

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	877	821	7%
	Admits	192	194	-1%
	Discharges	744	136	447%
	Service Hours	1,958	781	151% ▲
	S.Rehab/PHP/IOP	321	7,510	-96% ▼

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

### Consumer Satisfaction Survey

(Based on 30 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
● Outcome		61%	80%	83%
● Recovery		52%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	672	73.5%
	Case Management	187	20.5%
<b>Addiction</b>	Outpatient	44	4.8%
	IOP	11	1.2%

### Client Demographics

Age	#	%	State Avg
18-25	28	3%	10%
26-34	122	14%	22%
35-44	128	15%	23%
45-54	192	22%	19%
55-64	237	27%	18%
65+	162	19%	7% ▲

Gender	#	%	State Avg
Male	541	62%	59%
Female	334	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	615	70%	68%
Hispanic-Other	106	12%	8%
Hisp-Puerto Rican	85	10%	11%
Unknown	50	6%	12%
Hispanic-Mexican	15	2%	0%
Hispanic-Cuban	6	1%	0%

Race	#	%	State Avg
Black/African American	361	41%	17% ▲
White/Caucasian	324	37%	61% ▼
Other	123	14%	13%
Unknown	50	6%	6%
Multiple Races	10	1%	1%
Am. Indian/Native Alaskan	5	1%	0%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 94%
On-Time Periodic 6 Month Updates		N/A 66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	29%	-20% ▼
Self Help		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	39	13% ▲
Admits	27	29	-7%
Discharges	29	23	26% ▲
Service Hours	1,310	507	158% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Valid TEDS Data	97%	86%
On-Time Periodic		
6 Month Updates	80%	26%
Co-occurring		
MH Screen Complete	96%	92%
SA Screen Complete	96%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	52%	50%	51%	2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		48	100%	75%	79%	25% ▲
✓ Abstinence/Reduced Drug Use		34	71%	55%	49%	16% ▲
✓ Stable Living Situation		46	96%	95%	78%	1%
● Employed		13	27%	50%	32%	-23% ▼
● Self Help		8	17%	60%	18%	-43% ▼

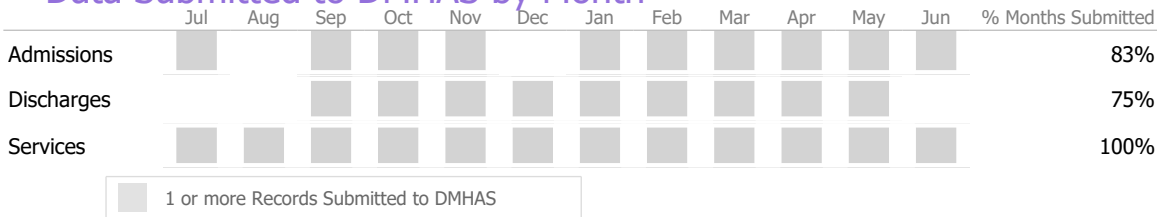
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	72%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		25	100%	75%	61%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

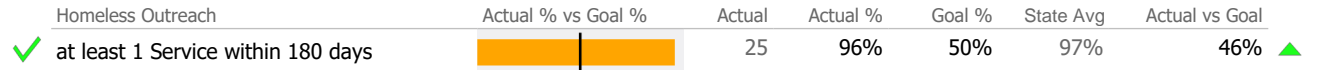
\* State Avg based on 111 Active Standard Outpatient Programs

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

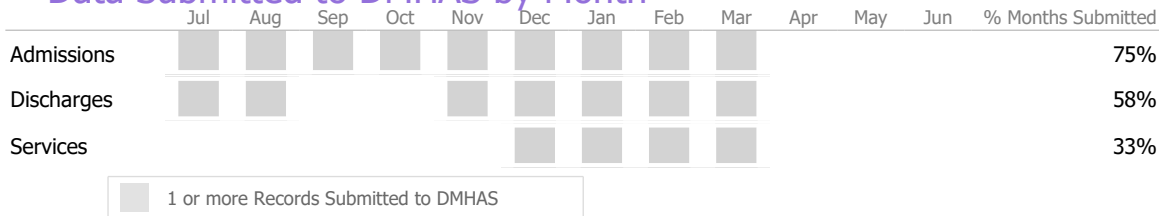
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	40	35% ▲
Admits	26	20	30% ▲
Discharges	53	13	308% ▲
Service Hours	282	101	181% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15		
Admits	15	-	
Discharges	3	-	
Service Hours	64	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Stable Living Situation		11	73%	85%	89%	-12% ▼

