

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	140	133	5%
	Admits	23	16	44%
	Discharges	15	17	-12%
	Service Hours	2,876	2,546	13%

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

Consumer Satisfaction Survey

(Based on 85 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		80%	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

Case Management		140	100.0%
-----------------	--	-----	--------

Client Demographics

Age	#	%	State Avg
18-25	3	2%	10%
26-34	27	19%	22%
35-44	26	19%	23%
45-54	26	19%	19%
55-64	39	28%	19%
65+	19	14%	8%

Gender	#	%	State Avg
Male	76	54%	58%
Female	64	46%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	128	91%	69%
Hispanic-Other	7	5%	8%
Hisp-Puerto Rican	4	3%	12%
Unknown	1	1%	11%
Hispanic-Cuban		0%	Am. Indian/Native Alaskan
Hispanic-Mexican		0%	Multiple Races

Race	#	%	State Avg
White/Caucasian	101	72%	62%
Black/African American	28	20%	17%
Other	8	6%	13%
Asian	2	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
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	56	53	6%
Admits	7	5	40% ▲
Discharges	6	6	0%
Service Hours	1,263	960	32% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 83%;"><div style="width: 50%;"></div></div>	5	83%	50%	73%	33% ▲
Recovery						
✓ National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 96%;"><div style="width: 60%;"></div></div>	54	96%	60%	71%	36% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 80%;"></div></div>	56	100%	80%	81%	20% ▲
● Employed	<div style="width: 7%;"><div style="width: 20%;"></div></div>	4	7%	20%	11%	-13% ▼

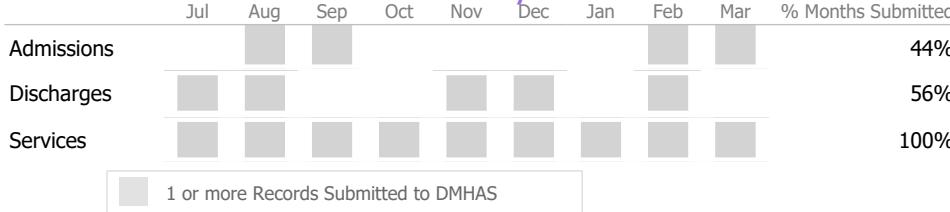
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 95%;"></div></div>	100% 95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width: 100%;"><div style="width: 53%;"></div></div>	100% 53%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 90%;"></div></div>	50	100%	90%	77%	10% ▲

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	84	81	4%
Admits	16	11	45% ▲
Discharges	9	11	-18% ▼
Service Hours	1,613	1,586	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	53%

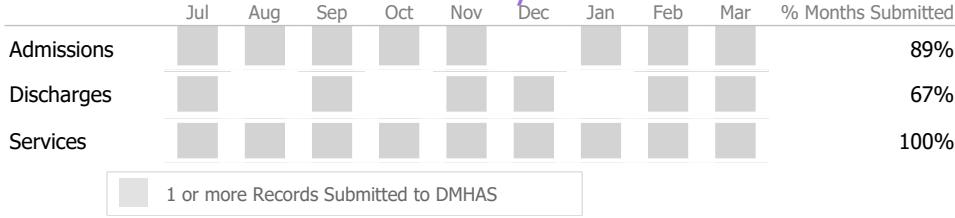
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 90%;"></div></div>	9	100%	50%	73%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 100%;"><div style="width: 96%;"></div></div>	82	96%	60%	71%	36% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 98%;"></div></div>	83	98%	80%	81%	18% ▲
● Employed	<div style="width: 100%;"><div style="width: 5%;"></div></div>	4	5%	20%	11%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 76%;"></div></div>	76	100%	90%	77%	10%

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under


* State Avg based on 24 Active Standard Case Management Programs