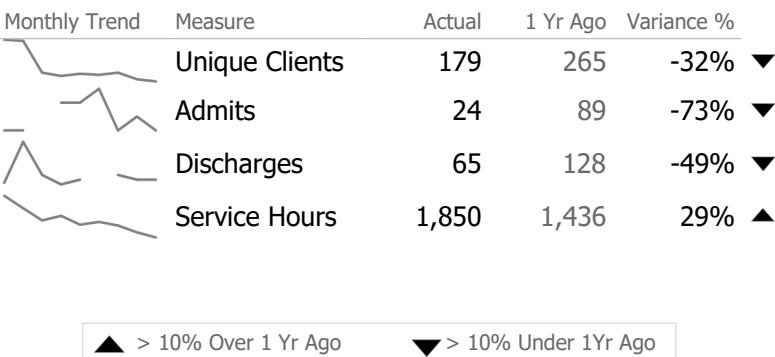
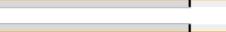
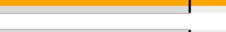


Provider Activity



Consumer Satisfaction Survey

(Based on 56 FY20 Surveys)

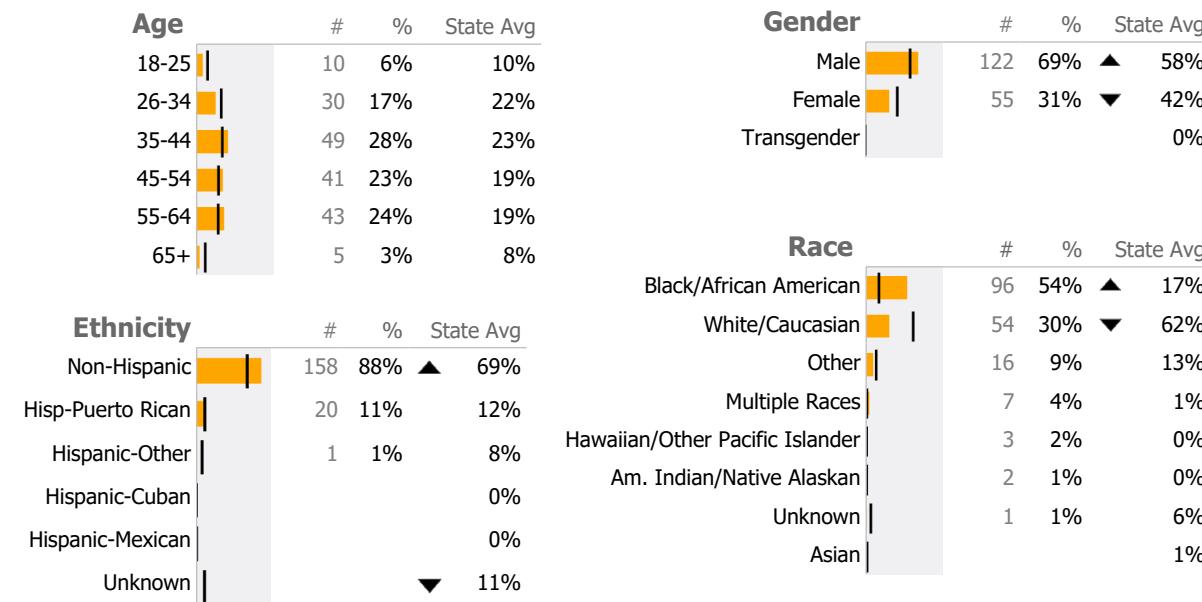
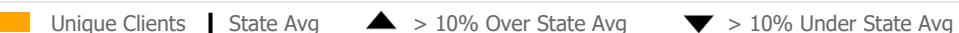
Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	 100%	100%	80%	92%
✓ Respect	 100%	100%	80%	91%
✓ Access	 100%	100%	80%	88%
✓ Overall	 98%	98%	80%	91%
✓ Outcome	 98%	98%	80%	83%
✓ Quality and Appropriateness	 96%	96%	80%	93%
✓ Recovery	 91%	91%	80%	79%
✓ Participation in Treatment	 87%	87%	80%	92%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		93	51.7%
Case Management		87	48.3%



Client Demographics

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	100	-27%	▼
Admits	8	35	-77%	▼
Discharges	11	37	-70%	▼
Service Hours	1,421	1,153	23%	▲

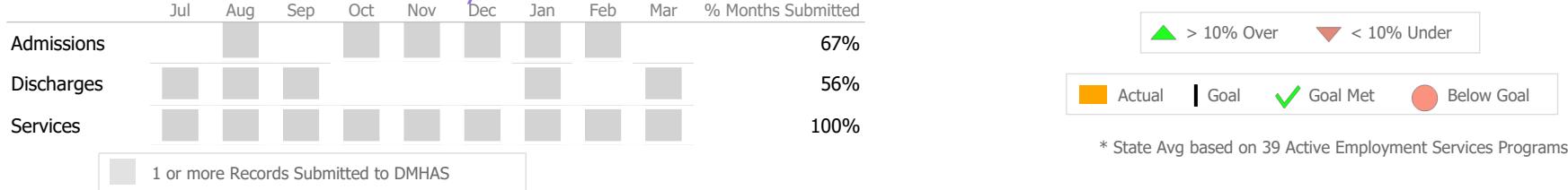
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	Actual % vs Goal %	29	40%	35%	42%	5%
✓ Clients Receiving Services	Actual % vs Goal %	59	94%	90%	97%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	90%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

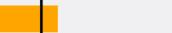


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	27	-19%	▼
Admits	6	6	0%	
Discharges	4	14	-71%	▼
Service Hours	429	172	150%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	43%	35%	42%	8%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic		90%

Actual

Actual

State Avg

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

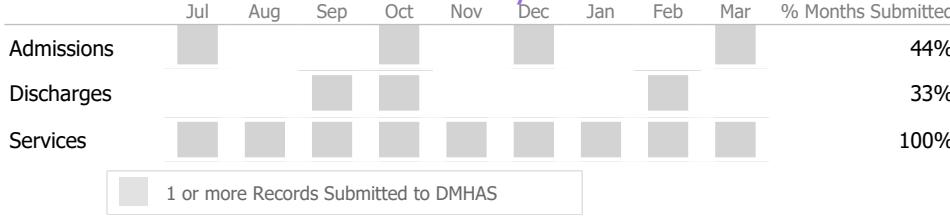
Actual

State Avg

Actual

State Avg

Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under



* State Avg based on 39 Active Employment Services Programs

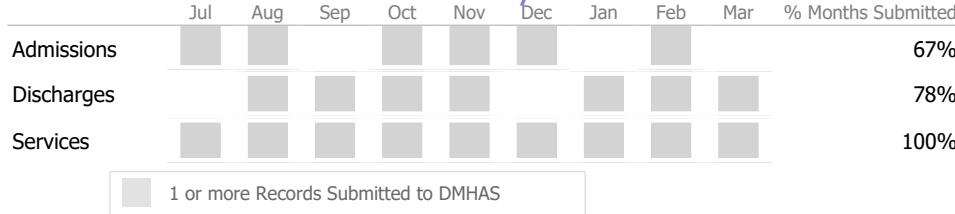
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	114	-24% ▼
Admits	10	47	-79% ▼
Discharges	50	38	32% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		10	100%	50%	96%	50% ▲

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