

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	#	%
Mental Health			
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	Gender	#	%	State Avg
18-25	37	7%	9%	Female		314	62%
26-34	64	13%	20%	Male		189	38%
35-44	83	16%	25%	Transgender		0	0%
45-54	103	20%	18%	Ethnicity	#	%	State Avg
55-64	138	27%	19%	Hisp-Puerto Rican	291	58%	10%
65+	79	16%	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%
				White/Caucasian		143	28%
				Black/African American		93	18%
				Multiple Races		44	9%
				Unknown		39	8%
				Hawaiian/Other Pacific Islander		2	0%
				Am. Indian/Native Alaskan		1	0%
				Asian		1	1%

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

Program Activity

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%	

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	81%	89%
On-Time Periodic 6 Month Updates	48%	54%
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

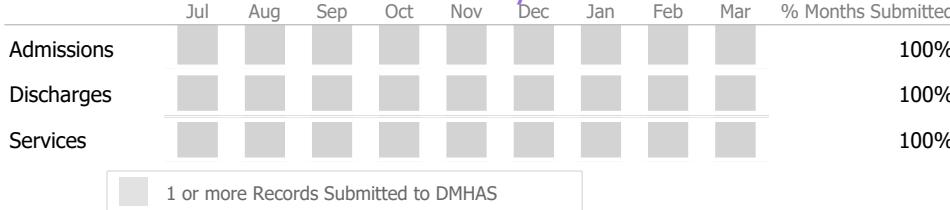
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		55	37%	50%	42%	-13% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		317	62%	60%	65%	2%
Stable Living Situation		429	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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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


▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 Active Standard Outpatient Programs