

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	277	288	-4%
	Admits	5	6	-17% ▼
	Discharges	14	10	40% ▲
	Service Hours	474	687	-31% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	277	100.0%

Consumer Satisfaction Survey

(Based on 22 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Outcome		91%	80%	83%
✓ Recovery		82%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	12	4%	9%
26-34	45	16%	21%
35-44	46	17%	23%
45-54	48	17%	19%
55-64	76	27%	19%
65+	50	18%	9%

Gender	#	%	State Avg
Female	175	63%	▲ 41%
Male	102	37%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	265	96%	▲ 68%
Hispanic-Other	5	2%	8%
Hisp-Puerto Rican	4	1%	11%
Unknown	2	1%	11%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	268	97%	▲ 62%
Black/African American	5	2%	▼ 17%
Other	3	1%	▼ 13%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			0%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

■ 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	100%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	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		2	14%	50%	42%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		270	97%	60%	59%	37% ▲
Employed		130	47%	30%	23%	17% ▲
Stable Living Situation		272	98%	95%	69%	3%

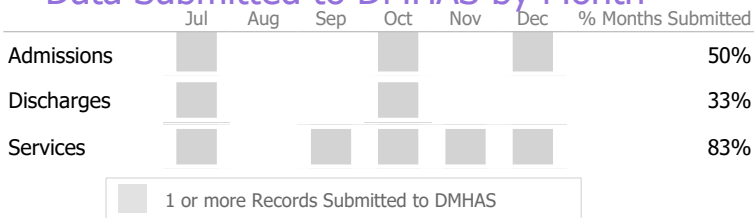
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	66%	90%	80%	-24% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	20%	75%	77%	-55% ▼

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.