

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	577	551	5%
	Admits	250	198	26%
	Discharges	204	240	-15%
	Service Hours	2,723	3,518	-23%
	S.Rehab/PHP/IOP	19,172	14,751	30%

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

Consumer Satisfaction Survey

(Based on 287 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ Access		93%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Recovery		83%	80%	79%
✓ Outcome		82%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Social Rehabilitation		474	72.9%
Employment Services		111	17.1%
Education Support		47	7.2%
Case Management		18	2.8%

Client Demographics

Age

	#	%	State Avg
18-25	33	6%	10%
26-34	93	16%	22%
35-44	108	19%	23%
45-54	135	23%	19%
55-64	148	26%	19%
65+	60	10%	8%

Gender

	#	%	State Avg
Male	382	66%	59%
Female	193	34%	41%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	276	48%	62%
Black/African American	238	41%	17%
Other	40	7%	13%
Asian	13	2%	6%
Hawaiian/Other Pacific Islander	5	1%	1%
Am. Indian/Native Alaskan	3	1%	0%
Multiple Races	2	0%	0%
			1%

Ethnicity

	#	%	State Avg
Non-Hispanic	450	78%	68%
Hisp-Puerto Rican	62	11%	11%
Unknown	34	6%	12%
Hispanic-Other	30	5%	8%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban		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	26	19	37%	▲
Admits	17	9	89%	▲
Discharges	17	9	89%	▲
Service Hours	213	246	-13%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	7	27%	35%	47%	-8%	

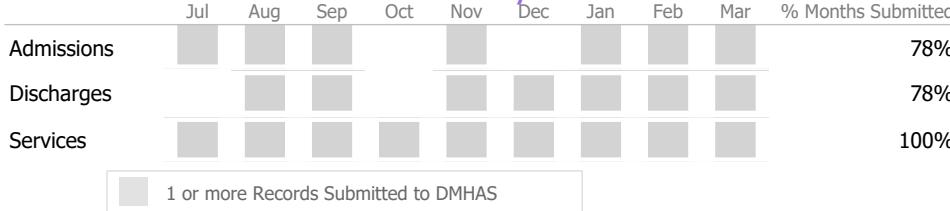
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
9	100%	90%	96%	10%		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic		
6 Month Updates	100%	91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	170	125	36%	▲
Admits	116	80	45%	▲
Discharges	34	79	-57%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	4,790	2,841	69%	▲

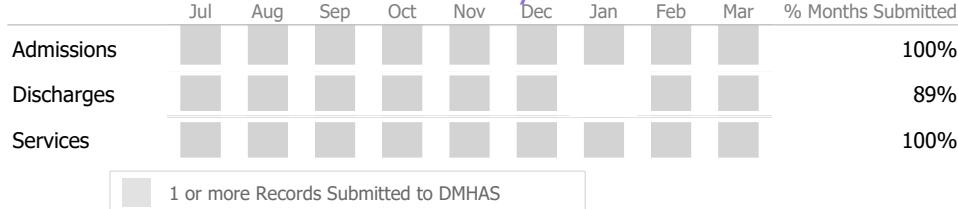
Service Utilization

Measure	Actual	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			Goal	94%	90%	72%	4%

Clients Receiving Services

Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	-	2	-100%	▼
Discharges	1	2	-50%	▼
Service Hours	430	518	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	9	100%	85%	88%	15%	▲

Service Utilization

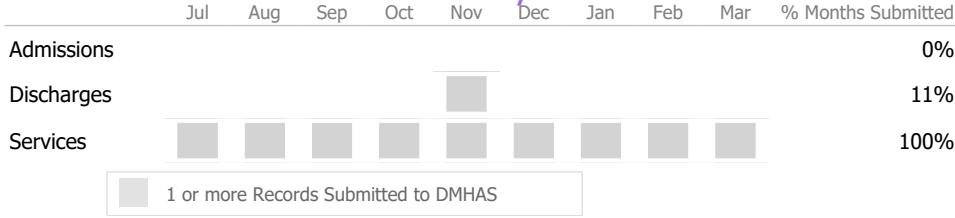
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	8	100%	90%	97%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	1	3	-67%	▼
Discharges	2	3	-33%	▼
Service Hours	412	527	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	95%	9	100%	85%	95%	15% ▲

