

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	314	306	3%
	Admits	58	87	-33% ▼
	Discharges	52	55	-5%
	Service Hours	98	81	22% ▲
	Bed Days	6,090	5,584	9%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Outcome		95%	80%	83%
● Recovery		74%	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	160	50.0%
	Case Management	74	23.1%
	Other	50	15.6%
	Residential Services	36	11.3%

Client Demographics

Age	#	%	State Avg
18-25	87	28%	▲ 10%
26-34	60	19%	22%
35-44	32	10%	▼ 23%
45-54	47	15%	19%
55-64	51	16%	19%
65+	37	12%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	188	60%	68%
Hisp-Puerto Rican	92	29%	▲ 11%
Hispanic-Other	32	10%	8%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	▼ 12%
Hispanic-Mexican			1%

Gender	#	%	State Avg
Female	167	53%	▲ 41%
Male	147	47%	▼ 59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	112	36%	▼ 62%
Other	86	27%	▲ 13%
Black/African American	71	23%	17%
Unknown	40	13%	6%
Asian	4	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			0%
Multiple Races			1%

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	15	12	25%	▲
Admits	8	7	14%	▲
Discharges	9	6	50%	▲
Bed Days	1,498	1,464	2%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	75%	67%	3%
● No Re-admit within 30 Days of Discharge		7	78%	85%	81%	-7%
● Follow-up within 30 Days of Discharge		6	86%	90%	85%	-4%

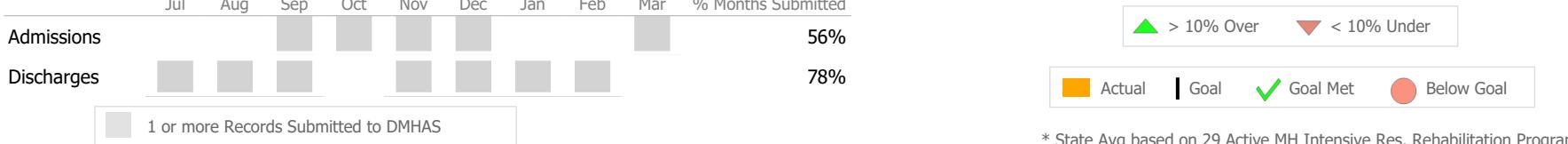
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0%
		84%
Co-occurring	Actual	State Avg
MH Screen Complete		62%
SA Screen Complete		62%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
		99%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	    	5	191 days	0.2	109%	90%	89%	19% 

Data Submitted to DMHAS by Month



* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	171	-6%
Admits	8	35	-77% ▼
Discharges	15	19	-21% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	88%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div style="width: 99%;"><div style="width: 99%;"></div></div> 99%	53%
Co-occurring		Actual	State Avg
MH Screen Complete		0%	90%
SA Screen Complete	<div style="width: 11%;"><div style="width: 11%;"></div></div>	11%	90%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 47%;"><div style="width: 47%;"></div></div> 47%	7	47%	50%	41%	-3%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 97%;"><div style="width: 97%;"></div></div> 97%	155	97%	60%	61%	37% ▲
✓ Stable Living Situation	<div style="width: 99%;"><div style="width: 99%;"></div></div> 99%	158	99%	95%	72%	4% ▲
● Employed	<div style="width: 20%;"><div style="width: 20%;"></div></div> 20%	32	20%	30%	25%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	0	0%	90%	82%	N/A ▼

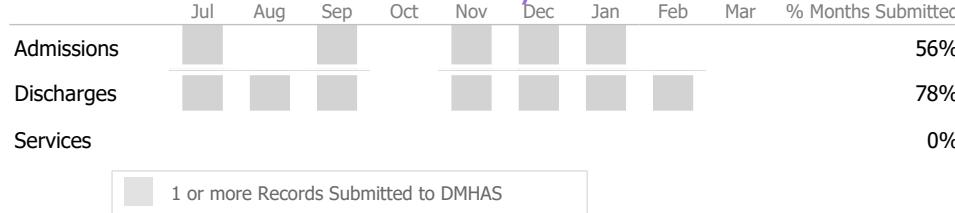
Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

2 or more Services within 30 days

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days	<div style="width: 0%;"><div style="width: 0%;"></div></div> 0%	0	0%	75%	78%	-75% ▼

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

Program Activity

Measure Actual 1 Yr Ago Variance %

Unique Clients 0

Admits -

Discharges -

Service Hours -

Data Submission Quality

Data Entry Actual State Avg

Valid NOMS Data N/A 88%

On-Time Periodic Actual State Avg

6 Month Updates N/A 53%

Co-occurring Actual State Avg

MH Screen Complete N/A 90%

SA Screen Complete N/A 90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Social Support		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	95%	72%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	82%	N/A ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

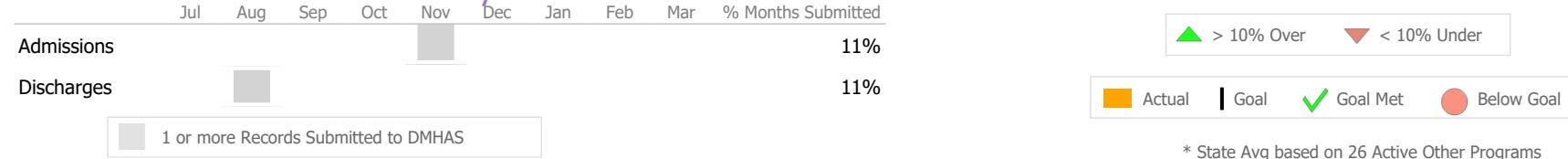
█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	48	4%
Admits	1	2	-50% ▼
Discharges	2	-	

Data Submitted to DMHAS by Month



* State Avg based on 26 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	22	19	16%	▲
Admits	5	3	67%	▲
Discharges	6	3	100%	▲
Bed Days	4,592	4,120	11%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	75%	67%	8%
● No Re-admit within 30 Days of Discharge		5	83%	85%	81%	-2%
✓ Follow-up within 30 Days of Discharge		5	100%	90%	85%	10%

Data Submission Quality

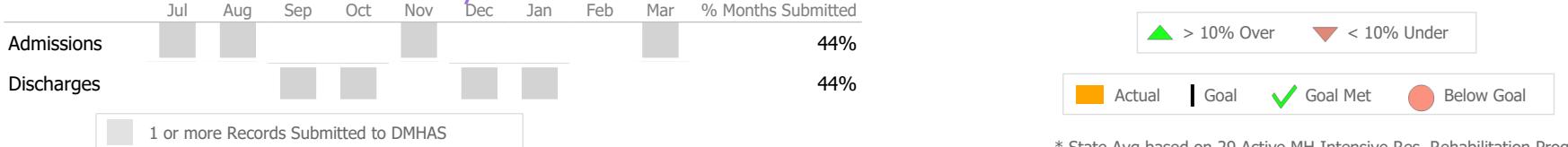
	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic		
● 6 Month Updates		69%
Co-occurring		
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis		
✓ Valid Axis I Diagnosis		100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	756 days	0.4	84%	90%	89%	-6%



Data Submitted to DMHAS by Month

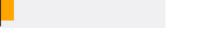


* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	74	62	19%	▲
Admits	36	40	-10%	
Discharges	20	27	-26%	▼
Service Hours	98	81	22%	▲

Discharge Outcomes

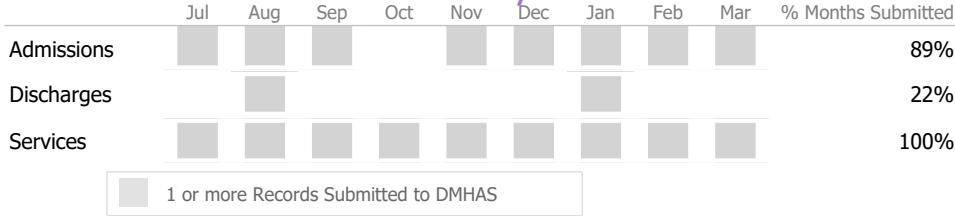
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	55%	50%	62%	5%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		69	92%	60%	72%	32% 
✓ Stable Living Situation		71	95%	80%	75%	15% 
✓ Employed		20	27%	20%	17%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 95%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0% 59%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		49	89%	90%	85%	-1%

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