

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	549	666	-18%
	Admits	197	287	-31%
	Discharges	240	313	-23%
	Service Hours	3,506	3,884	-10%
	S.Rehab/PHP/IOP	14,751	25,601	-42%

> 10% Over 1 Yr Ago

> 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 284 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		89%	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		437	69.5%
Employment Services		115	18.3%
Education Support		55	8.7%
Case Management		22	3.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		361	66%	58%
18-25	31	6%	10%		187	34%	42%
26-34	84	15%	22%				0%
35-44	103	19%	23%				
45-54	135	25%	19%				
55-64	157	29%	19%				
65+	39	7%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
	White/Caucasian	Black/African American	Other		Asian	Hawaiian/Other Pacific Islander	Am. Indian/Native Alaskan
Non-Hispanic	437	80%	▲ 69%		40	7%	13%
Hisp-Puerto Rican	55	10%	12%		13	2%	6%
Hispanic-Other	33	6%	8%		3	1%	1%
Unknown	20	4%	11%		3	1%	0%
Hispanic-Cuban	2	0%	0%		2	0%	0%
Hispanic-Mexican	2	0%	0%				1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	19	23	-17%	▼
Admits	9	11	-18%	▼
Discharges	9	14	-36%	▼
Service Hours	246	595	-59%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	9	47%	35%	42%	12%

Service Utilization

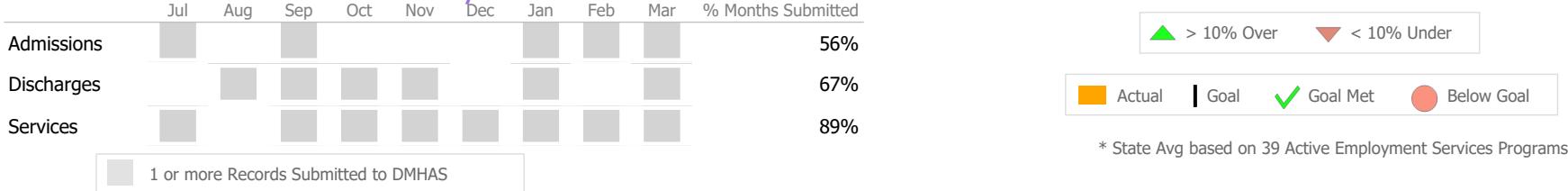
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	10	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

Data Submitted to DMHAS by Month



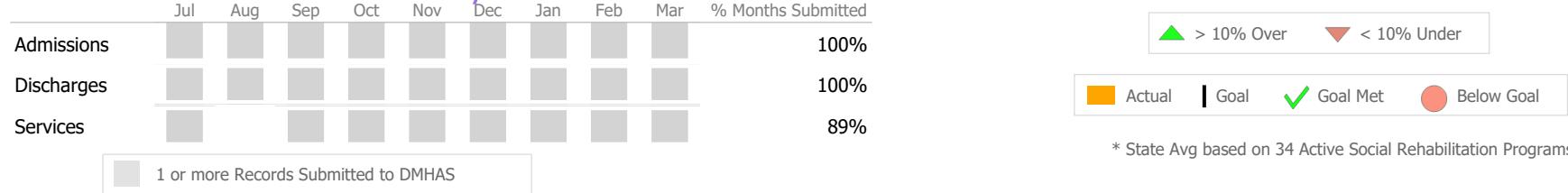
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	124	169	-27%	▼
Admits	79	119	-34%	▼
Discharges	79	96	-18%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	2,841	5,639	-50%	▼

Service Utilization

Measure	Actual	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Goal				
Clients Receiving Services	52	100%	90%	63%	100%	90%	63%	10%

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	518	508	2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11	11	100%	85%	89%	15% ▲

Service Utilization

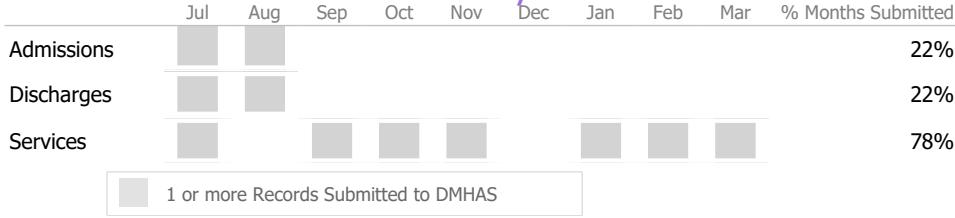
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	9	9	100%	90%	98%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	78%	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	11	8	38%	▲
Admits	3	1	200%	▲
Discharges	3	-		
Service Hours	527	460	15%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11	100%	85%	95%	15%	▲

