

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 303 | 315 | -4% |
| | Admits | 43 | 72 | -40% ▼ |
| | Discharges | 67 | 56 | 20% ▲ |
| | Service Hours | 2,279 | 2,655 | -14% ▼ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|-----|--------|
| Mental Health | Outpatient | 303 | 100.0% |

Consumer Satisfaction Survey (Based on 110 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% |
| ✓ Recovery | | 97% | 80% | 79% |
| ✓ Outcome | | 93% | 80% | 83% |

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

Client Demographics

| Age | # | % | State Avg |
|-------|----|-------|-----------|
| 18-25 | 30 | 10% | 10% |
| 26-34 | 42 | 14% | 22% |
| 35-44 | 50 | 17% | 23% |
| 45-54 | 54 | 18% | 18% |
| 55-64 | 61 | 20% | 18% |
| 65+ | 66 | 22% ▲ | 8% |

| Gender | # | % | State Avg |
|-------------|-----|-----|-----------|
| Female | 154 | 51% | 41% |
| Male | 149 | 49% | 59% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-------|-----------|
| Non-Hispanic | 271 | 89% ▲ | 68% |
| Hispanic-Other | 24 | 8% | 9% |
| Unknown | 6 | 2% | 12% |
| Hisp-Puerto Rican | 2 | 1% | 11% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian | 177 | 58% | 61% |
| Black/African American | 73 | 24% | 17% |
| Other | 36 | 12% | 13% |
| Asian | 9 | 3% | 1% |
| Unknown | 5 | 2% | 6% |
| Multiple Races | 3 | 1% | 1% |
| Am. Indian/Native Alaskan | | | 0% |
| Hawaiian/Other Pacific Islander | | | 0% |

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

Program Activity

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|----------------|--------|----------|------------|
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Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 88% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 99% | 49% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 95% | 90% |
| SA Screen Complete | 93% | 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 | | 31 | 46% | 50% | 41% | -4% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 287 | 94% | 60% | 62% | 34% ▲ |
| Stable Living Situation | | 301 | 99% | 95% | 73% | 4% |
| Employed | | 97 | 32% | 30% | 26% | 2% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 237 | 100% | 90% | 84% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 38 | 88% | 75% | 79% | 13% ▲ |

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.