

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	224	136	65%	▲
	Admits	211	103	105%	▲
	Discharges	200	112	79%	▲
	Service Hours	1,146	438	161%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	224	100.0%

Consumer Satisfaction Survey

(Based on 3 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		67%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	28	13%	10%
26-34	41	18%	22%
35-44	37	17%	23%
45-54	48	22%	19%
55-64	45	20%	19%
65+	24	11%	8%

Gender	#	%	State Avg
Female	127	63%	▲ 41%
Male	76	37%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	130	58%	68%
Unknown	89	40%	▲ 12%
Hisp-Puerto Rican	5	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			8%

Race	#	%	State Avg
White/Caucasian	127	57%	62%
Unknown	78	35%	▲ 6%
Black/African American	14	6%	▼ 17%
Asian	2	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Other	1	0%	▼ 13%
Am. Indian/Native Alaskan			0%

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

Program Activity

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Unique Clients	224	136	65% ▲
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		155	78%	50%	62%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		206	82%	60%	72%	22% ▲
✓ Employed		67	27%	20%	17%	7%
✓ Stable Living Situation		210	84%	80%	75%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	98%	90%	85%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 30 Active Standard Case Management Programs