

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	581	542	7%
	Admits	163	165	-1%
	Discharges	115	119	-3%
	Service Hours	3,496	2,644	32% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	581	100.0%

Consumer Satisfaction Survey

(Based on 153 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		90%	80%	91%
✓ Access		88%	80%	88%
● Outcome		63%	80%	83%
● Recovery		43%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	44	8%	10%
26-34	87	15%	22%
35-44	95	16%	23%
45-54	139	24%	19%
55-64	142	24%	18%
65+	73	13%	7%

Gender	#	%	State Avg
Female	358	62%	▲ 41%
Male	223	38%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	341	59%	▲ 11%
Non-Hispanic	174	30%	▼ 68%
Hispanic-Other	50	9%	8%
Unknown	11	2%	12%
Hispanic-Cuban	3	1%	0%
Hispanic-Mexican	2	0%	0%

Race	#	%	State Avg
Other	257	44%	▲ 13%
White/Caucasian	161	28%	▼ 61%
Black/African American	134	23%	17%
Multiple Races	10	2%	1%
Unknown	10	2%	6%
Hawaiian/Other Pacific Islander	5	1%	0%
Am. Indian/Native Alaskan	2	0%	0%
Asian	2	0%	1%

■ 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	95%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	62%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	80%
SA Screen Complete	99%	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		27	23%	50%	36%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		391	66%	60%	62%	6%
Stable Living Situation		545	92%	95%	75%	-3%
Employed		87	15%	30%	24%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		388	82%	90%	85%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		74	46%	75%	75%	-29% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
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

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