

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	320	394	-19%	
	Admits	60	167	-64%	
	Discharges	117	136	-14%	
	Service Hours	2,434	3,112	-22%	
	Bed Days	3,766	3,853	-2%	

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

## Consumer Satisfaction Survey

(Based on 118 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		83%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Mental Health

Employment Services		199	60.3%
Case Management		104	31.5%
Residential Services		16	4.8%
Recovery Support		11	3.3%

## Client Demographics

Age	#	%	State Avg
18-25	57	18%	10%
26-34	52	16%	22%
35-44	75	23%	23%
45-54	62	19%	19%
55-64	66	21%	19%
65+	8	3%	8%

## Gender

Gender	#	%	State Avg
Male	198	62%	58%
Female	120	38%	42%
Transgender			0%

## Race

Race	#	%	State Avg
Black/African American	172	54%	17%
White/Caucasian	96	30%	62%
Other	37	12%	13%
Am. Indian/Native Alaskan	5	2%	0%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Unknown			6%

## Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	274	86%	69%
Hispanic-Other	24	8%	8%
Hisp-Puerto Rican	19	6%	12%
Hispanic-Mexican	2	1%	0%
Unknown	1	0%	11%
Hispanic-Cuban		0%	

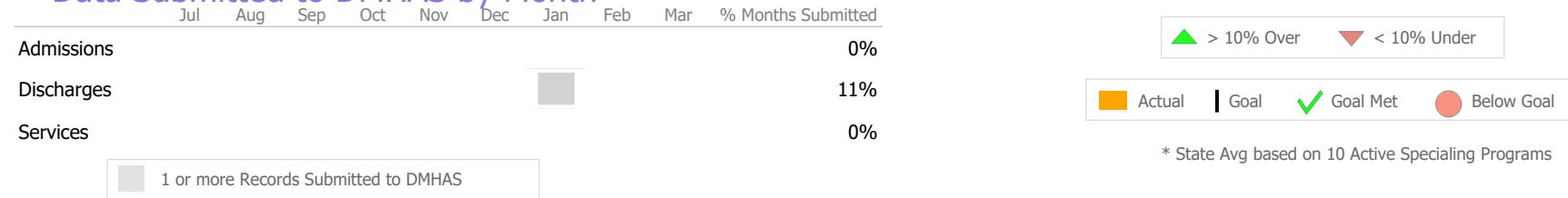
Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	13	-15%	▼
Admits	-	5	-100%	▼
Discharges	3	3	0%	
Service Hours	-	28	-100%	▼

## Data Submitted to DMHAS by Month

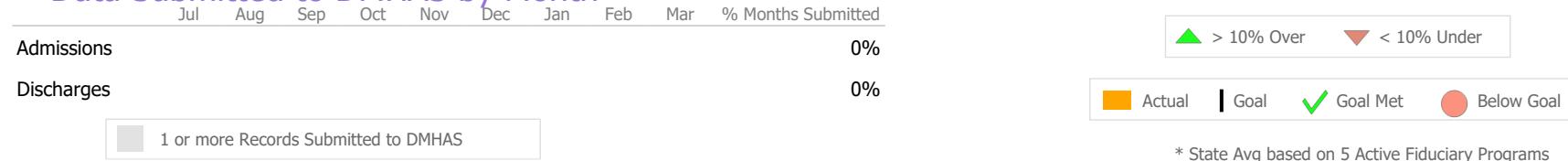


Variances in data may be indicative of operational adjustments related to the pandemic.

