

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	122	124	-2%
	Admits	23	21	10%
	Discharges	19	16	19% ▲
	Service Hours	537	673	-20% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Community Support	112	91.8%
Addiction	Outpatient	10	8.2%

Consumer Satisfaction Survey

(Based on 71 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		93%	80%	92%
✓ Access		92%	80%	88%
✓ Overall		87%	80%	91%
● Outcome		66%	80%	83%
● Recovery		63%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	8	7%	8%
26-34	24	20%	18%
35-44	22	18%	24%
45-54	31	25%	19%
55-64	29	24%	20%
65+	8	7%	11%

Gender	#	%	State Avg
Female	65	53%	▲ 42%
Male	57	47%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	70	57%	66%
Hisp-Puerto Rican	27	22%	▲ 11%
Hispanic-Other	19	16%	10%
Unknown	6	5%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	45	37%	▼ 60%
Black/African American	42	34%	▲ 17%
Other	30	25%	▲ 12%
Unknown	4	3%	8%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	19	-47% ▼
Admits	1	3	-67% ▼
Discharges	2	5	-60% ▼
Service Hours	37	90	-59% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	100%	76%
On-Time Periodic		
6 Month Updates	57%	11%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	51%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		8	80%	50%	25%	30% ▲
✓ Self Help		9	90%	60%	14%	30% ▲
✓ Not Arrested		10	100%	75%	48%	25% ▲
✓ Stable Living Situation		10	100%	95%	49%	5% ▲
✓ Abstinence/Reduced Drug Use		6	60%	55%	24%	5% ▲
○ Improved/Maintained Function Score		1	11%	75%	30%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	32%	10% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1	100%	75%	49%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 103 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	106	6%
Admits	22	18	22% ▲
Discharges	17	11	55% ▲
Service Hours	500	583	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	100%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	35%	65%	53%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		105	94%	80%	87%	14% ▲
Social Support		76	68%	60%	79%	8%
Improved/Maintained Function Score		74	91%	65%	50%	26% ▲
Employed		13	12%	20%	14%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	96%	90%	93%	6%

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 35 Active CSP Programs

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