

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	135	176	-23% ▼
	Admits	90	128	-30% ▼
	Discharges	105	122	-14% ▼
	Service Hours	558	869	-36% ▼

Consumer Satisfaction Survey

(Based on 4 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
● Participation in Treatment		67%	80%	92%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	135	100.0%

Client Demographics

Age	#	%	State Avg
18-25	11	8%	9%
26-34	27	20%	20%
35-44	20	15%	25%
45-54	30	22%	18%
55-64	31	23%	19%
65+	16	12%	10%

Ethnicity	#	%	State Avg
Non-Hispanic	80	59%	64%
Unknown	47	35%	▲ 14%
Hispanic-Other	4	3%	10%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Gender	#	%	State Avg
Female	78	61%	▲ 40%
Male	50	39%	▼ 59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	82	61%	59%
Unknown	38	28%	▲ 9%
Black/African American	9	7%	17%
Other	4	3%	12%
Am. Indian/Native Alaskan	1	1%	1%
Multiple Races	1	1%	1%
Asian			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	135	176	-23% ▼
Admits	90	128	-30% ▼
Discharges	105	122	-14% ▼
Service Hours	558	869	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		78	74%	50%	62%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		50	36%	20%	17%	16% ▲
✓ Social Support		98	71%	60%	74%	11% ▲
✓ Stable Living Situation		124	89%	80%	82%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	89%	10%

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 25 Active Standard Case Management Programs