

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	623	617	1%
	Admits	8	10	-20% ▼
	Discharges	27	18	50% ▲
	Service Hours	1,108	1,541	-28% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	587	84.7%
	Community Support	106	15.3%

Consumer Satisfaction Survey

(Based on 38 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		84%	80%	92%
✓ Access		84%	80%	88%
✓ Recovery		84%	80%	79%
✓ Respect		83%	80%	91%
✓ Overall		82%	80%	91%
● Outcome		73%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	20	3%	9%
26-34	64	10%	20%
35-44	100	16%	23%
45-54	124	20%	19%
55-64	165	26%	20%
65+	150	24% ▲	9%

Gender	#	%	State Avg
Female	340	55% ▲	42%
Male	283	45% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	481	77%	69%
Hispanic-Other	87	14%	8%
Hisp-Puerto Rican	38	6%	12%
Hispanic-Mexican	9	1%	0%
Unknown	8	1%	11%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	412	66%	63%
Black/African American	117	19%	17%
Other	74	12%	13%
Unknown	9	1%	5%
Multiple Races	5	1%	1%
Asian	4	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander			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	587	579	1%
Admits	4	3	33% ▲
Discharges	11	10	10%
Service Hours	530	741	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	48%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	89%
SA Screen Complete	0%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	18%	50%	40%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		259	44%	60%	57%	-16% ▼
Employed		81	14%	30%	21%	-16% ▼
Stable Living Situation		410	70%	95%	66%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		287	50%	90%	74%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	25%	75%	79%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 74 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	106	121	-12% ▼
Admits	4	7	-43% ▼
Discharges	16	8	100% ▲
Service Hours	577	800	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	82%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	0%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	19%	65%	56%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		104	98%	60%	79%	38% ▲
Stable Living Situation		105	99%	80%	86%	19% ▲
Employed		21	20%	20%	13%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	96%	90%	95%	6%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

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