

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	673	683	-1%
	Admits	65	61	7%
	Discharges	69	101	-32% ▼
	Service Hours	5,227	7,762	-33% ▼

▲ > 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	628	82.2%
	Community Support	136	17.8%

### Consumer Satisfaction Survey

(Based on 235 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Access		92%	80%	88%
✓ General Satisfaction		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Overall		87%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		72%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	22	3%	10%
26-34	73	11%	22%
35-44	111	16%	23%
45-54	132	20%	19%
55-64	181	27%	18%
65+	154	23%	7%

Gender	#	%	State Avg
Female	376	56%	41% ▲
Male	297	44%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	520	77%	68%
Hispanic-Other	92	14%	8%
Hisp-Puerto Rican	38	6%	11%
Hispanic-Mexican	13	2%	0%
Unknown	10	1%	12% ▼
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	445	66%	61%
Black/African American	126	19%	17%
Other	81	12%	13%
Unknown	11	2%	6%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan	2	0%	0%
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	628	635	-1%
Admits	42	23	83% ▲
Discharges	34	51	-33% ▼
Service Hours	2,686	2,497	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic		
6 Month Updates	50%	54%
Co-occurring		
MH Screen Complete	0%	80%
SA Screen Complete	0%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	3%	50%	36%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		274	44%	60%	62%	-16% ▼
Employed		84	13%	30%	24%	-17% ▼
Stable Living Situation		462	74%	95%	75%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		416	70%	90%	85%	-20% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	45%	75%	75%	-30% ▼

### Data Submitted to DMHAS by Month

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	162	-16% ▼
Admits	23	38	-39% ▼
Discharges	35	50	-30% ▼
Service Hours	2,541	5,266	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	81%
On-Time Periodic		
6 Month Updates	95%	86%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	43%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	26%	65%	56%	-39% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		134	98%	60%	81%	38% ▲
Stable Living Situation		133	97%	80%	88%	17% ▲
Employed		21	15%	20%	13%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		103	98%	90%	98%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■				■	■			■	■	■	58%
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 36 Active CSP Programs

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