

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

Consumer Satisfaction Survey

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

Clients by Level of Care

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	18-25	21	3%		Female	351	55%
26-34	67	10%	▼ 22%	Male	289	45%	▼ 59%
35-44	102	16%	23%	Transgender			0%
45-54	127	20%	19%	Race			
55-64	171	27%	19%	White/Caucasian	426	67%	62%
65+	152	24%	▲ 8%	Black/African American	120	19%	17%

Ethnicity	#	%	State Avg	Gender	#	%	State Avg
	Non-Hispanic	498	78%		Female	351	55%
Hispanic-Other	87	14%	8%	Male	289	45%	▼ 59%
Hisp-Puerto Rican	38	6%	11%	Transgender			0%
Hispanic-Mexican	9	1%	1%	Race			
Unknown	8	1%	▼ 12%	White/Caucasian	426	67%	62%
Hispanic-Cuban			0%	Black/African American	120	19%	17%

Ethnicity	#	%	State Avg	Gender	#	%	State Avg
	Non-Hispanic	498	78%		Female	351	55%
Hispanic-Other	87	14%	8%	Male	289	45%	▼ 59%
Hisp-Puerto Rican	38	6%	11%	Transgender			0%
Hispanic-Mexican	9	1%	1%	Race			
Unknown	8	1%	▼ 12%	White/Caucasian	426	67%	62%
Hispanic-Cuban			0%	Black/African American	120	19%	17%

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	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	Actual	State Avg
✓ 6 Month Updates	75%	53%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	0%	90%
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	<div style="width: 10%; background-color: orange;"></div>	4	14%	50%	41%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 66%; background-color: orange;"></div>	387	66%	60%	61%	6%
● Employed	<div style="width: 15%; background-color: orange;"></div>	88	15%	30%	25%	-15% ▼
● Stable Living Situation	<div style="width: 75%; background-color: orange;"></div>	442	75%	95%	72%	-20% ▼

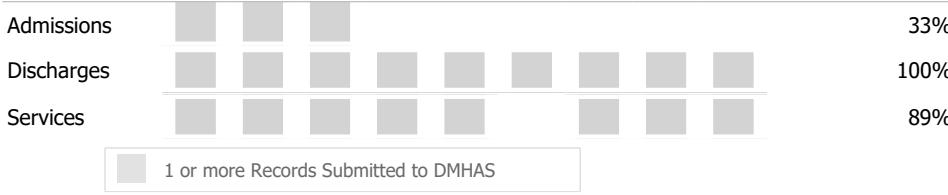
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 67%; background-color: orange;"></div>	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	<div style="width: 25%; background-color: orange;"></div>	1	25%	75%	78%	-50% ▼

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	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	<div style="width: 99%;"><div style="width: 99%;"></div></div> 99%	84%
On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	84%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	96%
	SA Screen Complete	<div style="width: 30%;"><div style="width: 30%;"></div></div> 30%	95%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	98%

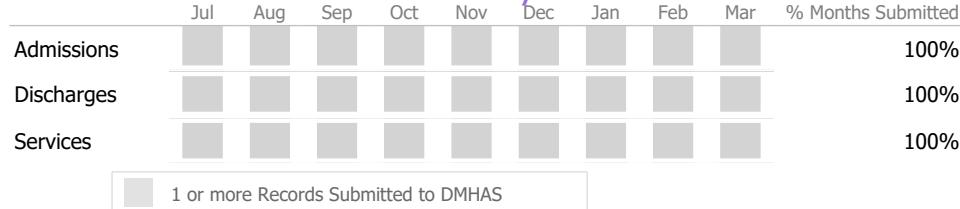
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 24%;"><div style="width: 24%;"></div></div> 24%	8	24%	65%	57%	-41% ▼
Recovery						
✓ National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 94%;"><div style="width: 94%;"></div></div> 94%	118	94%	60%	80%	34% ▲
✓ Stable Living Situation	<div style="width: 98%;"><div style="width: 98%;"></div></div> 98%	123	98%	80%	87%	18% ▲
● Employed	<div style="width: 19%;"><div style="width: 19%;"></div></div> 19%	24	19%	20%	14%	-1% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 98%;"><div style="width: 98%;"></div></div> 98%	91	98%	90%	98%	8% ▲

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs