

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	311	298	4%
	Admits	67	37	81% ▲
	Discharges	38	52	-27% ▼
	Service Hours	2,009	1,911	5%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	311	100.0%

### Consumer Satisfaction Survey

(Based on 115 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Access		99%	80%	88%
✓ Respect		97%	80%	91%
✓ Recovery		96%	80%	79%
✓ Outcome		94%	80%	83%

■ Satisfied %    |    Goal %     0-80%     80-100%    ✓ Goal Met    ● Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	36	12%	10%
26-34	38	12%	22%
35-44	53	17%	23%
45-54	52	17%	19%
55-64	71	23%	19%
65+	61	20% ▲	8%

Gender	#	%	State Avg
Female	162	52%	42%
Male	148	48%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	280	90% ▲	69%
Hispanic-Other	22	7%	8%
Unknown	5	2%	11%
Hisp-Puerto Rican	3	1% ▼	12%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	180	58%	62%
Black/African American	78	25%	17%
Other	36	12%	13%
Asian	11	4%	1%
Unknown	4	1%	6%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		12	32%	50%	34%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		294	94%	60%	62%	34% ▲
Stable Living Situation		311	100%	95%	74%	5%
Employed		105	34%	30%	23%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		275	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		59	88%	75%	76%	13% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs

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