

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	835	801	4%
	Admits	129	170	-24% ▼
	Discharges	412	125	230% ▲
	Service Hours	1,377	572	141% ▲
	S.Rehab/PHP/IOP	253	7,300	-97% ▼

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

Consumer Satisfaction Survey

(Based on 30 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
● Outcome		61%	80%	83%
● Recovery		52%	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	Social Rehabilitation	672	77.7%
	Case Management	151	17.5%
Addiction	Outpatient	42	4.9%

Client Demographics

Age	#	%	State Avg
18-25	26	3%	10%
26-34	120	15%	22%
35-44	126	15%	23%
45-54	190	23%	19%
55-64	229	28%	19%
65+	136	16%	8%

Gender	#	%	State Avg
Male	530	64%	58%
Female	303	36%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	580	69%	69%
Hispanic-Other	101	12%	8%
Hisp-Puerto Rican	84	10%	12%
Unknown	49	6%	11%
Hispanic-Mexican	15	2%	0%
Hispanic-Cuban	6	1%	0%

Race	#	%	State Avg
Black/African American	354	42%	▲ 17%
White/Caucasian	297	36%	▼ 62%
Other	119	14%	13%
Unknown	47	6%	6%
Multiple Races	10	1%	1%
Am. Indian/Native Alaskan	5	1%	0%
Hawaiian/Other Pacific Islander	2	0%	0%
Asian	1	0%	1%

■ Unique Clients | ■ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	34	24% ▲
Admits	24	23	4%
Discharges	18	17	6%
Service Hours	1,004	326	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	98%	85%
On-Time Periodic		
6 Month Updates	85%	21%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	39%	50%	51%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		45	100%	75%	76%	25% ▲
Abstinence/Reduced Drug Use		32	71%	55%	48%	16% ▲
Stable Living Situation		43	96%	95%	76%	1%
Employed		12	27%	50%	31%	-23% ▼
Self Help		8	18%	60%	18%	-42% ▼

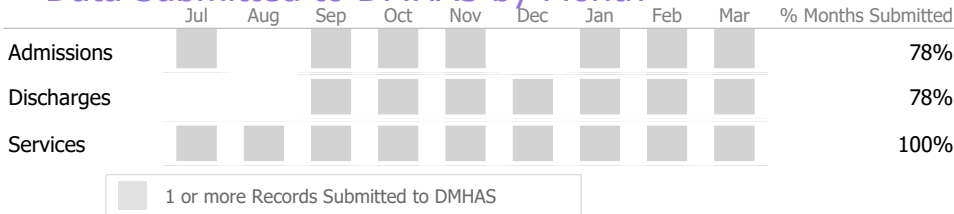
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	93%	90%	69%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	100%	75%	62%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

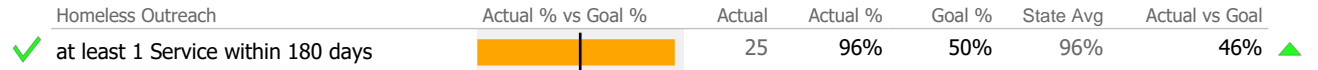
* State Avg based on 109 Active Standard Outpatient Programs

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

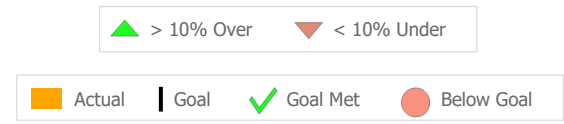
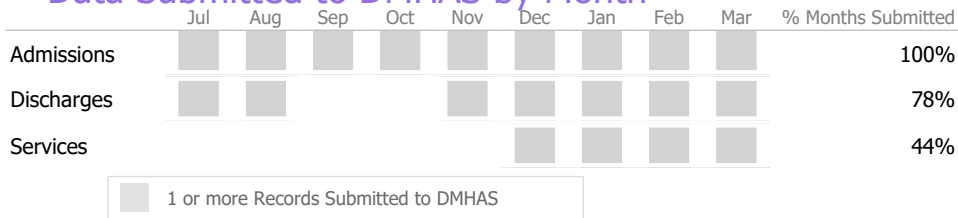
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	30	80% ▲
Admits	26	10	160% ▲
Discharges	53	11	382% ▲
Service Hours	282	97	191% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	38	92	-59% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	89%	3%

