

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	153	240	-36%	▼
	Admits	21	98	-79%	▼
	Discharges	22	116	-81%	▼
	Service Hours	627	657	-5%	
	Bed Days	550	1,777	-69%	▼

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

Consumer Satisfaction Survey

(Based on 83 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
● Recovery		67%	80%	79%
● Outcome		67%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	151	98.7%
	Crisis Services	2	1.3%

Client Demographics

Age	#	%	State Avg
18-25	4	3%	9%
26-34	22	14%	20%
35-44	17	11%	25%
45-54	38	25%	18%
55-64	54	35%	19%
65+	18	12%	10%

Gender	#	%	State Avg
Female	103	67%	40%
Male	50	33%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	119	78%	64%
Hisp-Puerto Rican	19	12%	10%
Unknown	11	7%	14%
Hispanic-Other	2	1%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%

Race	#	%	State Avg
White/Caucasian	74	48%	59%
Black/African American	52	34%	17%
Other	18	12%	12%
Unknown	4	3%	9%
Am. Indian/Native Alaskan	3	2%	1%
Asian	2	1%	1%
Multiple Races			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	151	152	-1%
Admits	21	8	163% ▲
Discharges	22	22	0%
Service Hours	627	657	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	81%	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		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		118	78%	60%	65%	18% ▲
Stable Living Situation		142	94%	95%	74%	-1%
Employed		30	20%	30%	26%	-10%
Improved/Maintained Function Score		3	2%	75%	46%	-73% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		122	95%	90%	89%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	67%	75%	66%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										44%
Services										89%

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.

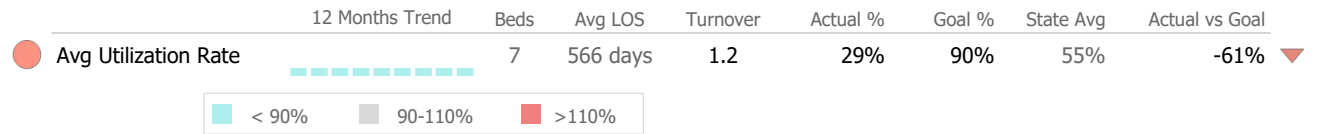
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	88	-98% ▼
Admits	-	90	-100% ▼
Discharges	-	94	-100% ▼
Bed Days	550	1,777	-69% ▼

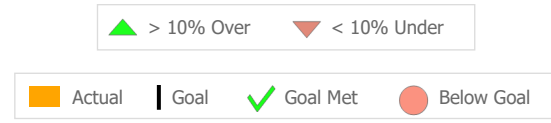
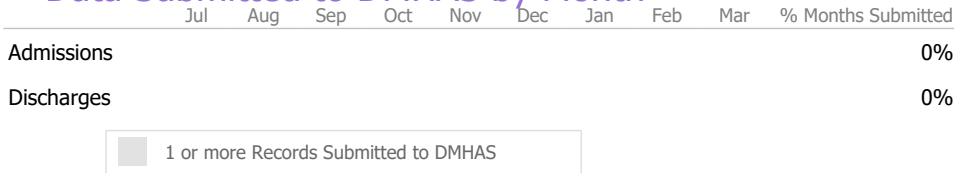
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 10 Active Respite Bed Programs