Surveys)

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

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

Clients by Level of Care

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	18-25	3	2%		Female	119	65%
26-34	13	7%	▼ 22%	Male	65	35%	▼ 58%
35-44	33	18%	23%	Transgender			0%
45-54	55	30%	▲ 19%	Race			
55-64	54	29%	19%	White/Caucasian	144	78%	▲ 62%
65+	26	14%	8%	Other	19	10%	13%
Ethnicity							
Hisp-Puerto Rican	110	60%	▲ 12%	Black/African American	13	7%	17%
Non-Hispanic	44	24%	▼ 69%	Unknown	7	4%	6%
Hispanic-Other	26	14%	8%	Am. Indian/Native Alaskan	1	1%	0%
Unknown	3	2%	11%	Asian			1%
Hispanic-Mexican	1	1%	0%	Multiple Races			1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

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% ▼

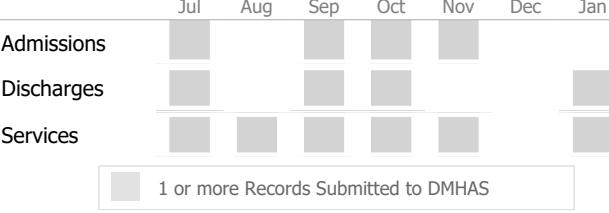
Service Utilization

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

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

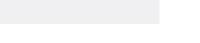
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	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	Actual	State Avg
✓ 6 Month Updates	80%	53%

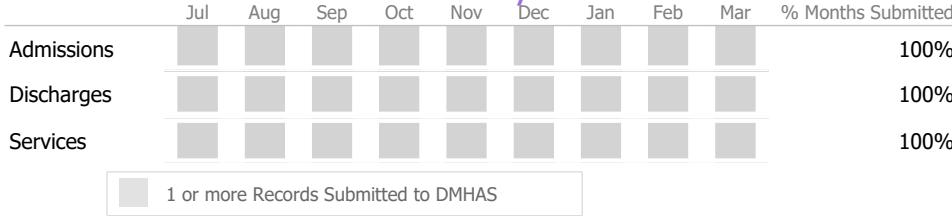
Discharge Outcomes

	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

 > 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						
✓ Social Support		127	89%	60%	62%	29% ▲
✓ Stable Living Situation		139	97%	95%	74%	2%
● Employed		14	10%	30%	23%	-20% ▼

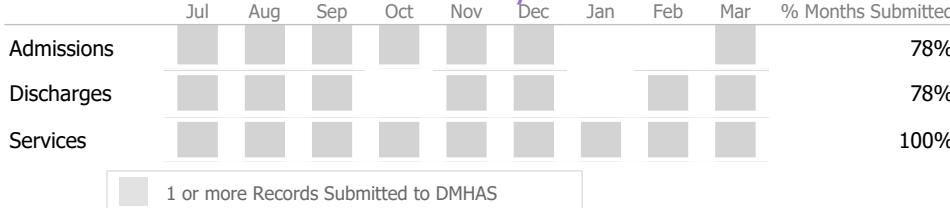
Service Utilization

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

Service Engagement

	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



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs