

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	136	140	-3%
	Admits	12	23	-48% ▼
	Discharges	12	15	-20% ▼
	Service Hours	3,206	2,876	11% ▲

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

Consumer Satisfaction Survey

(Based on 102 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Access		92%	80%	88%
✓ Overall		90%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Outcome		88%	80%	83%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Recovery		82%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		136	100.0%

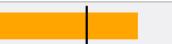
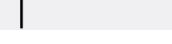
Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	5	4%	10%	Male	76	56%	59%
26-34	25	18%	22%	Female	60	44%	41%
35-44	27	20%	23%	Transgender			0%
45-54	24	18%	19%				
55-64	40	29%	19%				
65+	15	11%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	123	90%	68%	White/Caucasian	98	72%	62%
Hispanic-Other	9	7%	8%	Black/African American	27	20%	17%
Hisp-Puerto Rican	3	2%	11%	Other	8	6%	13%
Unknown	1	1%	12%	Asian	2	1%	1%
Hispanic-Cuban			0%	Unknown	1	1%	6%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan			0%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	56	-4% ▼
Admits	5	7	-29% ▼
Discharges	4	6	-33% ▼
Service Hours	1,057	1,263	-16% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	62%	25% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		52	96%	60%	72%	36% ▲
✓ Stable Living Situation		53	98%	80%	75%	18% ▲
● Employed		0	0%	20%	17%	-20% ▼

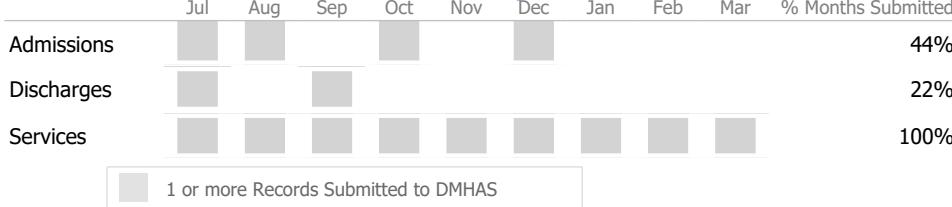
Data Submission Quality

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	84	-2%
Admits	7	16	-56% ▼
Discharges	8	9	-11% ▼
Service Hours	2,149	1,613	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	59%

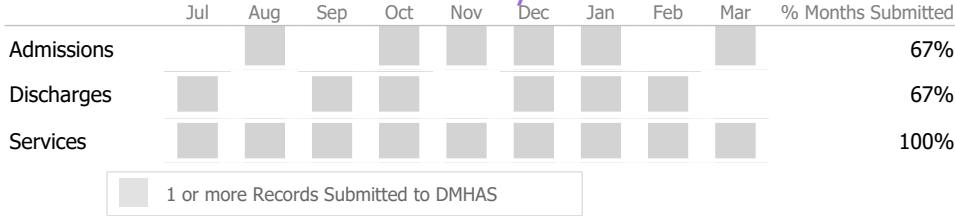
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 62%;"><div style="width: 50%;"></div></div>	5	62%	50%	62%	12% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 95%;"><div style="width: 78%;"></div></div>	78	95%	60%	72%	35% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 82%;"></div></div>	82	100%	80%	75%	20% ▲
● Employed	<div style="width: 5%;"><div style="width: 4%;"></div></div>	4	5%	20%	17%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 74%;"></div></div>	74	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