

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	144	185	-22% ▼
	Admits	15	37	-59% ▼
	Discharges	6	38	-84% ▼
	Service Hours	160	219	-27% ▼
	Bed Days	184	537	-66% ▼

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

Consumer Satisfaction Survey

(Based on 83 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
● Recovery		67%	80%	79%
● Outcome		67%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	142	98.6%
	Crisis Services	2	1.4%

Client Demographics

Age	#	%	State Avg
18-25	4	3%	8%
26-34	21	15%	18%
35-44	16	11%	24%
45-54	35	24%	19%
55-64	50	35%	20%
65+	18	13%	11%

Gender	#	%	State Avg
Female	98	68%	42%
Male	46	32%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	111	77%	66%
Hisp-Puerto Rican	18	13%	11%
Unknown	11	8%	13%
Hispanic-Other	2	1%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%

Race	#	%	State Avg
White/Caucasian	68	47%	60%
Black/African American	50	35%	17%
Other	17	12%	12%
Unknown	4	3%	8%
Am. Indian/Native Alaskan	3	2%	1%
Asian	2	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	145	-2%
Admits	15	3	400% ▲
Discharges	6	7	-14% ▼
Service Hours	160	219	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	37%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		111	78%	60%	62%	18% ▲
Stable Living Situation		135	95%	95%	71%	0%
Employed		28	20%	30%	23%	-10%
Improved/Maintained Function Score		1	1%	75%	35%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		104	76%	90%	79%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	20%	75%	61%	-55% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 75 Active Standard Outpatient Programs

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

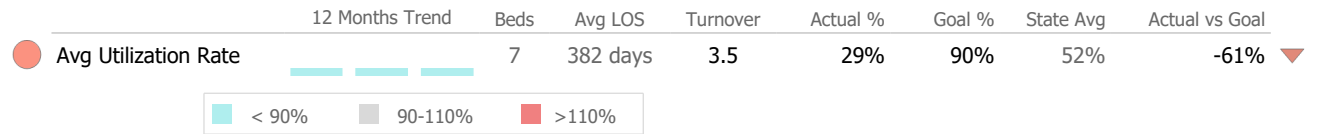
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	40	-95% ▼
Admits	-	34	-100% ▼
Discharges	-	31	-100% ▼
Bed Days	184	537	-66% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	70%	N/A

Bed Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS



* State Avg based on 11 Active Respite Bed Programs