

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	142	128	11% ▲
	Admits	39	21	86% ▲
	Discharges	46	21	119% ▲
	Service Hours	1,698	2,102	-19% ▼

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

Consumer Satisfaction Survey

(Based on 56 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Respect		93%	80%	91%
✓ General Satisfaction		89%	80%	92%
● Outcome		64%	80%	83%
● Recovery		62%	80%	79%

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

Community Support		125	88.0%
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Addiction

Outpatient		17	12.0%
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Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	11	8%	10%	Male	76	54%	59%
26-34	26	18%	22%	Female	66	46%	41%
35-44	26	18%	23%	Transgender			0%
45-54	27	19%	19%				
55-64	43	30% ▲	19%				
65+	9	6%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	84	59%	68%	White/Caucasian	62	44% ▼	62%
Hisp-Puerto Rican	26	18%	11%	Black/African American	49	35% ▲	17%
Unknown	18	13%	12%	Other	21	15%	13%
Hispanic-Other	13	9%	8%	Asian	1	1%	1%
Hispanic-Mexican	1	1%	1%	Multiple Races	1	1%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			0%
				Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	6	5	20% ▲
Discharges	6	6	0%
Service Hours	225	165	36% ▲

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	98%	87%
✓ Valid TEDS Data	100%	85%
✓ On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	15%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	92%
✓ SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 10%;"></div>	1	17%	50%	50%	-33% ▼
Recovery						
✓ Not Arrested	<div style="width: 100%;"></div>	17	100%	75%	76%	25% ▲
✓ Employed	<div style="width: 65%;"></div>	11	65%	50%	33%	15% ▲
✓ Stable Living Situation	<div style="width: 100%;"></div>	17	100%	95%	75%	5% ▲
● Abstinence/Reduced Drug Use	<div style="width: 41%;"></div>	7	41%	55%	42%	-14% ▼
● Self Help	<div style="width: 29%;"></div>	5	29%	60%	15%	-31% ▼

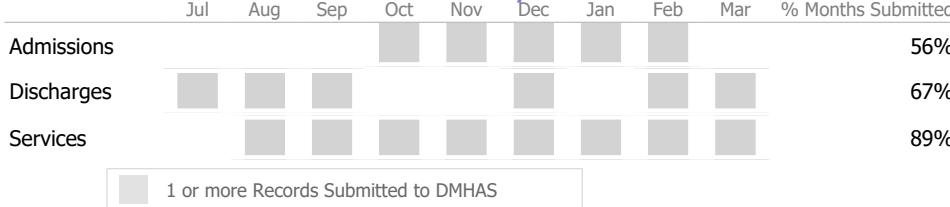
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	11	100%	90%	58%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 83%;"></div>	5	83%	75%	65%	8% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 108 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	112	12%	▲
Admits	33	16	106%	▲
Discharges	40	15	167%	▲
Service Hours	1,472	1,937	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	84%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	93%	84%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	97%	96%
	SA Screen Complete	91%	95%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

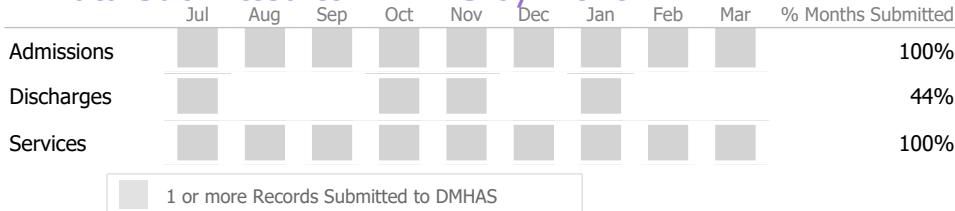
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	65%	65%	57%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		99	76%	60%	80%	16% ▲
✓ Stable Living Situation		121	93%	80%	87%	13% ▲
● Employed		18	14%	20%	14%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		86	96%	90%	98%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs