

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	139	144	-3%
	Admits	16	28	-43%
	Discharges	20	22	-9%
	Service Hours	4,301	4,030	7%

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

Consumer Satisfaction Survey

(Based on 102 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Access		92%	80%	88%
✓ Overall		90%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Outcome		88%	80%	83%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Recovery		82%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		139	100.0%

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

Client Demographics

Age	#	%	State Avg
18-25	5	4%	10%
26-34	27	19%	22%
35-44	27	19%	23%
45-54	24	17%	18%
55-64	40	29%	18%
65+	16	12%	8%

Gender	#	%	State Avg
Male	79	57%	59%
Female	60	43%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	126	91%	68%
Hispanic-Other	9	6%	9%
Hisp-Puerto Rican	3	2%	11%
Unknown	1	1%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Race	#	%	State Avg
White/Caucasian	100	72%	61%
Black/African American	28	20%	17%
Other	8	6%	13%
Asian	2	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
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	55	58	-5%
Admits	6	9	-33% ▼
Discharges	5	9	-44% ▼
Service Hours	1,490	1,712	-13% ▼

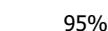
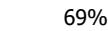
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	4	80%	50%	63%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	 	52	95%	60%	74%	35% ▲
✓ Stable Living Situation	 	55	100%	80%	78%	20% ▲
● Employed	 	2	4%	20%	20%	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100% 95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	 	100% 69%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	50	100%	90%	90%	10%

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

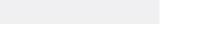
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	87	-2%
Admits	10	19	-47% ▼
Discharges	15	13	15% ▲
Service Hours	2,811	2,318	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	69%

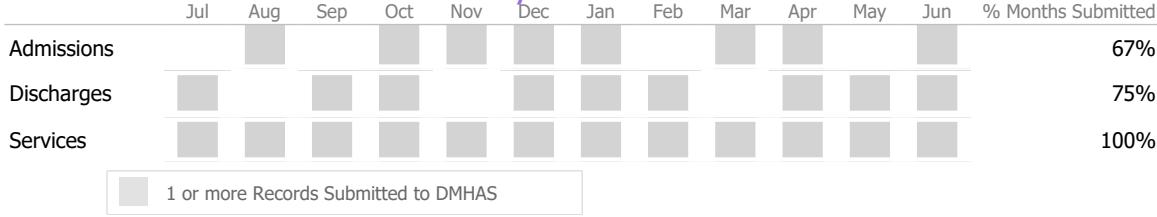
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	80%	50%	63%	30% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		81	95%	60%	74%	35% ▲
✓ Stable Living Situation		84	99%	80%	78%	19% ▲
● Employed		3	4%	20%	20%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	99%	90%	90%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ■ Goal Met ■ Below Goal

* State Avg based on 31 Active Standard Case Management Programs