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

## Data Submitted to DMHAS by Month

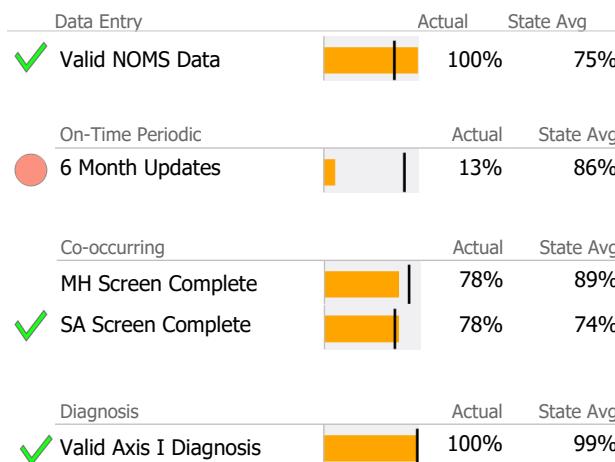


Variances in data may be indicative of operational adjustments related to the pandemic.

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	5	5	0%
Discharges	1	4	-75% ▼
Bed Days	2,354	2,332	1%

## Data Submission Quality



## Discharge Outcomes

	Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

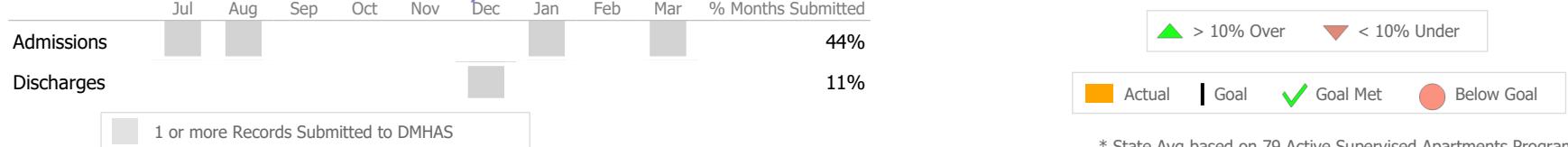
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	84%	22% ▲
✓ Stable Living Situation		11	100%	95%	94%	5%
● Employed		0	0%	25%	9%	-25% ▼

## Bed Utilization

	Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		< 90%	90-110%	>110%					
		10	400 days	0.4	86%	90%	93%	-4%	

## Data Submitted to DMHAS by Month



\* State Avg based on 79 Active Supervised Apartments Programs

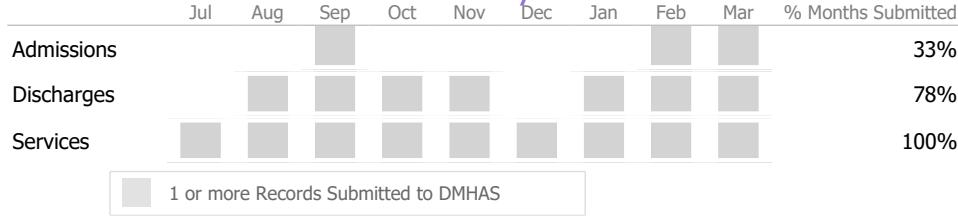
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	33	-27% ▼
Admits	8	14	-43% ▼
Discharges	14	12	17% ▲
Service Hours	385	338	14% ▲

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		8	100%	50%	96%	50% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	2	3	-33%	▼
Discharges	1	3	-67%	▼
Bed Days	1,412	1,521	-7%	

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic 6 Month Updates	50%	86%
MH Screen Complete	80%	89%
SA Screen Complete	80%	74%
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	100%	1	100%	60%	78%	40%
Follow-up within 30 Days of Discharge	100%	1	100%	90%	77%	10%

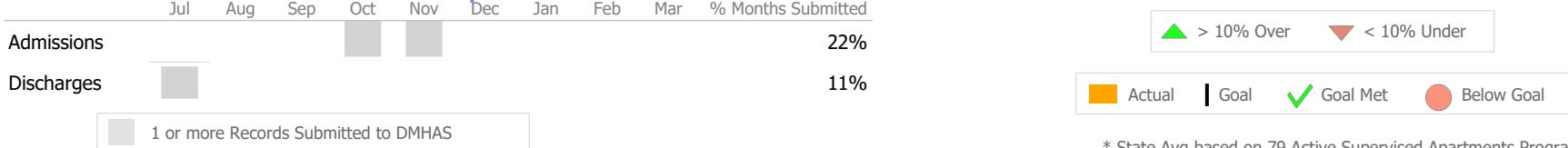
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	86%	6	86%	60%	84%	26%
Stable Living Situation	100%	7	100%	95%	94%	5%
Employed	0%	0	0%	25%	9%	-25%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	523 days	0.3	103%	90%	93%	13%

## Data Submitted to DMHAS by Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	36	-36% <span style="color: red;">▼</span>
Admits	5	14	-64% <span style="color: red;">▼</span>
Discharges	3	15	-80% <span style="color: red;">▼</span>
Service Hours	119	215	-45% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<span style="color: orange;">█</span>	4	17%	35%	42%	-18% <span style="color: red;">▼</span>

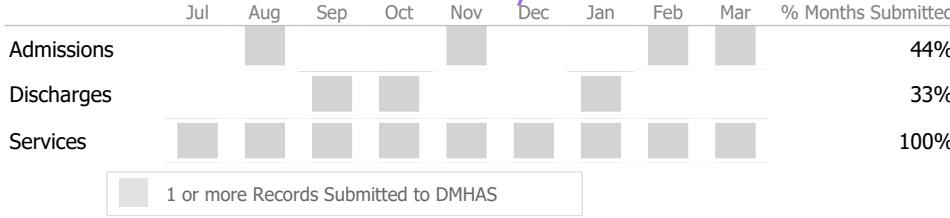
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="color: orange;">█</span>	18	90%	90%	97%	0% <span style="color: green;">✓</span>

## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>
On-Time Periodic		
<span style="color: green;">✓</span> 6 Month Updates	<span style="color: orange;">█</span>	94% <span style="color: orange;">█</span>

## 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

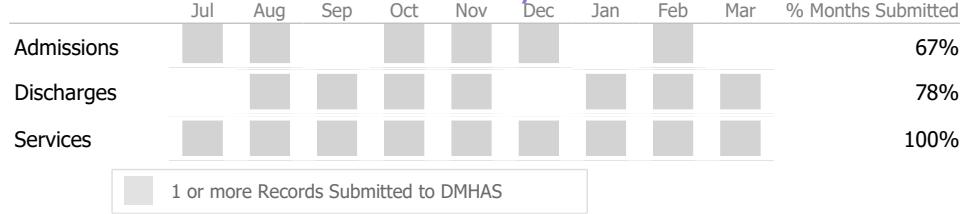
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	115	-24% ▼
Admits	11	47	-77% ▼
Discharges	50	39	28% ▲
Service Hours	3		-91% ▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		11	100%	50%	96%	50% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	117	-23%	▼
Admits	9	46	-80%	▼
Discharges	15	29	-48%	▼
Service Hours	1,245	1,538	-19%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	17	19%	35%	42%	-16%	▼

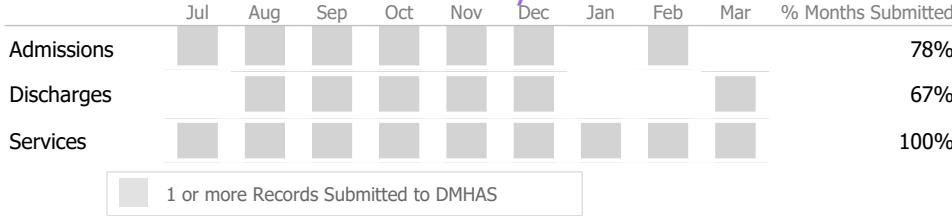
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
76	100%	90%	97%	10%		

## 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



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   Goal Met   Below Goal

\* State Avg based on 39 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	79	-15%	▼
Admits	12	29	-59%	▼
Discharges	20	26	-23%	▼
Service Hours	554	788	-30%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	5	7%	35%	42%	-28%	▼

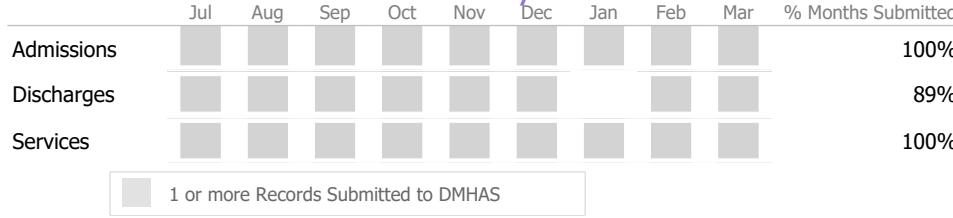
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
48	100%	90%	97%	10%		

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	98%	91%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

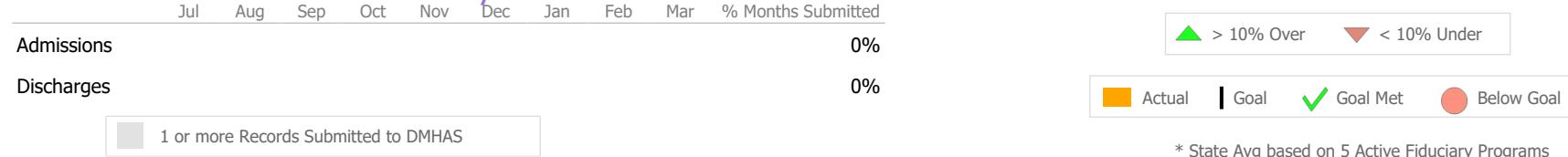
Actual   Goal   Goal Met   Below Goal

\* State Avg based on 39 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Data Submitted to DMHAS by Month

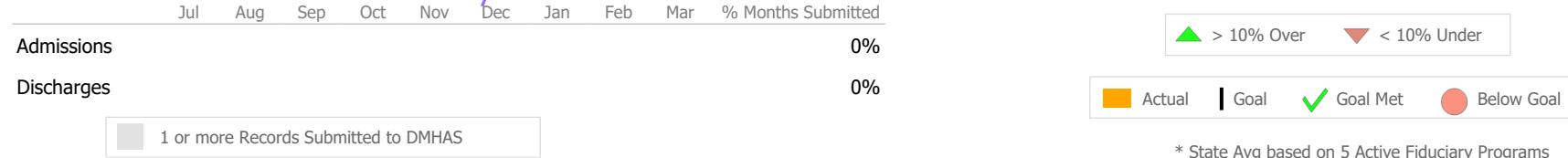


\* State Avg based on 5 Active Fiduciary Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	-	-
Admits	-	-	-
Discharges	-	-	-
Service Hours	-	-	-

## 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	18	22%	▲
Admits	8	4	100%	▲
Discharges	10	5	100%	▲
Service Hours	130	204	-36%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	4	18%	35%	42%	-17%

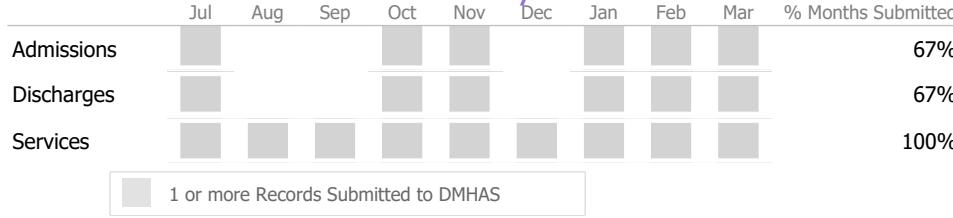
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	12	100%	90%	97%	10%

## 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



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   Below Goal

\* State Avg based on 39 Active Employment Services Programs