

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	289	371	-22% ▼
↑	Admits	60	54	11% ▲
↑	Discharges	47	180	-74% ▼
↑	Service Hours	1,126	1,188	-5%

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

## Consumer Satisfaction Survey

(Based on 114 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100%   100%	100%	80%	93%
✓ General Satisfaction	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Respect	100%   100%	100%	80%	91%
✓ Access	98%   98%	98%	80%	88%
✓ Participation in Treatment	97%   97%	97%	80%	92%
✓ Outcome	89%   89%	89%	80%	83%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	103	30.5%
	Case Management	81	24.0%
<b>Addiction</b>			
	Outpatient	154	45.6%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	17	6%	8%	Female	162	56%	42%
26-34	39	13%	18%	Male	127	44%	58%
35-44	51	18%	24%	Transgender/Other			0%
45-54	78	27%	18%				
55-64	69	24%	20%				
65+	35	12%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Hisp-Puerto Rican	165	57%	10%	White/Caucasian	132	46%	59%
Non-Hispanic	87	30%	64%	Other	102	35%	12%
Hispanic-Other	33	11%	11%	Black/African American	51	18%	17%
Hispanic-Mexican	3	1%	1%	Asian	2	1%	1%
Hispanic-Cuban	1	0%	0%	Multiple Races	1	0%	1%
Unknown			14%	Hawaiian/Other Pacific Islander	1	0%	0%
			▼	Am. Indian/Native Alaskan			1%
				Unknown			9%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	35	48	-28% ▼

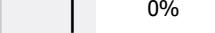
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	91%	15% ▲

## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	89%	3% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
6 Month Updates		0%
		76%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

 > 10% Over    < 10% Under Actual    Goal    Goal Met    Below Goal

\* State Avg based on 67 Active Supportive Housing – Development Programs

 1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	154	173	-11%	▼
Admits	28	39	-28%	▼
Discharges	35	69	-49%	▼
Service Hours	353	534	-34%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	92%
✓ Valid TEDS Data	92%	50%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	28%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	100%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	17%	50%	51%	-33% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		134	87%	75%	43%	12% ▲
● Stable Living Situation		139	90%	95%	44%	-5%
✓ Improved/Maintained Function Score		97	94%	75%	29%	19% ▲
● Abstinence/Reduced Drug Use		57	37%	55%	24%	-18% ▼
● Employed		48	31%	50%	22%	-19% ▼
● Self Help		13	8%	60%	12%	-52% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		93	78%	90%	38%	-12% ▼

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		14	50%	75%	57%	-25% ▼

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		100%		
Discharges		100%		
Services		100%		

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 104 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	2	2	0%
Discharges	2	5	-60% ▼
Service Hours	456	416	10%

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic 6 Month Updates	67%	49%
Valid MH/SU Diagnosis	93%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	50%	1	50%	50%	46%	0%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	100%	16	100%	60%	59%	40% ▲
Improved/Maintained Function Score	92%	11	75%	75%	39%	17% ▲
Stable Living Situation	88%	14	95%	95%	68%	-7%
Employed	0%	0	30%	30%	22%	-30% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	86%	12	90%	90%	75%	-4%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	50%	1	75%	75%	81%	-25% ▼

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	67%
Discharges	1	1	1	67%
Services	1	1	1	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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	43	33%	▲
Admits	10	7	43%	▲
Discharges	5	9	-44%	▼

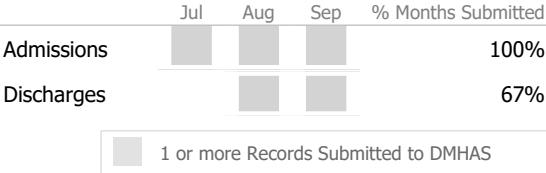
## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	58%	69%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	50%	65%	-10%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		43	75%	60%	71%	15% ▲
Stable Living Situation		53	93%	80%	78%	13% ▲
Employed		6	11%	20%	14%	-9%

## Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	32	28	16%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	10	100%	85%	91%	15% ▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	9	100%	90%	89%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	50%	76%

## Data Submitted to DMHAS for Month



\* State Avg based on 67 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	85	7%
Admits	18	5	260% <span style="color: green;">▲</span>
Discharges	4	24	-83% <span style="color: red;">▼</span>
Service Hours	250	162	55% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic 6 Month Updates	59%	49%
Diagnosis Valid MH/SU Diagnosis	98%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 50%;"><div style="width: 20%;"></div></div>	2	50%	50%	46%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 90%;"><div style="width: 10%;"></div></div>	82	90%	60%	59%	30% <span style="color: green;">▲</span>
● Stable Living Situation	<div style="width: 85%;"><div style="width: 15%;"></div></div>	85	93%	95%	68%	-2% <span style="color: red;">▼</span>
✓ Improved/Maintained Function Score	<div style="width: 97%;"><div style="width: 3%;"></div></div>	65	97%	75%	39%	22% <span style="color: green;">▲</span>
● Employed	<div style="width: 10%;"><div style="width: 1%;"></div></div>	8	9%	30%	22%	-21% <span style="color: red;">▼</span>

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 93%;"><div style="width: 7%;"></div></div>	81	93%	90%	75%	3% <span style="color: green;">▲</span>

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 72%;"><div style="width: 28%;"></div></div>	13	72%	75%	81%	-3% <span style="color: red;">▼</span>

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	100%
Discharges	1	1	1	100%
Services	1	1	1	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