

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	36	40	-10%
	Admits	7	10	-30%
	Discharges	9	14	-36%
	Service Hours	709	694	2%

Consumer Satisfaction Survey

(Based on 26 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 80%; background-color: orange;"></div></div>	100%	80%	93%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 80%; background-color: orange;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 80%; background-color: orange;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 80%; background-color: orange;"></div></div>	100%	80%	88%
✓ Respect	<div style="width: 100%;"><div style="width: 96%; background-color: orange;"></div></div>	96%	80%	91%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 92%; background-color: orange;"></div></div>	92%	80%	92%
✓ Outcome	<div style="width: 100%;"><div style="width: 88%; background-color: orange;"></div></div>	88%	80%	83%
● Recovery	<div style="width: 100%;"><div style="width: 72%; background-color: orange;"></div></div>	72%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	36	100.0%



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Case Management

Client Demographics

Age	#	%	State Avg
18-25	3	8%	10%
26-34	2	6%	22%
35-44	9	25%	23%
45-54	10	28%	19%
55-64	7	19%	19%
65+	5	14%	8%

Gender	#	%	State Avg
Female	20	56%	▲ 41%
Male	16	44%	▼ 59%
Transgender		0%	

Ethnicity	#	%	State Avg
Non-Hispanic	31	86%	▲ 68%
Hispanic-Other	2	6%	8%
Hisp-Puerto Rican	2	6%	11%
Unknown	1	3%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Demographic	Count	Percentage	Change
Black/African American	10	28%	▲ 17%
Other	2	6%	13%
Asian	1	3%	1%
Am. Indian/Native Alaskan		0%	
Multiple Races		1%	
Pacific Islander		0%	
Unknown		6%	

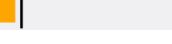


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	40	-10%
Admits	7	10	-30% ▼
Discharges	9	14	-36% ▼
Service Hours	709	694	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	44%	50%	62%	-6%
Recovery						
✓ Social Support		24	67%	60%	72%	7%
✓ Stable Living Situation		31	86%	80%	75%	6%
● Employed		6	17%	20%	17%	-3%

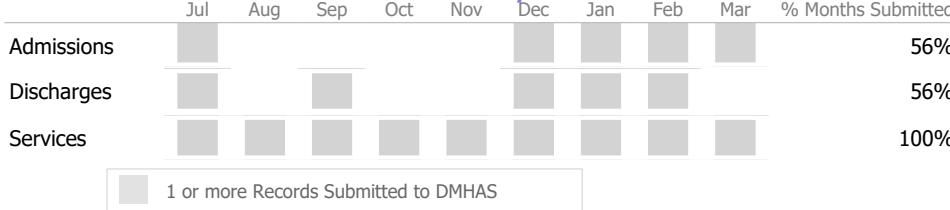
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		61%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	85%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs