

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	485	560	-13%	▼
	Admits	69	113	-39%	▼
	Discharges	120	167	-28%	▼
	Service Hours	1,481	1,809	-18%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	485	100.0%

Consumer Satisfaction Survey

(Based on 148 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		97%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		92%	80%	88%
✓ Participation in Treatment		88%	80%	92%
● Outcome		75%	80%	83%
● Recovery		65%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	36	7%	8%
26-34	59	12%	19%
35-44	78	16%	24%
45-54	101	21%	18%
55-64	135	28%	19%
65+	76	16%	10%

Gender	#	%	State Avg
Female	304	63%	▲ 41%
Male	180	37%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	284	59%	▲ 10%
Non-Hispanic	137	28%	▼ 65%
Hispanic-Other	42	9%	10%
Unknown	20	4%	14%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Other	179	37%	▲ 12%
White/Caucasian	138	28%	▼ 60%
Black/African American	90	19%	17%
Multiple Races	39	8%	1%
Unknown	35	7%	8%
Hawaiian/Other Pacific Islander	2	0%	0%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%

■ 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

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	43%	52%
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		51	42%	50%	38%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		315	65%	60%	63%	5%
Stable Living Situation		411	84%	95%	72%	-11% ▼
Employed		65	13%	30%	25%	-17% ▼
Improved/Maintained Function Score		155	36%	75%	41%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		327	89%	90%	84%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	74%	75%	61%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 77 Active Standard Outpatient Programs

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