

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	470	472	0%
	Admits	40	74	-46% ▼
	Discharges	68	67	1%
	Service Hours	1,179	1,873	-37% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	470	100.0%

Consumer Satisfaction Survey

(Based on 1 FY21 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%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	35	7%	9%
26-34	52	11%	21%
35-44	66	14%	23%
45-54	76	16%	19%
55-64	118	25%	19%
65+	121	26%	▲ 9%

Gender	#	%	State Avg
Female	277	59%	▲ 41%
Male	192	41%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	425	90%	▲ 68%
Hispanic-Other	35	7%	8%
Unknown	10	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 11%

Race	#	%	State Avg
White/Caucasian	392	83%	▲ 62%
Black/African American	33	7%	17%
Other	33	7%	13%
Unknown	9	2%	6%
Am. Indian/Native Alaskan	2	0%	0%
Asian	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

■ 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	36%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	1%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	65%	89%
SA Screen Complete	50%	89%
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		1	1%	50%	42%	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		84	18%	30%	23%	-12% ▼
Social Support		190	40%	60%	59%	-20% ▼
Stable Living Situation		5	1%	95%	69%	-94% ▼

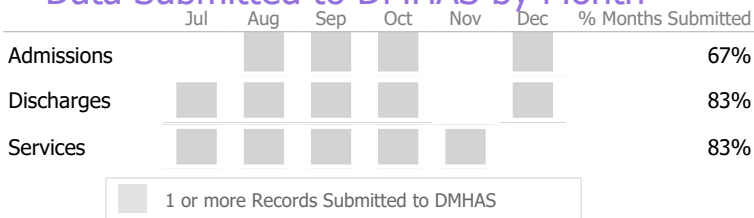
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		289	72%	90%	80%	-18% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		24	60%	75%	77%	-15% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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