

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	187	274	-32%	▼
	Admits	34	101	-66%	▼
	Discharges	74	132	-44%	▼
	Service Hours	2,397	1,885	27%	▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Employment Services	99	52.7%
	Case Management	89	47.3%

### Consumer Satisfaction Survey

(Based on 56 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Overall		98%	80%	91%
✓ Outcome		98%	80%	83%
✓ Quality and Appropriateness		96%	80%	93%
✓ Recovery		91%	80%	79%
✓ Participation in Treatment		87%	80%	92%

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

### Client Demographics

Age	#	%	State Avg
18-25	10	5%	10%
26-34	33	18%	22%
35-44	50	27%	23%
45-54	44	24%	19%
55-64	44	24%	18%
65+	5	3%	7%

Gender	#	%	State Avg
Male	128	69%	59%
Female	57	31%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	164	88%	▲ 68%
Hisp-Puerto Rican	21	11%	11%
Hispanic-Mexican	1	1%	0%
Hispanic-Other	1	1%	8%
Hispanic-Cuban			0%
Unknown			▼ 12%

Race	#	%	State Avg
Black/African American	98	52%	▲ 17%
White/Caucasian	58	31%	▼ 61%
Other	18	10%	13%
Multiple Races	8	4%	1%
Am. Indian/Native Alaskan	2	1%	0%
Hawaiian/Other Pacific Islander	2	1%	0%
Unknown	1	1%	6%
Asian			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	105	-26% ▼
Admits	13	40	-68% ▼
Discharges	14	40	-65% ▼
Service Hours	1,855	1,539	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	42%	35%	43%	7%

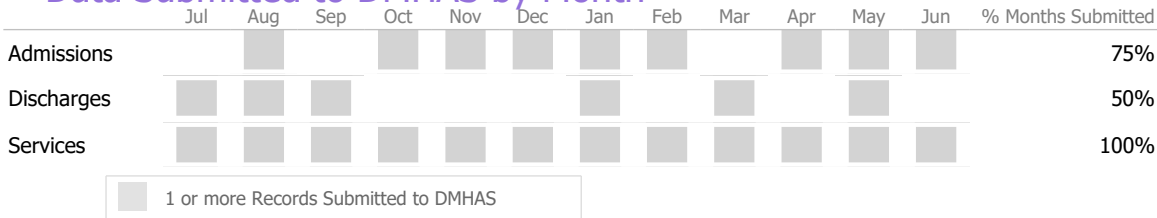
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	97%	90%	98%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	30	-23% ▼
Admits	7	9	-22% ▼
Discharges	5	15	-67% ▼
Service Hours	541	235	130% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		11	46%	35%	43%	11% ▲

### Service Utilization

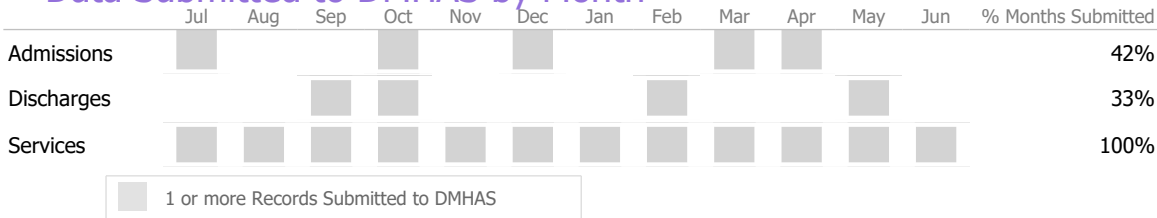
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

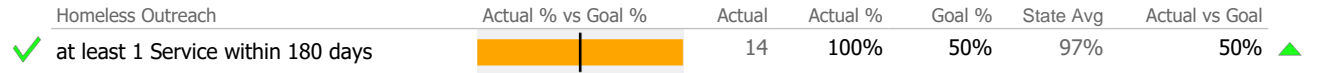
Actual    Goal    Goal Met    Below Goal

\* State Avg based on 39 Active Employment Services Programs

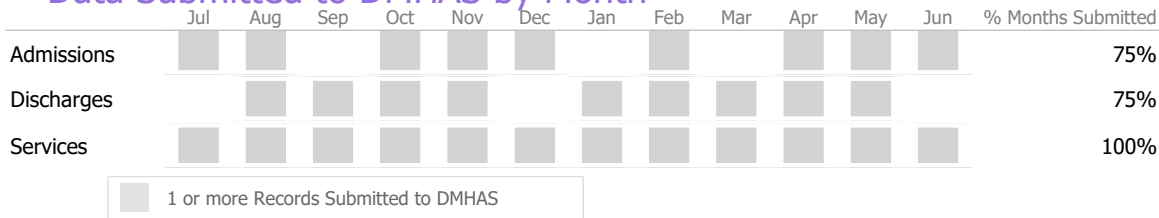
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	116	-23% ▼
Admits	14	51	-73% ▼
Discharges	55	38	45% ▲
Service Hours	-	-	

### 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