

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	278	753	-63% ▼
	Admits	98	30	227% ▲
	Discharges	41	213	-81% ▼
	Service Hours	580	403	44% ▲
	S.Rehab/PHP/IOP	4	50	-92% ▼

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

Consumer Satisfaction Survey

(Based on 5 FY21 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%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Recovery		75%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	116	40.6%
	Case Management	69	24.1%
Addiction	Case Management	61	21.3%
	Outpatient	25	8.7%
	IOP	15	5.2%

Client Demographics

Age	#	%	State Avg
18-25	7	3%	9%
26-34	36	13%	20%
35-44	35	13%	23%
45-54	45	17%	19%
55-64	68	25%	20%
65+	80	30% ▲	9%

Gender	#	%	State Avg
Female	145	52%	42%
Male	133	48%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	180	65%	69%
Hispanic-Other	50	18%	8%
Unknown	24	9%	11%
Hisp-Puerto Rican	18	6%	12%
Hispanic-Mexican	6	2%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	116	42% ▼	63%
Black/African American	89	32% ▲	17%
Other	38	14%	13%
Unknown	29	10%	5%
Asian	3	1%	1%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan	1	0%	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	61		
Admits	61	-	
Discharges	5	-	
Service Hours	72	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	61%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	40%	50%	74%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		51	84%	80%	82%	4%
✓ Employed		12	20%	20%	27%	0%
● Self Help		0	0%	60%	55%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	96%	90%	76%	6%

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 11 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	6	5	20% ▲
Discharges	8	2	300% ▲
Service Hours	234	290	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid TEDS Data	100%	88%
On-Time Periodic		
6 Month Updates	0%	25%
Co-occurring		
MH Screen Complete	33%	94%
SA Screen Complete	33%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	50%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	88%	55%	37%	33% ▲
Not Arrested		25	100%	75%	69%	25% ▲
Stable Living Situation		25	100%	95%	67%	5% ▲
Employed		8	32%	50%	25%	-18% ▼
Self Help		6	24%	60%	13%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	50%	10% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	100%	75%	62%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 106 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15		
Admits	3	-	
Discharges	3	-	
Service Hours	62	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	88%	8%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	90%	10%

Data Submission Quality

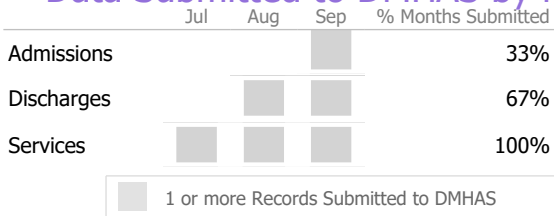
Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		81%

Co-occurring	Actual	State Avg
✓ MH Screen Complete		76%
✓ SA Screen Complete		76%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		57%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	-	
Discharges	-	-	
Service Hours	26	15	74% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		6	75%	85%	88%	-10%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	90%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	88%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	90%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15		
Admits	9	-	
Discharges	8	-	
Service Hours	170	-	
Social Rehab/PHP/IOP Days	4	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
Valid TEDS Data	100%	87%
On-Time Periodic		
6 Month Updates	N/A	4%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	75%	50%	62%	25% ▲
● Follow-up within 30 Days of Discharge		4	67%	90%	64%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		14	93%	75%	68%	18% ▲
● Stable Living Situation		14	93%	95%	74%	-2%
● Abstinence/Reduced Drug Use		6	40%	55%	39%	-15% ▼
● Employed		3	20%	50%	23%	-30% ▼
● Self Help		2	13%	60%	11%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	86%	90%	45%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 55 Active Standard IOP Programs

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

Senior Outreach

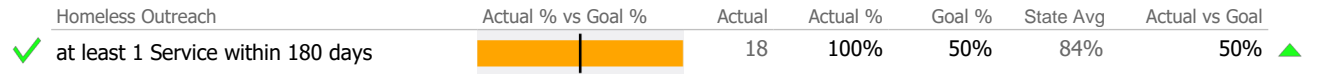
Family and Children's Agency Inc

Mental Health - Case Management - Outreach & Engagement

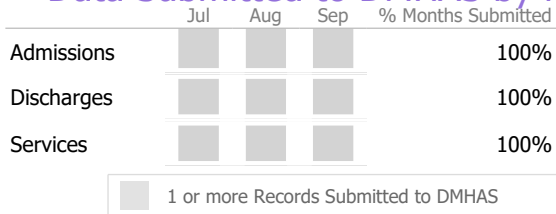
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	42	10%
Admits	18	17	6%
Discharges	17	21	-19% ▼
Service Hours	16	13	26% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

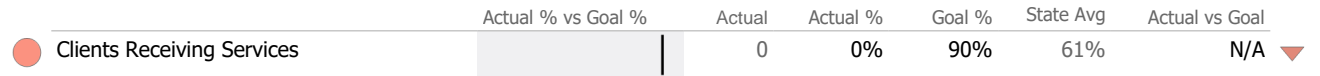
* State Avg based on 43 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	659	-82% ▼
Admits	-	-	
Discharges	-	186	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	50	-100% ▼

Service Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs