

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	567	490	16%	▲
	Admits	93	67	39%	▲
	Discharges	76	63	21%	▲
	Service Hours	1,790	1,670	7%	

▲ > 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	567	100.0%

### Consumer Satisfaction Survey (Based on 146 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		90%	80%	88%
✓ Participation in Treatment		85%	80%	92%
✓ Quality and Appropriateness		84%	80%	93%
✓ Overall		84%	80%	91%
● Outcome		60%	80%	83%
● Recovery		39%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	41	7%	9%
26-34	71	13%	21%
35-44	98	17%	23%
45-54	136	24%	19%
55-64	141	25%	19%
65+	80	14%	9%

Gender	#	%	State Avg
Female	365	64%	▲ 41%
Male	202	36%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	345	61%	▲ 11%
Non-Hispanic	163	29%	▼ 68%
Hispanic-Other	46	8%	8%
Unknown	8	1%	11%
Hispanic-Mexican	4	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
Other	246	43%	▲ 13%
White/Caucasian	178	31%	▼ 62%
Black/African American	118	21%	17%
Multiple Races	9	2%	1%
Unknown	7	1%	6%
Hawaiian/Other Pacific Islander	4	1%	0%
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	0%	0%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	567	490	16% ▲
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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	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		20	26%	50%	42%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		379	67%	60%	59%	7%
Stable Living Situation		487	86%	95%	69%	-9%
Employed		81	14%	30%	23%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		406	82%	90%	80%	-8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		52	56%	75%	77%	-19% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 74 Active Standard Outpatient Programs

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