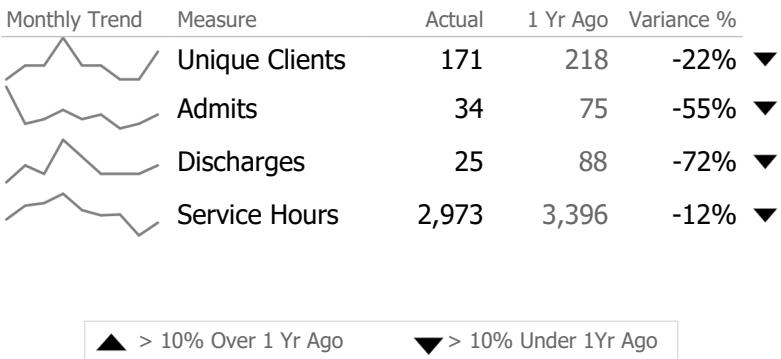
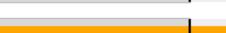
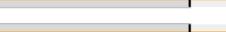
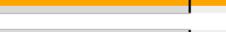


Provider Activity



Consumer Satisfaction Survey

(Based on 72 FY20 Surveys)

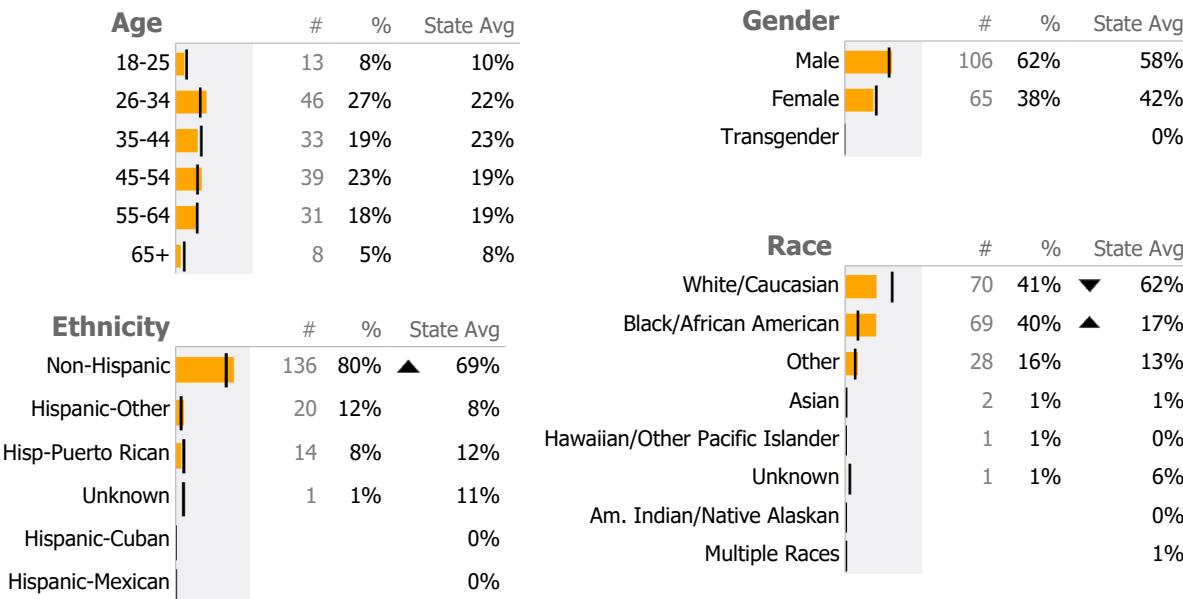
Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	 	100%	80%	92%
✓ Overall	 	99%	80%	91%
✓ Quality and Appropriateness	 	99%	80%	93%
✓ Respect	 	98%	80%	91%
✓ Access	 	97%	80%	88%
✓ General Satisfaction	 	94%	80%	92%
✓ Recovery	 	85%	80%	79%
✓ Outcome	 	84%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		171	100.0%



