

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	75	66	14%	▲
	Admits	25	26	-4%	
	Discharges	17	20	-15%	▼
	Service Hours	972	797	22%	▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	75	100.0%

### Consumer Satisfaction Survey

(Based on 28 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		92%	80%	83%
● Recovery		69%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	5	7%	9%
26-34	9	12%	20%
35-44	9	12%	25%
45-54	12	16%	18%
55-64	23	31%	19%
65+	17	23%	10%

Gender	#	%	State Avg
Female	39	52%	40%
Male	36	48%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	56	75%	64%
Unknown	14	19%	14%
Hispanic-Other	3	4%	10%
Hispanic-Mexican	1	1%	1%
Hisp-Puerto Rican	1	1%	10%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	48	64%	59%
Unknown	13	17%	9%
Multiple Races	6	8%	1%
Black/African American	4	5%	17%
Am. Indian/Native Alaskan	2	3%	1%
Asian	2	3%	1%
Hawaiian/Other Pacific Islander			0%
Other			12%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	66	14% ▲
Admits	25	26	-4%
Discharges	17	20	-15% ▼
Service Hours	972	797	22% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	47%	75%	53%	-28% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	98%	90%	82%	8%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
✓ Valid TEDS Data		28%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		23	92%	75%	60%	17% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■	■	■		78%
Discharges	■	■	■		■	■		■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 7 Active Gambling Outpatient Programs

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