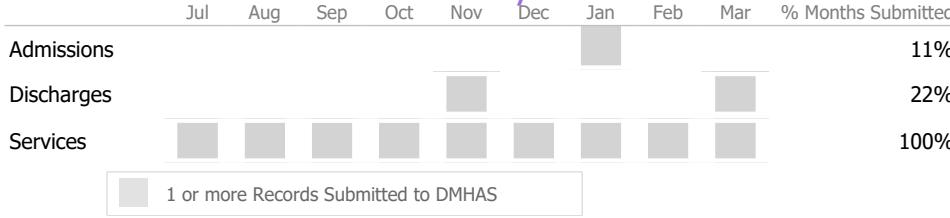
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
✓ On-Time Periodic 6 Month Updates	100%	87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

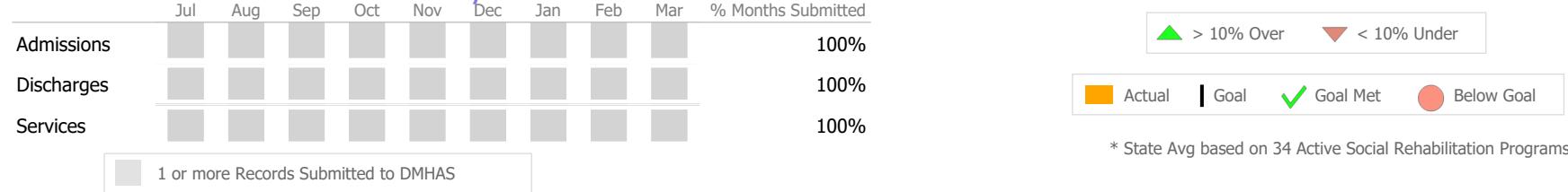
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	310	324	-4%
Admits	71	42	69% ▲
Discharges	73	78	-6%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	14,382	11,910	21% ▲

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	99%	239	99%	90%	72%	9%

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	55	-15%	▼
Admits	12	17	-29%	▼
Discharges	25	23	9%	
Service Hours	615	794	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	 	38	81%	35%	72%	46% 

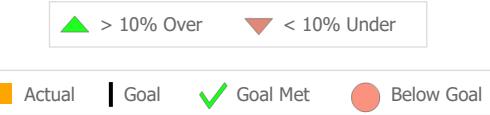
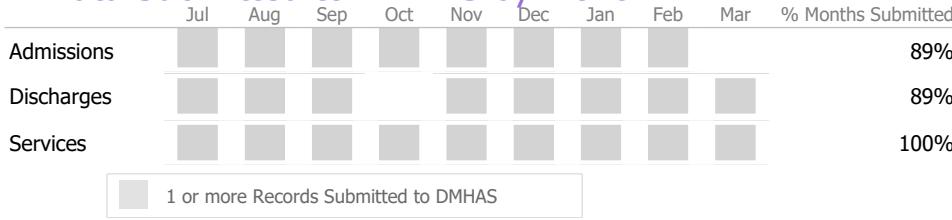
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	24	100%	90%	96%	10% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	 	100%	100%
✓ On-Time Periodic 6 Month Updates	 	94%	73%

Data Submitted to DMHAS by Month



* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	98	-11%	▼
Admits	33	45	-27%	▼
Discharges	52	46	13%	▲
Service Hours	1,053	1,434	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	50	57%	35%	47%	22% 

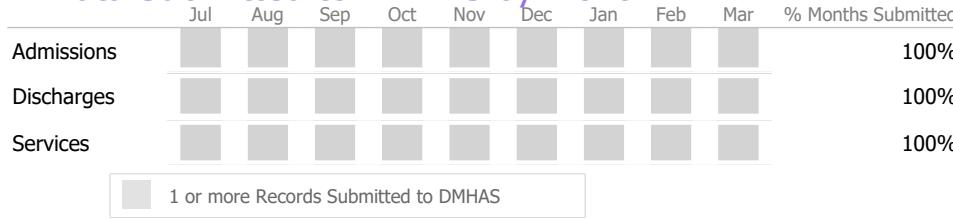
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	36	97%	90%	96%	7% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	 	99%	92%
On-Time Periodic 6 Month Updates	 	96%	91%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs