

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	81	92	-12%
	Admits	19	32	-41%
	Discharges	30	33	-9%
	Service Hours	955	1,006	-5%

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

Consumer Satisfaction Survey

(Based on 39 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Outcome		89%	80%	83%
✓ Recovery		81%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Addiction

Outpatient		81	100.0%
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Client Demographics

Age	#	%	State Avg
18-25	5	6%	10%
26-34	11	14%	22%
35-44	9	11%	23%
45-54	13	16%	19%
55-64	28	35%	19%
65+	15	19%	8%

Gender	#	%	State Avg
Female	49	60%	42%
Male	32	40%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	71	88%	69%
Hispanic-Other	5	6%	8%
Hisp-Puerto Rican	5	6%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	
Unknown			11%

Race	#	%	State Avg
White/Caucasian	70	86%	62%
Other	5	6%	13%
Black/African American	4	5%	17%
Asian	2	2%	1%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 99%	89%
Valid TEDS Data	 32%	39%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	93%	46%

Co-occurring		Actual	State Avg
MH Screen Complete		95%	99%
SA Screen Complete		95%	99%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 73%; background-color: orange;"></div>	22	73%	75%	71%	-2%

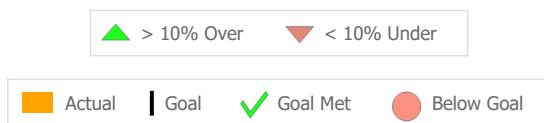
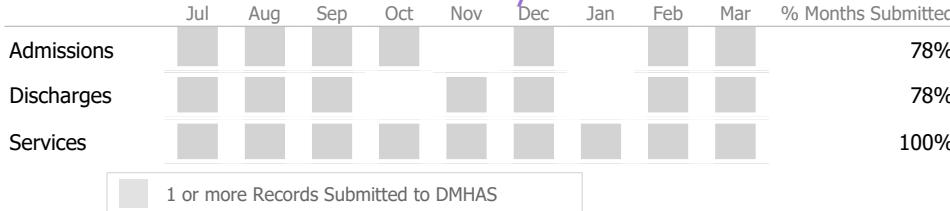
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 52%; background-color: orange;"></div>	52	100%	90%	97%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div style="width: 17%; background-color: orange; height: 10px; border: 1px solid black;"></div>	17	89%	75%	77%	14% 

Data Submitted to DMHAS by Month



* State Avg based on 4 Active Gambling Outpatient Programs

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