Service Utilization

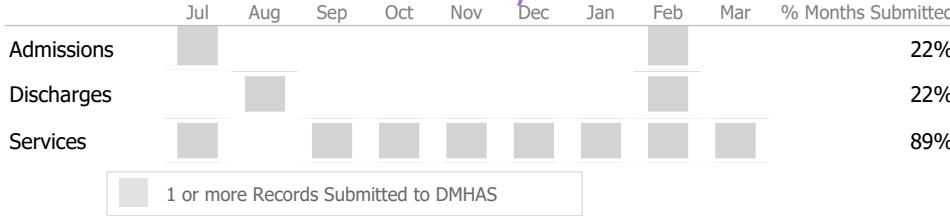
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	8	100%	90%	99%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	86%	89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

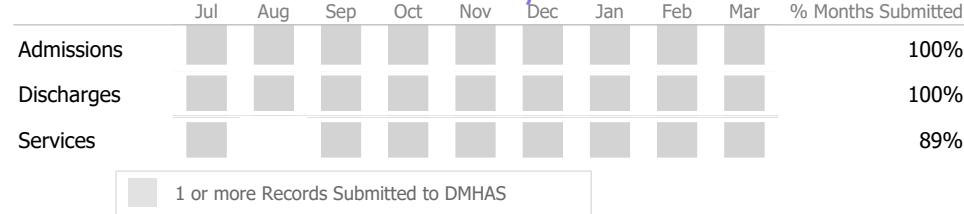
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	323	412	-22%	▼
Admits	42	100	-58%	▼
Discharges	78	114	-32%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	11,910	19,962	-40%	▼

Service Utilization

Measure	Actual	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Goal				
Clients Receiving Services	250	100%	90%	63%	100%	90%	63%	10%

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	55	51	8%
Admits	17	15	13% ▲
Discharges	23	12	92% ▲
Service Hours	794	702	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	<div style="width: 71%;"><div style="width: 35%;"></div></div>	39	71%	35%	69%	36% ▲

Service Utilization

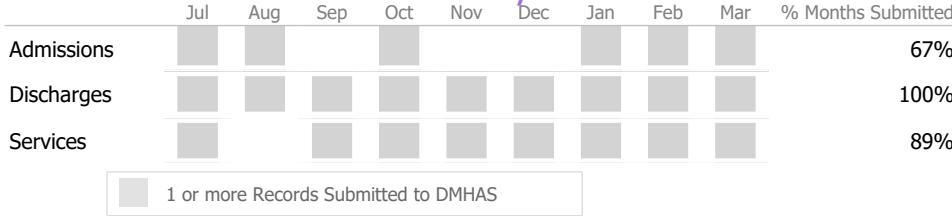
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 90%;"></div></div>	32	100%	90%	91%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%;"><div style="width: 99%;"></div></div>	99% 99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width: 100%;"><div style="width: 84%;"></div></div>	100% 84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	103	-5%
Admits	45	40	13% ▲
Discharges	46	48	-4%
Service Hours	1,422	1,512	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 47%;"><div style="width: 100%;"></div></div>	47	47%	35%	42%	12% ▲

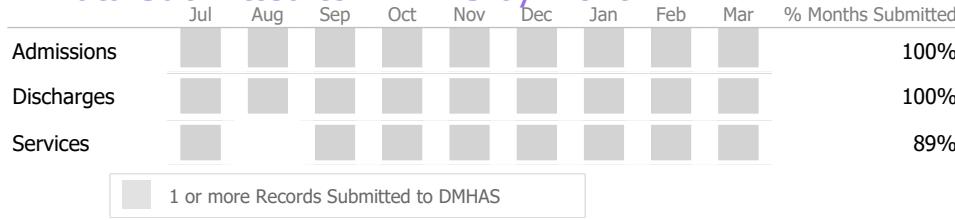
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 54%;"><div style="width: 100%;"></div></div>	54	100%	90%	97%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%;"><div style="width: 100%;"></div></div>	99% ▲
✓ On-Time Periodic	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% ▲

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