

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	251	321	-22% <span style="color: red;">▼</span>
	Admits	87	172	-49% <span style="color: red;">▼</span>
	Discharges	112	161	-30% <span style="color: red;">▼</span>
	Service Hours	910	1,299	-30% <span style="color: red;">▼</span>
	Bed Days	840	861	-2% <span style="color: green;">▲</span>

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

## Consumer Satisfaction Survey

(Based on 62 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	<div style="width: 92%;"><div style="width: 92%;"></div></div>	92%	80%	92%
✓ Respect	<div style="width: 89%;"><div style="width: 89%;"></div></div>	89%	80%	91%
✓ General Satisfaction	<div style="width: 89%;"><div style="width: 89%;"></div></div>	89%	80%	92%
✓ Quality and Appropriateness	<div style="width: 88%;"><div style="width: 88%;"></div></div>	88%	80%	93%
✓ Overall	<div style="width: 82%;"><div style="width: 82%;"></div></div>	82%	80%	91%
● Access	<div style="width: 76%;"><div style="width: 76%;"></div></div>	76%	80%	88%
● Outcome	<div style="width: 70%;"><div style="width: 70%;"></div></div>	70%	80%	83%
● Recovery	<div style="width: 58%;"><div style="width: 58%;"></div></div>	58%	80%	79%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	184	73.0%
	Crisis Services	68	27.0%

## Mental Health

## Client Demographics

Age	#	%	State Avg
18-25	25	10%	10%
26-34	49	20%	22%
35-44	43	17%	23%
45-54	59	24%	18%
55-64	58	23%	18%
65+	17	7%	8%

Gender	#	%	State Avg
Female	137	55%	▲ 41%
Male	114	45%	▼ 59%
Transgender		0%	

Demographic	#	%	State Avg
Non-Hispanic	207	82%	▲ 68%
Hisp-Puerto Rican	23	9%	11%
Unknown	12	5%	12%
Hispanic-Other	7	3%	9%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	124	49%	61%
Black/African American	81	32%	17%
Other	26	10%	13%
Unknown	10	4%	6%
Am. Indian/Native Alaskan	4	2%	0%
Asian	4	2%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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	68	118	-42%	▼
Admits	66	121	-45%	▼
Discharges	69	121	-43%	▼
Bed Days	840	861	-2%	

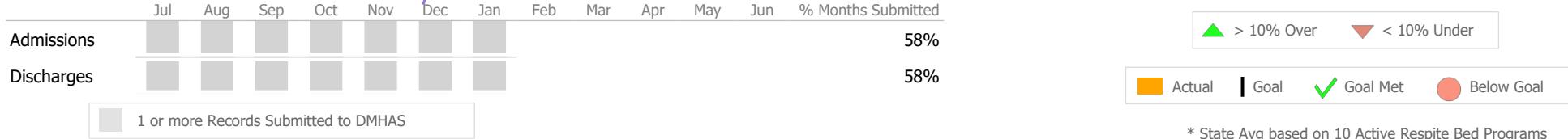
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual % vs Goal %	Actual
✓ No Re-admit within 30 Days of Discharge	85%	64	93%	85%	89%	8%	
● Follow-up within 30 Days of Discharge	90%	28	54%	90%	80%	-36%	▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
								Actual % vs Goal %	Actual
● Avg Utilization Rate	7	14 days	0.1	33%	90%	49%	-57%	▼	

### Data Submitted to DMHAS by Month



\* State Avg based on 10 Active Respite Bed Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	184	203	-9%
Admits	21	51	-59% <span style="color: red;">▼</span>
Discharges	43	40	8%
Service Hours	910	1,299	-30% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	<div style="width: 99%;">99%</div>	88%
<span style="color: green;">✓</span>	On-Time Periodic	<div style="width: 63%;">63%</div>	49%
<span style="color: green;">✓</span>	6 Month Updates	<div style="width: 63%;">63%</div>	49%
Co-occurring		Actual	State Avg
<span style="color: green;">✓</span>	MH Screen Complete	<div style="width: 100%;">100%</div>	90%
<span style="color: green;">✓</span>	SA Screen Complete	<div style="width: 95%;">95%</div>	91%
Diagnosis		Actual	State Avg
<span style="color: green;">✓</span>	Valid Axis I Diagnosis	<div style="width: 100%;">100%</div>	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully	<div style="width: 7%;">7%</div>	3	7%	50%	41%	-43% <span style="color: red;">▼</span>
<b>Recovery</b>						
<span style="color: green;">✓</span> Social Support	<div style="width: 74%;">74%</div>	137	74%	60%	62%	14% <span style="color: green;">▲</span>
<span style="color: red;">●</span> Stable Living Situation	<div style="width: 93%;">93%</div>	172	93%	95%	73%	-2%
<span style="color: red;">●</span> Employed	<div style="width: 24%;">24%</div>	45	24%	30%	26%	-6%

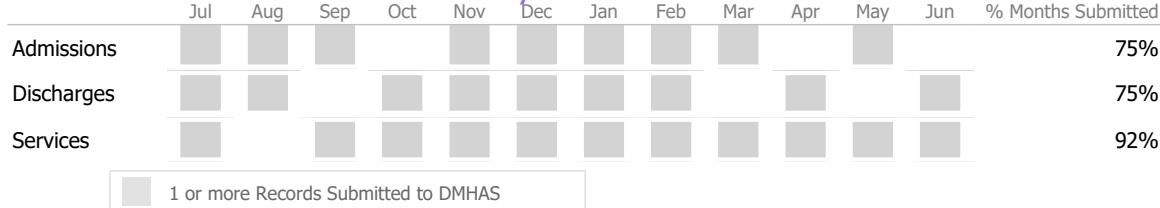
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<div style="width: 100%;">100%</div>	141	100%	90%	84%	10%

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Outpatient	<div style="width: 24%;">24%</div>	5	24%	75%	79%	-51% <span style="color: red;">▼</span>

## 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