

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	187	242	-23% ▼
	Admits	75	130	-42% ▼
	Discharges	285	137	108% ▲
	Service Hours	2,885	4,582	-37% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	152	57.6%
	Case Management	112	42.4%

Consumer Satisfaction Survey

(Based on 118 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Access		86%	80%	88%
✓ Respect		83%	80%	91%
● Outcome		74%	80%	83%
● Recovery		67%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	3	2%	10%
26-34	14	7%	22%
35-44	33	18%	23%
45-54	57	30%	19%
55-64	54	29%	18%
65+	26	14%	7%

Gender	#	%	State Avg
Female	122	65%	41%
Male	65	35%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	111	59%	11%
Non-Hispanic	45	24%	68%
Hispanic-Other	27	14%	8%
Unknown	3	2%	12%
Hispanic-Mexican	1	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	147	79%	61%
Other	19	10%	13%
Black/African American	13	7%	17%
Unknown	7	4%	6%
Am. Indian/Native Alaskan	1	1%	0%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	28	-21% ▼
Admits	9	13	-31% ▼
Discharges	23	14	64% ▲
Service Hours	1,050	1,653	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	88%	80%
SA Screen Complete	85%	81%
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		10	43%	50%	36%	-7%
Recovery						
National Recovery Measures (NOMS)						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	96%	60%	62%	36% ▲
Stable Living Situation		23	100%	95%	75%	5%
Employed		1	4%	30%	24%	-26% ▼

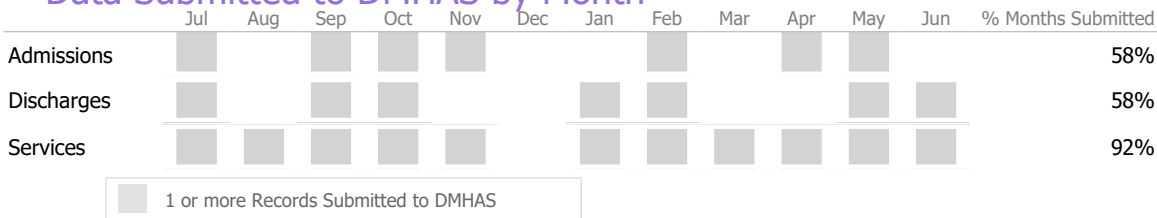
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	100%	75%	75%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	151	-26% ▼
Admits	29	61	-52% ▼
Discharges	113	74	53% ▲
Service Hours	867	1,294	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		40	35%	50%	64%	-15% ▼

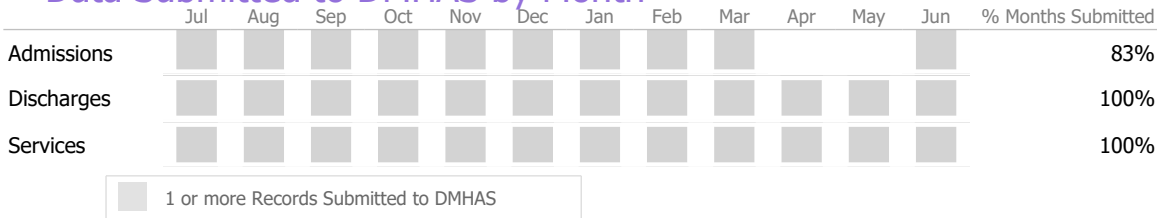
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		110	97%	60%	72%	37% ▲
Stable Living Situation		111	98%	80%	82%	18% ▲
Employed		11	10%	20%	12%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	100%	90%	71%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	158	-9%
Admits	37	56	-34% ▼
Discharges	149	49	204% ▲
Service Hours	968	1,635	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	66%	80%
SA Screen Complete	66%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	15%	50%	36%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		139	93%	60%	62%	33% ▲
Stable Living Situation		147	99%	95%	75%	4%
Employed		12	8%	30%	24%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	97%	90%	85%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	36%	75%	75%	-39% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■			■	■	■	■	83%
Discharges	■	■	■		■	■		■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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