

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 640    | 640      | 0%         |
|               | Admits         | 27     | 37       | -27% ▼     |
|               | Discharges     | 61     | 59       | 3%         |
|               | Service Hours  | 3,081  | 3,968    | -22% ▼     |

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

### Clients by Level of Care

| Program Type  | Level of Care Type | #   | %     |
|---------------|--------------------|-----|-------|
| Mental Health | Outpatient         | 587 | 82.6% |
|               | Community Support  | 124 | 17.4% |

### Consumer Satisfaction Survey

(Based on 38 FY21 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction        |                      | 89%         | 80%    | 92%       |
| ✓ Quality and Appropriateness |                      | 89%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 84%         | 80%    | 92%       |
| ✓ Access                      |                      | 84%         | 80%    | 88%       |
| ✓ Recovery                    |                      | 84%         | 80%    | 79%       |
| ✓ Respect                     |                      | 83%         | 80%    | 91%       |
| ✓ Overall                     |                      | 82%         | 80%    | 91%       |
| ● Outcome                     |                      | 73%         | 80%    | 83%       |

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

### Client Demographics

| Age   | #   | %   | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 21  | 3%  | 10%       |
| 26-34 | 67  | 10% | 22%       |
| 35-44 | 102 | 16% | 23%       |
| 45-54 | 127 | 20% | 19%       |
| 55-64 | 171 | 27% | 19%       |
| 65+   | 152 | 24% | 8%        |

| Gender      | #   | %   | State Avg |
|-------------|-----|-----|-----------|
| Female      | 351 | 55% | 41% ▲     |
| Male        | 289 | 45% | 59% ▼     |
| Transgender |     |     | 0%        |

| Ethnicity         | #   | %   | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic      | 498 | 78% | 68%       |
| Hispanic-Other    | 87  | 14% | 8%        |
| Hisp-Puerto Rican | 38  | 6%  | 11%       |
| Hispanic-Mexican  | 9   | 1%  | 1%        |
| Unknown           | 8   | 1%  | 12% ▼     |
| Hispanic-Cuban    |     |     | 0%        |

| Race                            | #   | %   | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian                 | 426 | 67% | 62%       |
| Black/African American          | 120 | 19% | 17%       |
| Other                           | 74  | 12% | 13%       |
| Unknown                         | 9   | 1%  | 6%        |
| Multiple Races                  | 5   | 1%  | 1%        |
| Asian                           | 4   | 1%  | 1%        |
| Am. Indian/Native Alaskan       | 2   | 0%  | 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 | 587    | 600      | -2%        |
| Admits         | 4      | 24       | -83% ▼     |
| Discharges     | 28     | 32       | -13% ▼     |
| Service Hours  | 1,692  | 2,077    | -19% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 99%    | 88%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 75%    | 53%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 0%     | 90%       |
| SA Screen Complete     | 0%     | 90%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully  |                    | 4      | 14%      | 50%    | 41%       | -36% ▼         |
| <b>Recovery</b>                   |                    |        |          |        |           |                |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Social Support                    |                    | 387    | 66%      | 60%    | 61%       | 6%             |
| Employed                          |                    | 88     | 15%      | 30%    | 25%       | -15% ▼         |
| Stable Living Situation           |                    | 442    | 75%      | 95%    | 72%       | -20% ▼         |

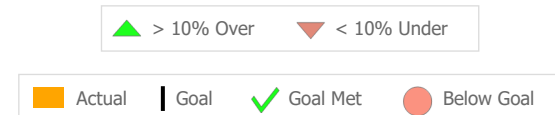
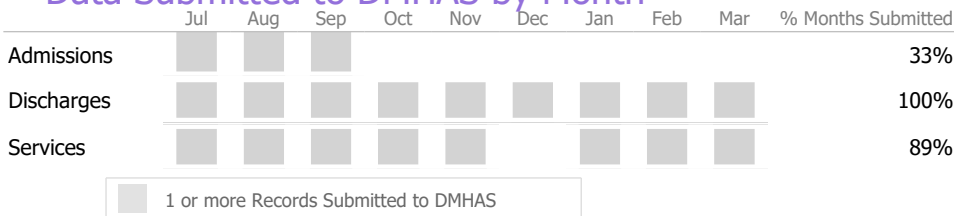
### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 375    | 67%      | 90%    | 82%       | -23% ▼         |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 1      | 25%      | 75%    | 78%       | -50% ▼         |

### Data Submitted to DMHAS by Month



\* State Avg based on 74 Active Standard Outpatient Programs

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 124    | 127      | -2%        |
| Admits         | 23     | 13       | 77% ▲      |
| Discharges     | 33     | 27       | 22% ▲      |
| Service Hours  | 1,389  | 1,891    | -27% ▼     |

### Data Submission Quality

| Data Entry             | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data        | 99%    | 84%       |
| On-Time Periodic       |        |           |
| 6 Month Updates        | 100%   | 84%       |
| Co-occurring           |        |           |
| MH Screen Complete     | 100%   | 96%       |
| SA Screen Complete     | 30%    | 95%       |
| Diagnosis              |        |           |
| Valid Axis I Diagnosis | 100%   | 98%       |

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 8      | 24%      | 65%    | 57%       | -41% ▼         |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                    |                    | 118    | 94%      | 60%    | 80%       | 34% ▲          |
| Stable Living Situation           |                    | 123    | 98%      | 80%    | 87%       | 18% ▲          |
| Employed                          |                    | 24     | 19%      | 20%    | 14%       | -1%            |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 91     | 98%      | 90%    | 98%       | 8%             |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Discharges | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |
| Services   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | ■   | 100%               |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

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