Client Demographics




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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	22	29	-24%	▼
Admits	2	3	-33%	▼
Discharges	4	6	-33%	▼
Service Hours	313	214	46%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	14	64%	35%	42%	29% ▲

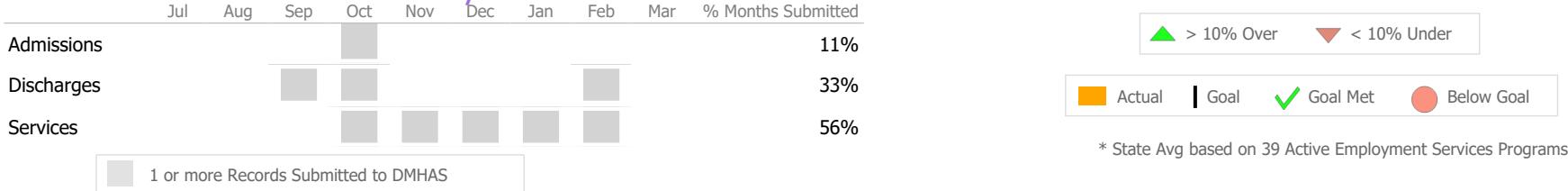
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	17	94%	90%	97%	4% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	91%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	138	-27% ▼
Admits	18	57	-68% ▼
Discharges	14	57	-75% ▼
Service Hours	1,646	1,891	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	55	55	54%	35%	42%	19% ▲

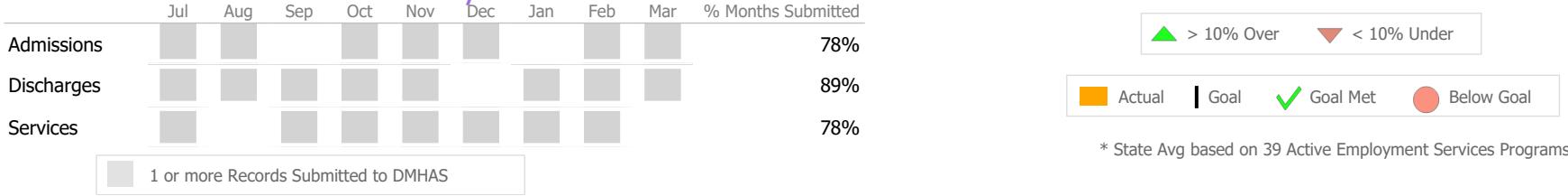
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	85	85	94%	90%	97%	4% ▲

Data Submission Quality

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

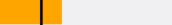
Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	73	-12%	▼
Admits	14	15	-7%	
Discharges	7	25	-72%	▼
Service Hours	1,014	1,291	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		29	45%	35%	42%	10% 

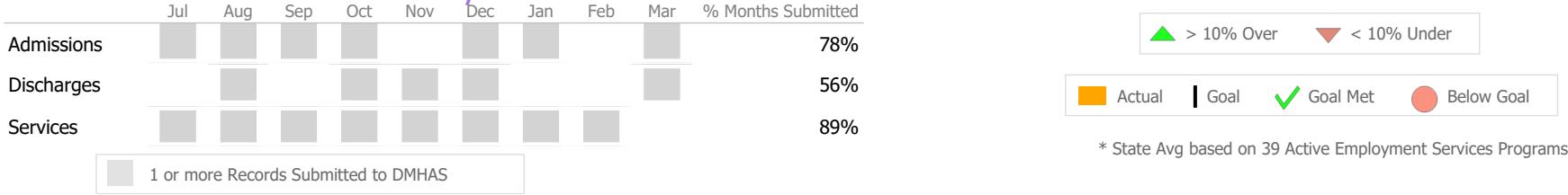
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	97%	90%	97%	7% 

Data Submission Quality

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

Data Submitted to DMHAS by Month



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