Service Utilization

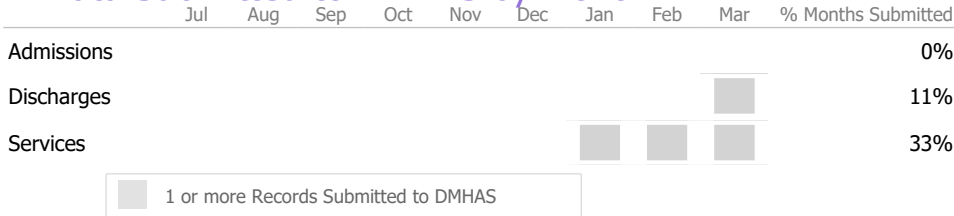
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	57%	90%	98%	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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 104 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	30	▼
Admits	-	31	-100% ▼
Discharges	-	34	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	82%
Valid TEDS Data	N/A	87%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	N/A	85%
SA Screen Complete	N/A	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	60%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	53%	-55% ▼
Employed		N/A	N/A	50%	25%	-50% ▼
Not Arrested		N/A	N/A	75%	78%	-75% ▼
Self Help		N/A	N/A	60%	24%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	58%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 61 Active Standard IOP Programs

Senior Outreach

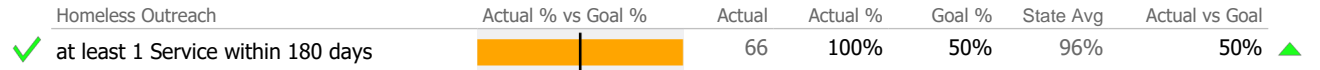
Family and Children's Agency Inc

Mental Health - Case Management - Outreach & Engagement

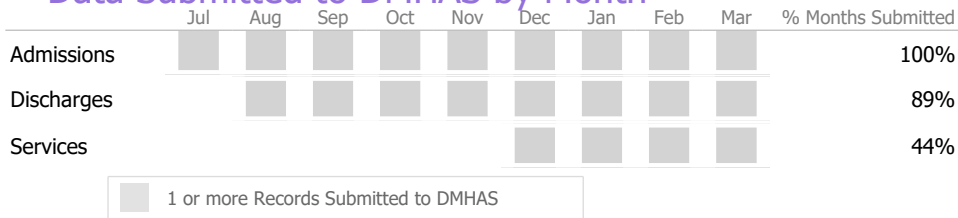
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	81	11% ▲
Admits	66	50	32% ▲
Discharges	65	61	7%
Service Hours	48	49	0%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

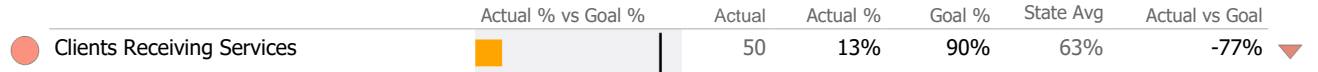
* State Avg based on 46 Active Outreach & Engagement Programs

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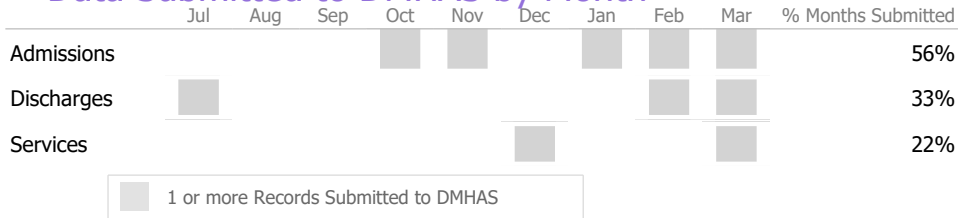
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	672	659	2%
Admits	13	54	-76% ▼
Discharges	275	-	
Service Hours	4	8	-46% ▼
Social Rehab/PHP/IOP Days	253	7,267	-97% ▼

Service Utilization



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

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