

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	284	291	-2%
	Admits	20	20	0%
	Discharges	16	27	-41% ▼
	Service Hours	1,258	1,194	5%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	284	100.0%

Consumer Satisfaction Survey

(Based on 115 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Outcome		81%	80%	83%
● Recovery		75%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	9	3%	9%
26-34	49	17%	20%
35-44	50	18%	25%
45-54	51	18%	18%
55-64	67	24%	18%
65+	58	20% ▲	9%

Gender	#	%	State Avg
Female	185	65% ▲	40%
Male	99	35% ▼	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	263	93% ▲	64%
Hispanic-Other	8	3%	11%
Hisp-Puerto Rican	7	2%	10%
Hispanic-Mexican	3	1%	1%
Unknown	3	1% ▼	15%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	273	96% ▲	58%
Black/African American	6	2% ▼	17%
Other	3	1% ▼	12%
Asian	1	0%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

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

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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		4	25%	50%	45%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		256	90%	60%	66%	30% ▲
Employed		133	47%	30%	27%	17% ▲
Stable Living Situation		260	92%	95%	75%	-3%
Improved/Maintained Function Score		1	0%	75%	49%	-75% ▼

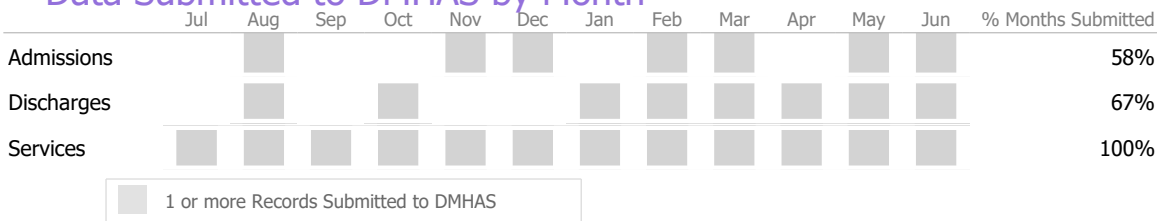
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		185	69%	90%	90%	-21% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	65%	75%	68%	-10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

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