

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	618	581	6%
	Admits	150	165	-9%
	Discharges	109	117	-7%
	Service Hours	3,415	3,496	-2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	618	100.0%

Consumer Satisfaction Survey (Based on 146 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		90%	80%	88%
✓ Participation in Treatment		85%	80%	92%
✓ Quality and Appropriateness		84%	80%	93%
✓ Overall		84%	80%	91%
● Outcome		60%	80%	83%
● Recovery		39%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	53	9%	10%
26-34	77	12%	22%
35-44	108	17%	23%
45-54	146	24%	18%
55-64	150	24%	18%
65+	84	14%	8%

Gender	#	%	State Avg
Female	392	63%	▲ 41%
Male	226	37%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	375	61%	▲ 11%
Non-Hispanic	182	29%	▼ 68%
Hispanic-Other	47	8%	9%
Unknown	9	1%	▼ 12%
Hispanic-Mexican	4	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
Other	250	40%	▲ 13%
White/Caucasian	208	34%	▼ 61%
Black/African American	129	21%	17%
Multiple Races	14	2%	1%
Unknown	7	1%	6%
Hawaiian/Other Pacific Islander	5	1%	0%
Asian	3	0%	1%
Am. Indian/Native Alaskan	2	0%	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	618	581	6%
Admits	150	165	-9%
Discharges	109	117	-7%
Service Hours	3,415	3,496	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	35%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	91%
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		32	29%	50%	41%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		420	67%	60%	62%	7%
Stable Living Situation		532	85%	95%	73%	-10%
Employed		100	16%	30%	26%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		433	84%	90%	84%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		91	61%	75%	79%	-14% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

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