

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	504	596	-15% ▼
	Admits	90	160	-44% ▼
	Discharges	149	195	-24% ▼
	Service Hours	2,183	2,081	5%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	504	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	37	7%	9%
26-34	64	13%	20%
35-44	83	16%	25%
45-54	103	20%	18%
55-64	138	27%	19%
65+	79	16%	10%

Gender	#	%	State Avg
Female	314	62%	▲ 40%
Male	189	38%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	291	58%	▲ 10%
Non-Hispanic	145	29%	▼ 64%
Hispanic-Other	42	8%	10%
Unknown	24	5%	14%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Other	181	36%	▲ 12%
White/Caucasian	143	28%	▼ 59%
Black/African American	93	18%	17%
Multiple Races	44	9%	1%
Unknown	39	8%	9%
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

### Program Activity

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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	48%	54%
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		55	37%	50%	42%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		317	62%	60%	65%	2%
Stable Living Situation		429	84%	95%	74%	-11% ▼
Employed		63	12%	30%	26%	-18% ▼
Improved/Maintained Function Score		187	41%	75%	46%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		328	91%	90%	89%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		64	72%	75%	66%	-3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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