

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	197	193	2%
	Admits	32	40	-20% ▼
	Discharges	29	46	-37% ▼
	Service Hours	285	285	0%
	Bed Days	305	385	-21% ▼

▲ > 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		92%	80%	92%
✓ Respect		89%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Overall		82%	80%	91%
● Access		76%	80%	88%
● Outcome		70%	80%	83%
● Recovery		58%	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	Outpatient	168	85.3%
	Crisis Services	29	14.7%

Client Demographics

Age	#	%	State Avg
18-25	18	9%	9%
26-34	31	16%	20%
35-44	31	16%	23%
45-54	50	25%	19%
55-64	52	26%	20%
65+	15	8%	9%

Gender	#	%	State Avg
Female	115	58%	▲ 42%
Male	82	42%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	158	80%	▲ 69%
Hisp-Puerto Rican	21	11%	12%
Unknown	12	6%	11%
Hispanic-Other	4	2%	8%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	0%

Race	#	%	State Avg
White/Caucasian	83	42%	▼ 63%
Black/African American	72	37%	▲ 17%
Other	24	12%	13%
Unknown	9	5%	5%
Am. Indian/Native Alaskan	4	2%	1%
Asian	3	2%	1%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	38	-24% ▼
Admits	27	36	-25% ▼
Discharges	24	37	-35% ▼
Bed Days	305	385	-21% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		22	92%	85%	93%	7%
● Follow-up within 30 Days of Discharge		10	67%	90%	80%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	13 days	0.2	47%	90%	51%	-43% ▼

< 90% 90-110% >110%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 10 Active Respite Bed Programs

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	168	155	8%
Admits	5	4	25% ▲
Discharges	5	9	-44% ▼
Service Hours	285	285	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	84%	54%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	40%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		125	74%	60%	57%	14% ▲
Stable Living Situation		158	94%	95%	66%	-1%
Employed		41	24%	30%	21%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		118	72%	90%	74%	-18% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

Data Submitted to DMHAS by Month

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

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.