

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	267	269	-1%
	Admits	50	25	100%
	Discharges	43	34	26%
	Service Hours	2,423	3,402	-29%
	S.Rehab/PHP/IOP	5,720	915	525%

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

Consumer Satisfaction Survey

(Based on 88 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Access		98%	80%	88%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Outcome		91%	80%	83%
✓ Recovery		86%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Social Rehabilitation		191	62.2%
Employment Services		116	37.8%



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	#	%	State Avg		#	%	State Avg
18-25	23	9%	10%	Female	140	52%	41%
26-34	40	15%	22%	Male	127	48%	59%
35-44	42	16%	23%	Transgender			0%
45-54	43	16%	19%	Race		State Avg	
55-64	87	33%	19%	White/Caucasian	234	88%	62%
65+	30	11%	8%	Black/African American	16	6%	17%
Ethnicity							
Non-Hispanic	247	93%	68%	Other	7	3%	13%
Unknown	11	4%	12%	Unknown	6	2%	6%
Hisp-Puerto Rican	5	2%	11%	Asian	2	1%	1%
Hispanic-Other	4	1%	8%	Multiple Races	2	1%	1%
Hispanic-Cuban		0%	Am. Indian/Native Alaskan				0%
Hispanic-Mexican		1%	Hawaiian/Other Pacific Islander				0%



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

Program Activity

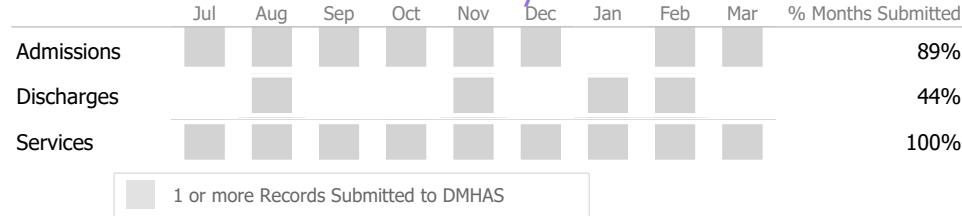
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	191	194	-2%
Admits	18	10	80% ▲
Discharges	15	18	-17% ▼
Service Hours	1,480	2,826	-48% ▼
Social Rehab/PHP/IOP Days	5,720	915	525% ▲

Service Utilization

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

✓ Clients Receiving Services

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under

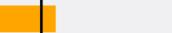
█ Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	105	10%	▲
Admits	32	15	113%	▲
Discharges	28	16	75%	▲
Service Hours	942	576	64%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		49	42%	35%	47%	7%

Service Utilization

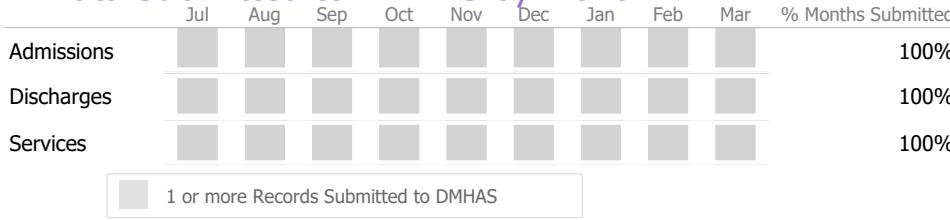
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	90%	90%	96%	0%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		95%	92%
✓ On-Time Periodic	Actual	State Avg	

On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		96%	91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs