

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	272	327	-17%
	Admits	122	158	-23%
	Discharges	110	171	-36%
	Service Hours	959	1,303	-26%
	Bed Days	1,071	1,565	-32%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Access		95%	80%	88%
✓ Respect		95%	80%	91%
● Outcome		78%	80%	83%
● Recovery		68%	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			
	Outpatient	190	69.9%
	Crisis Services	82	30.1%

Client Demographics

Age	#	%	State Avg
18-25	21	8%	10%
26-34	48	18%	22%
35-44	48	18%	23%
45-54	64	24%	19%
55-64	77	28%	19%
65+	14	5%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	225	83%	69%
Hisp-Puerto Rican	25	9%	12%
Unknown	11	4%	11%
Hispanic-Other	9	3%	8%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	0%

Gender	#	%	State Avg
Female	147	54%	42%
Male	124	46%	58%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	122	45%	62%
Black/African American	102	38%	17%
Other	23	8%	13%
Unknown	12	4%	6%
Am. Indian/Native Alaskan	6	2%	0%
Asian	3	1%	1%
Multiple Races	3	1%	1%
Hawaiian/Other Pacific Islander	1	0%	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	82	116	-29%	▼
Admits	83	114	-27%	▼
Discharges	81	118	-31%	▼
Bed Days	1,071	1,565	-32%	▼

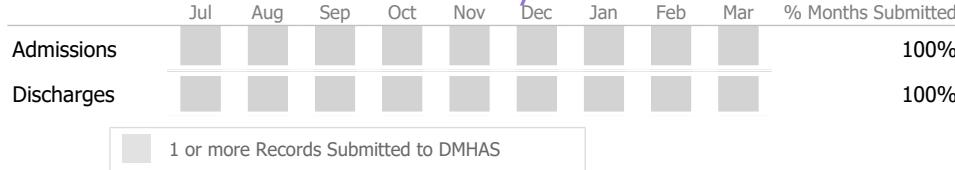
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual % vs Goal %	Actual
✓ No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	9%
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	-33% ▼

Bed Utilization

●	Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
									< 90%	90-110%
●	Avg Utilization Rate	Actual	Goal	Goal Met	Below Goal	56%	90%	163%	-34%	▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	190	213	-11%	▼
Admits	39	44	-11%	▼
Discharges	29	53	-45%	▼
Service Hours	959	1,303	-26%	▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	61%	55%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	78%
✓ SA Screen Complete	100%	79%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	34%	-50% ▼
Recovery						
✓ Social Support		144	76%	60%	62%	16% ▲
● Stable Living Situation		178	94%	95%	74%	-1%
● Employed		45	24%	30%	23%	-6%

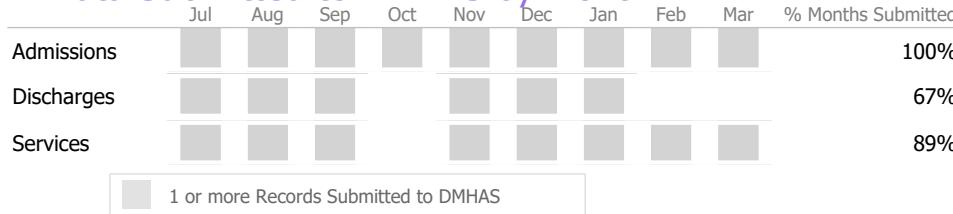
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		155	96%	90%	84%	6%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		26	67%	75%	76%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs