

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	138	130	6%
	Admits	23	19	21% ▲
	Discharges	22	17	29% ▲
	Service Hours	3,427	3,365	2%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	138	100.0%

### Consumer Satisfaction Survey

(Based on 93 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Access		92%	80%	88%
✓ Outcome		90%	80%	83%
✓ Recovery		88%	80%	79%
✓ General Satisfaction		86%	80%	92%

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

### Client Demographics

Age	#	%	State Avg
18-25	3	2%	11%
26-34	26	19%	23%
35-44	23	17%	22%
45-54	25	18%	20%
55-64	45	33% ▲	18%
65+	16	12%	6%

Gender	#	%	State Avg
Male	76	55%	60%
Female	62	45%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	127	92% ▲	69%
Hispanic-Other	5	4%	8%
Hisp-Puerto Rican	5	4%	11%
Unknown	1	1%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	98	71%	62%
Black/African American	30	22%	17%
Other	7	5%	13%
Asian	2	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			1%
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	51	8%
Admits	8	4	100% ▲
Discharges	6	3	100% ▲
Service Hours	1,319	1,442	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	67%	50%	60%	17% ▲

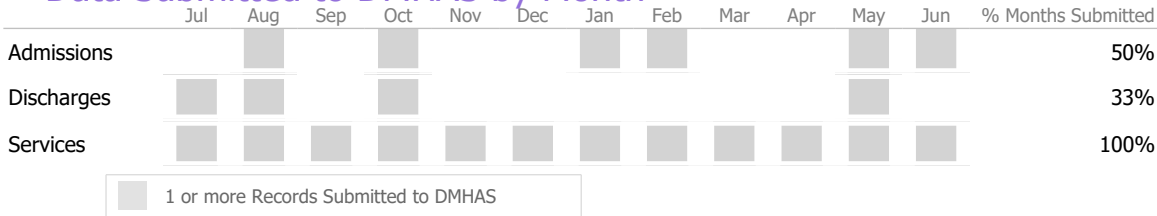
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		54	96%	60%	72%	36% ▲
✓ Stable Living Situation		56	100%	80%	78%	20% ▲
● Employed		3	5%	20%	13%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	83%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	82	2%
Admits	15	15	0%
Discharges	16	14	14% ▲
Service Hours	2,108	1,922	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	50%	50%	60%	0%

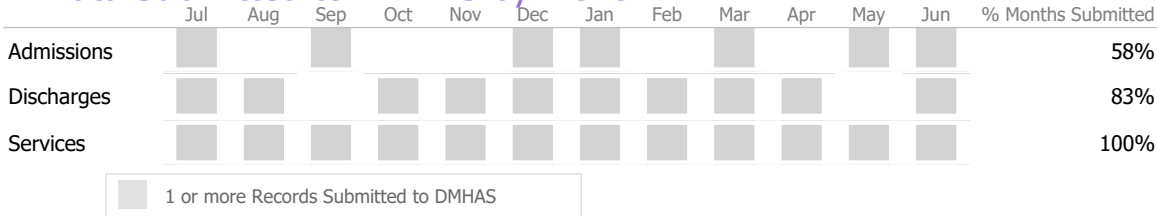
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		83	97%	60%	72%	37% ▲
✓ Stable Living Situation		86	100%	80%	78%	20% ▲
● Employed		5	6%	20%	13%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	100%	90%	83%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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