

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	167	150	11% ▲
	Admits	67	49	37% ▲
	Discharges	63	56	13% ▲
	Service Hours	2,061	1,989	4%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Community Support	156	93.4%
	Outpatient	11	6.6%

### 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	10	6%	9%
26-34	32	19%	20%
35-44	34	20%	25%
45-54	39	23%	18%
55-64	41	25%	19%
65+	11	7%	10%

Gender	#	%	State Avg
Female	87	52%	▲ 40%
Male	80	48%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	94	56%	64%
Hisp-Puerto Rican	44	26%	▲ 10%
Hispanic-Other	23	14%	10%
Unknown	6	4%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	68	41%	▼ 59%
Black/African American	51	31%	▲ 17%
Other	42	25%	▲ 12%
Unknown	4	2%	9%
Multiple Races	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	26	-58% ▼
Admits	1	11	-91% ▼
Discharges	10	12	-17% ▼
Service Hours	44	247	-82% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	100%	67%
<b>On-Time Periodic</b>		
6 Month Updates	0%	9%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	40%	50%	52%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		9	82%	50%	30%	32% ▲
Not Arrested		11	100%	75%	58%	25% ▲
Self Help		9	82%	60%	16%	22% ▲
Abstinence/Reduced Drug Use		7	64%	55%	32%	9%
Stable Living Situation		11	100%	95%	59%	5%
Improved/Maintained Function Score		7	64%	75%	46%	-11% ▼

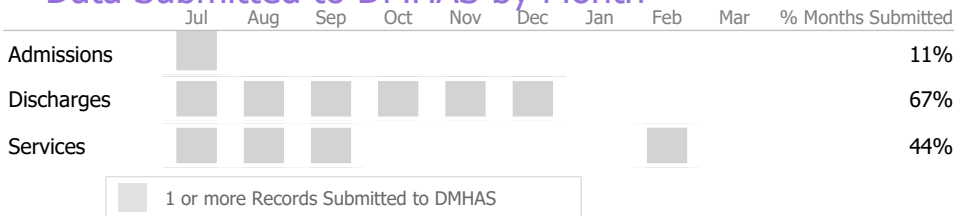
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	41%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	45%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 101 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	156	125	25% ▲
Admits	66	38	74% ▲
Discharges	53	44	20% ▲
Service Hours	2,016	1,743	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	34%	65%	51%	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		148	95%	80%	86%	15% ▲
Social Support		112	72%	60%	79%	12% ▲
Improved/Maintained Function Score		119	98%	65%	55%	33% ▲
Employed		37	24%	20%	16%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		102	98%	90%	97%	8%

### 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 35 Active CSP Programs

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