

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	162	240	-33% ▼
	Admits	30	98	-69% ▼
	Discharges	27	116	-77% ▼
	Service Hours	820	853	-4%
	Bed Days	732	1,959	-63% ▼

▲ > 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	160	98.8%
	Crisis Services	2	1.2%

Client Demographics

Age	#	%	State Avg
18-25	4	2%	9%
26-34	26	16%	20%
35-44	18	11%	25%
45-54	40	25%	18%
55-64	55	34%	18%
65+	19	12%	9%

Gender	#	%	State Avg
Female	110	68%	40%
Male	52	32%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	126	78%	64%
Hisp-Puerto Rican	21	13%	10%
Unknown	11	7%	15%
Hispanic-Other	2	1%	11%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%

Race	#	%	State Avg
White/Caucasian	81	50%	58%
Black/African American	54	33%	17%
Other	18	11%	12%
Unknown	4	2%	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	160	152	5%
Admits	30	8	275% ▲
Discharges	27	22	23% ▲
Service Hours	820	853	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	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		2	7%	50%	45%	-43% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		127	79%	60%	66%	19% ▲
● Stable Living Situation		151	94%	95%	75%	-1%
● Employed		34	21%	30%	27%	-9%
● Improved/Maintained Function Score		6	4%	75%	49%	-71% ▼

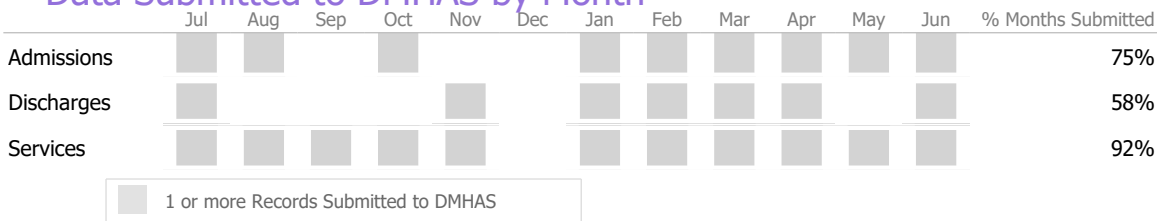
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		123	92%	90%	90%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	57%	75%	68%	-18% ▼

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.

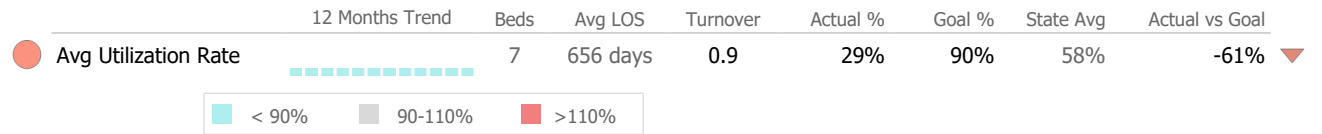
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	88	-98% ▼
Admits	-	90	-100% ▼
Discharges	-	94	-100% ▼
Bed Days	732	1,959	-63% ▼

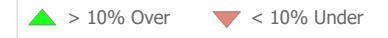
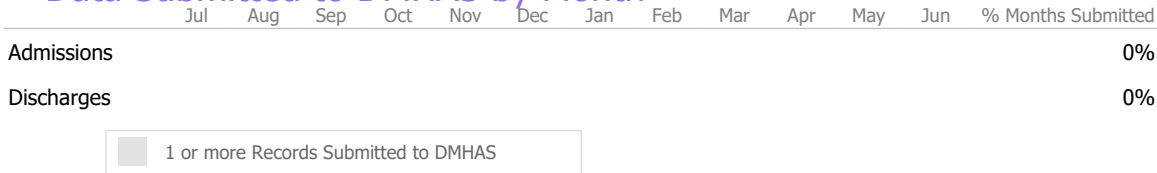
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 11 Active Respite Bed Programs