

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 728 | 631 | 15% | ▲ |
| | Admits | 60 | 32 | 88% | ▲ |
| | Discharges | 21 | 21 | 0% | |
| | Service Hours | 1,190 | 873 | 36% | ▲ |

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 77 FY24 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | 99% 80% | 99% | 80% | 93% |
| ✓ Participation in Treatment | 97% 80% | 97% | 80% | 92% |
| ✓ Respect | 97% 80% | 97% | 80% | 91% |
| ✓ Overall | 96% 80% | 96% | 80% | 91% |
| ✓ Access | 96% 80% | 96% | 80% | 88% |
| ✓ General Satisfaction | 94% 80% | 94% | 80% | 92% |
| ✓ Outcome | 82% 80% | 82% | 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 | 728 | 100.0% |

| Age | # | % | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 40 | 5% | 8% |
| 26-34 | 110 | 15% | 18% |
| 35-44 | 128 | 18% | 24% |
| 45-54 | 111 | 15% | 18% |
| 55-64 | 139 | 19% | 20% |
| 65+ | 200 | 27% | 12% ▲ |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic | 639 | 88% | 64% ▲ |
| Hispanic-Other | 58 | 8% | 11% |
| Unknown | 31 | 4% | 14% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Hisp-Puerto Rican | | | 10% |

| Gender | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Female | 445 | 61% | 42% ▲ |
| Male | 283 | 39% | 58% ▼ |
| Transgender/Other | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian | 580 | 80% | 59% ▲ |
| Black/African American | 59 | 8% | 17% |
| Other | 50 | 7% | 12% |
| Unknown | 29 | 4% | 9% |
| Am. Indian/Native Alaskan | 6 | 1% | 1% |
| Asian | 4 | 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 | 728 | 631 | 15% | ▲ |
| Admits | 60 | 32 | 88% | ▲ |
| Discharges | 21 | 21 | 0% | |
| Service Hours | 1,190 | 873 | 36% | ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 73% | 89% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 16% | 49% |

| Diagnosis | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid MH/SU Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 3 | 14% | 50% | 46% | -36% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 64 | 9% | 30% | 22% | -21% ▼ |
| Social Support | | 217 | 30% | 60% | 59% | -30% ▼ |
| Improved/Maintained Function Score | | 97 | 15% | 75% | 39% | -60% ▼ |
| Stable Living Situation | | 78 | 11% | 95% | 68% | -84% ▼ |

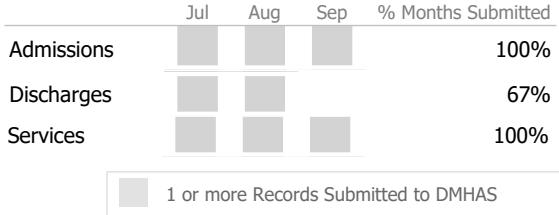
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 340 | 48% | 90% | 75% | -42% ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 41 | 68% | 75% | 81% | -7% |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs