

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 315 | 300 | 5% |
| | Admits | 72 | 41 | 76% ▲ |
| | Discharges | 56 | 62 | -10% |
| | Service Hours | 2,654 | 2,362 | 12% ▲ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|--------|
| Mental Health | Outpatient | 315 | 100.0% |

Consumer Satisfaction Survey

(Based on 115 FY20 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 100% | 80% | 93% |
| ✓ Participation in Treatment | | 100% | 80% | 92% |
| ✓ Overall | | 100% | 80% | 91% |
| ✓ General Satisfaction | | 99% | 80% | 92% |
| ✓ Access | | 99% | 80% | 88% |
| ✓ Respect | | 97% | 80% | 91% |
| ✓ Recovery | | 96% | 80% | 79% |
| ✓ Outcome | | 94% | 80% | 83% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|----|-------|-----------|
| 18-25 | 37 | 12% | 10% |
| 26-34 | 39 | 12% | 22% |
| 35-44 | 53 | 17% | 23% |
| 45-54 | 52 | 17% | 19% |
| 55-64 | 71 | 23% | 18% |
| 65+ | 63 | 20% ▲ | 7% |

| Gender | # | % | State Avg |
|-------------|-----|-------|-----------|
| Female | 165 | 53% ▲ | 41% |
| Male | 149 | 47% ▼ | 59% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-------|-----------|
| Non-Hispanic | 284 | 90% ▲ | 68% |
| Hispanic-Other | 22 | 7% | 8% |
| Unknown | 5 | 2% | 12% |
| Hisp-Puerto Rican | 3 | 1% | 11% |
| Hispanic-Mexican | 1 | 0% | 0% |
| Hispanic-Cuban | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian | 182 | 58% | 61% |
| Black/African American | 80 | 25% | 17% |
| Other | 36 | 11% | 13% |
| Asian | 11 | 3% | 1% |
| Unknown | 4 | 1% | 6% |
| Multiple Races | 2 | 1% | 1% |
| Am. Indian/Native Alaskan | | | 0% |
| Hawaiian/Other Pacific Islander | | | 0% |

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

Program Activity

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|----------------|--------|----------|------------|
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Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 86% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 99% | 54% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 99% | 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 | | 21 | 38% | 50% | 36% | -12% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 298 | 94% | 60% | 62% | 34% ▲ |
| Employed | | 113 | 36% | 30% | 24% | 6% |
| Stable Living Situation | | 316 | 100% | 95% | 75% | 5% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 261 | 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 | | 63 | 89% | 75% | 75% | 14% ▲ |

Data Submitted to DMHAS by Month

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