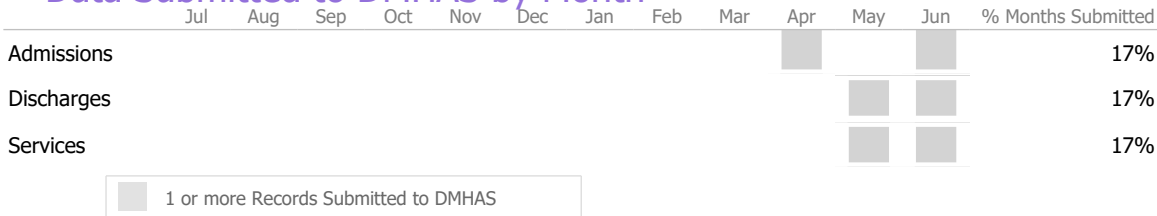
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services		12	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic		
6 Month Updates	N/A	87%
Co-occurring		
<span style="color: green;">✓</span> MH Screen Complete	100%	83%
<span style="color: green;">✓</span> SA Screen Complete	100%	87%
Diagnosis		
Valid Axis I Diagnosis	0%	61%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	96	114	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	89%	4%

### Service Utilization

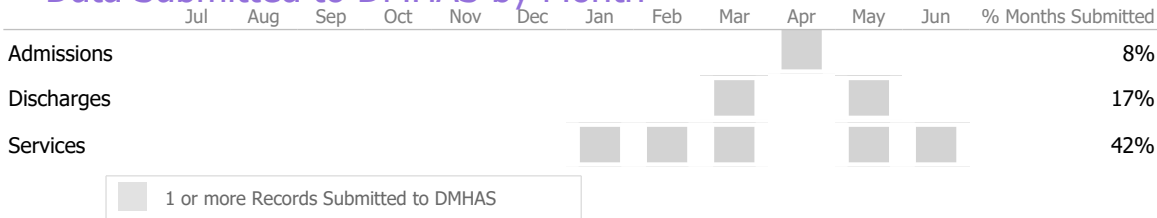
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	86%	90%	97%	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		87%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	31	-65% ▼
Admits	11	32	-66% ▼
Discharges	5	35	-86% ▼
Service Hours	122	-	
Social Rehab/PHP/IOP Days	7	33	-79% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
Valid TEDS Data	97%	87%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	1%
<b>Co-occurring</b>		
MH Screen Complete	73%	85%
SA Screen Complete	73%	86%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	59%	10% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	57%	-57% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		9	82%	75%	78%	7%
✓ Abstinence/Reduced Drug Use		6	55%	55%	54%	0%
● Stable Living Situation		9	82%	95%	85%	-13% ▼
● Employed		2	18%	50%	25%	-32% ▼
● Self Help		2	18%	60%	23%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	53%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										■	■	■	25%
Discharges											■	■	17%
Services											■	■	17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

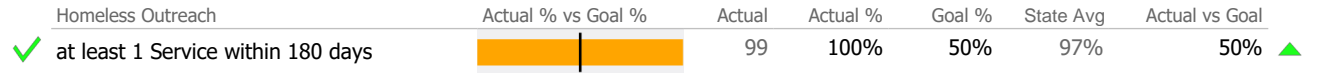
\* State Avg based on 62 Active Standard IOP Programs

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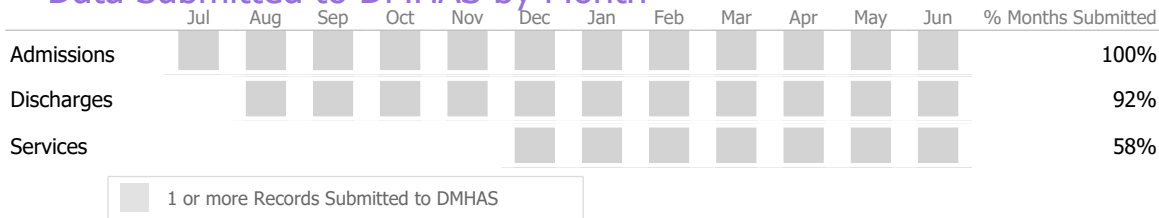
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	88	40% ▲
Admits	99	57	74% ▲
Discharges	96	63	52% ▲
Service Hours	80	52	55% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

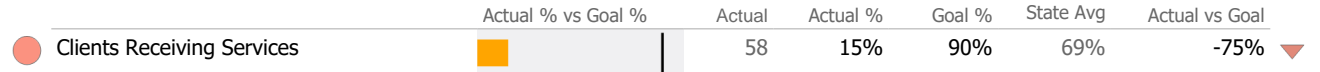
\* State Avg based on 46 Active Outreach & Engagement Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	672	659	2%
Admits	13	54	-76% ▼
Discharges	556	-	
Service Hours	4	8	-46% ▼
Social Rehab/PHP/IOP Days	314	7,477	-96% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

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