

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	281	281	0%
	Admits	67	37	81%
	Discharges	67	55	22%
	Service Hours	3,303	4,449	-26%
	S.Rehab/PHP/IOP	8,496	1,999	325%

> 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	#	%
<b>Mental Health</b>			
Social Rehabilitation		194	60.1%
Employment Services		129	39.9%



## Client Demographics

Age	#	%	State Avg
18-25	26	9%	10%
26-34	44	16%	22%
35-44	43	15%	23%
45-54	47	17%	18%
55-64	89	32%	18%
65+	30	11%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	260	93%	68%
Unknown	12	4%	12%
Hisp-Puerto Rican	5	2%	11%
Hispanic-Other	4	1%	9%
Hispanic-Cuban		0%	Am. Indian/Native Alaskan
Hispanic-Mexican		1%	Hawaiian/Other Pacific Islander

Gender	#	%	State Avg
Female	146	52%	41%
Male	134	48%	59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	247	88%	61%
Black/African American	16	6%	17%
Other	7	2%	13%
Unknown	6	2%	6%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%



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

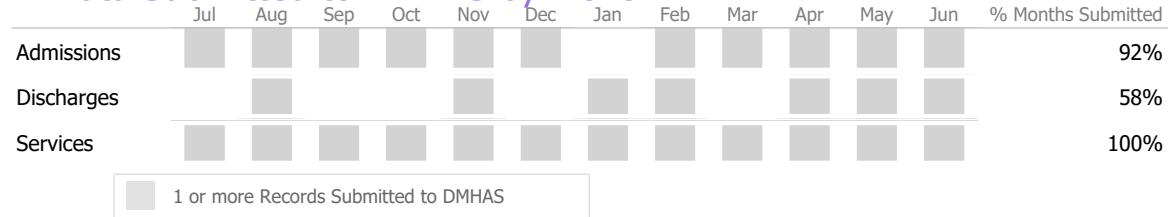
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	194	200	-3%
Admits	21	16	31% <span style="color: green;">▲</span>
Discharges	27	28	-4%
Service Hours	2,090	3,577	-42% <span style="color: red;">▼</span>
Social Rehab/PHP/IOP Days	8,496	1,999	325% <span style="color: green;">▲</span>

## Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
					165	99%	90%
<span style="color: green;">✓</span> Clients Receiving Services							

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

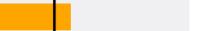
█ Actual █ Goal ✓ Goal Met ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	129	111	16%	▲
Admits	46	21	119%	▲
Discharges	40	27	48%	▲
Service Hours	1,213	873	39%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		56	43%	35%	47%	8%

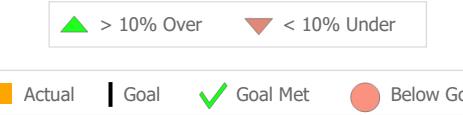
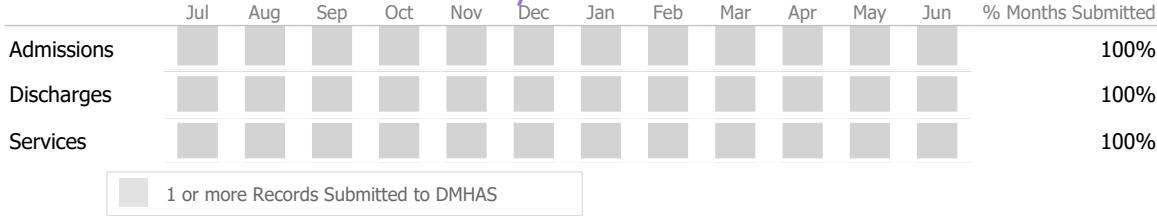
## Service Utilization

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

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		95%	92%
On-Time Periodic			
✓ 6 Month Updates		93%	88%

## Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Employment Services Programs