

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

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	236	223	6%
	Admits	72	70	3%
	Discharges	78	81	-4%
	Service Hours	501	609	-18% ▼
	Bed Days	722	783	-8%

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

### Consumer Satisfaction Survey

(Based on 62 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		92%	80%	92%
✓ Respect		89%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Overall		82%	80%	91%
● Access		76%	80%	88%
● Outcome		70%	80%	83%
● Recovery		58%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	174	73.4%
	Crisis Services	63	26.6%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	22	9%	9%	Female	132	56%	▲ 41%
26-34	47	20%	21%	Male	104	44%	▼ 59%
35-44	39	17%	23%	Transgender			0%
45-54	57	24%	19%				
55-64	56	24%	19%				
65+	15	6%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	195	83%	▲ 68%	White/Caucasian	112	47%	▼ 62%
Hisp-Puerto Rican	20	8%	11%	Black/African American	80	34%	▲ 17%
Unknown	12	5%	11%	Other	25	11%	13%
Hispanic-Other	7	3%	8%	Unknown	9	4%	6%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	4	2%	0%
Hispanic-Mexican	1	0%	1%	Asian	4	2%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	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	63	56	13% ▲
Admits	61	55	11% ▲
Discharges	59	55	7%
Bed Days	722	783	-8%

### Discharge Outcomes

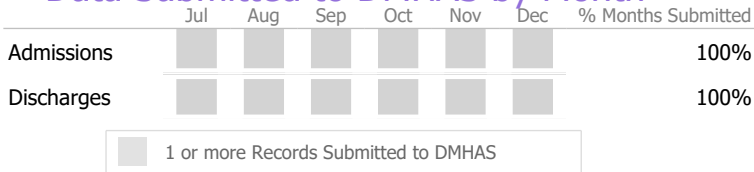
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		54	92%	85%	92%	7%
● Follow-up within 30 Days of Discharge		24	55%	90%	76%	-35% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	13 days	0.1	56%	90%	52%	-34% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	167	4%
Admits	11	15	-27% ▼
Discharges	19	26	-27% ▼
Service Hours	501	609	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
On-Time Periodic		
6 Month Updates	96%	55%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	16%	50%	42%	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		128	74%	60%	59%	14% ▲
Stable Living Situation		161	93%	95%	69%	-2%
Employed		43	25%	30%	23%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		140	90%	90%	80%	0%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	27%	75%	77%	-48% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■	■	83%
Discharges	■	■		■	■	■	83%
Services	■		■	■	■	■	83%

■ 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

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