

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

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	<div><div></div></div>	99%	80%	93%
✓ Participation in Treatment	<div><div></div></div>	97%	80%	92%
✓ Respect	<div><div></div></div>	97%	80%	91%
✓ Overall	<div><div></div></div>	96%	80%	91%
✓ Access	<div><div></div></div>	96%	80%	88%
✓ General Satisfaction	<div><div></div></div>	94%	80%	92%
✓ Outcome	<div><div></div></div>	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%

Client Demographics

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%

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

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%

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

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Unique Clients	728	631	15% ▲
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	89%
On-Time Periodic		
6 Month Updates	16%	49%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	3	14%	50%	46%	-36% ▼

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	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	<div><div></div></div>	41	68%	75%	81%	-7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	67%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 79 Active Standard Outpatient Programs