

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	718	679	6%
	Admits	66	49	35% ▲
	Discharges	56	46	22% ▲
	Service Hours	176	300	-41% ▼
	S.Rehab/PHP/IOP	2,722	2,096	30% ▲

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

### Consumer Satisfaction Survey

(Based on 26 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		95%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		82%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	623	84.3%
	Case Management	87	11.8%
<b>Addiction</b>	Outpatient	20	2.7%
	IOP	9	1.2%

### Client Demographics

Age	#	%	State Avg
18-25	26	4%	9%
26-34	106	15%	22%
35-44	111	16%	21%
45-54	177	25%	20%
55-64	197	28%	20%
65+	92	13%	7%

Gender	#	%	State Avg
Male	470	66%	59%
Female	246	34%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	481	67%	71%
Hispanic-Other	92	13%	7%
Hisp-Puerto Rican	80	11%	12%
Unknown	47	7%	9%
Hispanic-Mexican	13	2%	1%
Hispanic-Cuban	5	1%	0%

Race	#	%	State Avg
Black/African American	291	41%	▲ 16%
White/Caucasian	259	36%	▼ 64%
Other	104	14%	13%
Unknown	46	6%	5%
Multiple Races	9	1%	1%
Am. Indian/Native Alaskan	5	1%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	33	-39% ▼
Admits	2	7	-71% ▼
Discharges	4	19	-79% ▼
Service Hours	59	164	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	31%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	54%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		19	95%	55%	48%	40% ▲
Not Arrested		19	95%	75%	79%	20% ▲
Stable Living Situation		19	95%	95%	78%	0%
Employed		6	30%	50%	40%	-20% ▼
Self Help		4	20%	60%	28%	-40% ▼
Improved/Maintained Axis V GAF Score		4	25%	75%	47%	-50% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	38%	90%	59%	-52% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	67%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	6	10	-40% ▼
Discharges	9	7	29% ▲
Service Hours	65	69	-5%

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		6	100%	50%	96%	50% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	-	
Discharges	2	-	
Service Hours	25	45	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	90%	4%

### Service Utilization

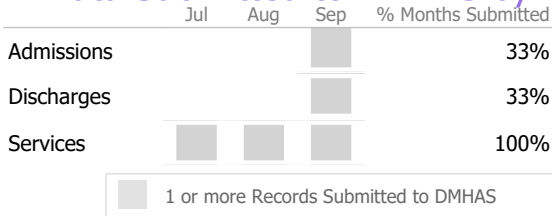
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	86%	90%	93%	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		88%

### Data Submitted to DMHAS by Month



\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	7	-	
Discharges	4	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	8	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Co-occurring	Actual	State Avg
MH Screen Complete	86%	89%
SA Screen Complete	86%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	50%	68%	50% ▲
Follow-up within 30 Days of Discharge		2	50%	90%	66%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		9	100%	75%	79%	25% ▲
Stable Living Situation		9	100%	95%	83%	5%
Abstinence/Reduced Drug Use		5	56%	55%	47%	1%
Employed		3	33%	50%	29%	-17% ▼
Improved/Maintained Axis V GAF Score		4	100%	75%	69%	25% ▲
Self Help		2	22%	60%	20%	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	60%	-10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 49 Active Standard IOP Programs

# Senior Outreach

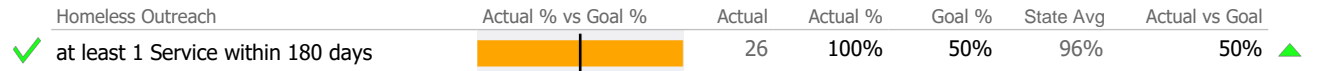
Family and Children's Agency Inc

Mental Health - Case Management - Outreach & Engagement

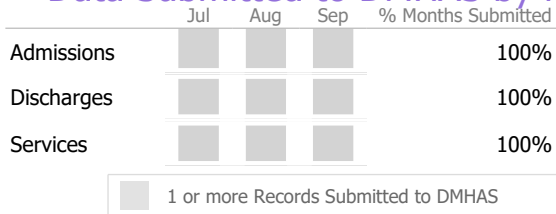
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	39	46% ▲
Admits	26	18	44% ▲
Discharges	37	20	85% ▲
Service Hours	26	22	19% ▲

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

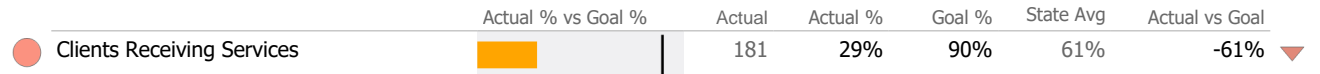
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	623	597	4%
Admits	24	14	71% ▲
Discharges	-	-	
Social Rehab/PHP/IOP Days	2,714	2,096	29% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs