

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	114	126	-10%
↗	Admits	18	13	38% ▲
↘	Discharges	23	26	-12% ▼
↗	Service Hours	23	19	22% ▲

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

Consumer Satisfaction Survey

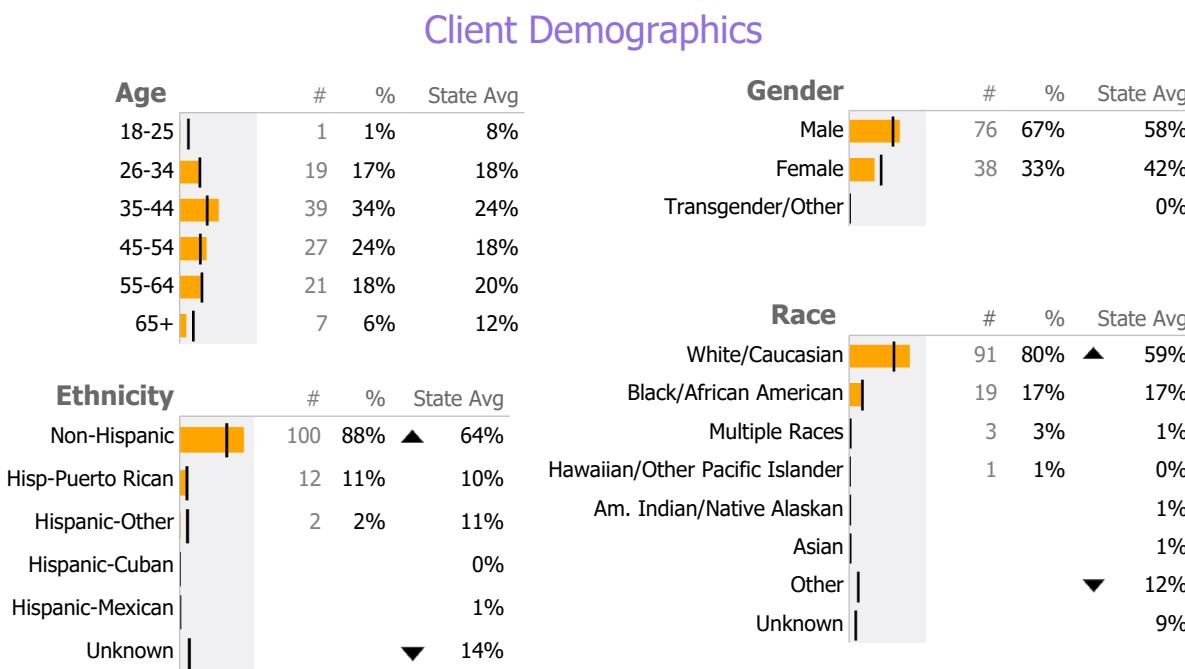
(Based on 1 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a0a0;"></div></div>	100%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a0a0;"></div></div>	100%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a0a0;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a0a0;"></div></div>	100%	80%	91%
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a0a0;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a0a0;"></div></div>	100%	80%	88%
✓ Outcome	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a0a0;"></div></div>	100%	80%	83%

█ Satisfied % █ Goal % █ 0-80% █ 80-100% █ Goal Met █ Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	114	100.0%



█ Unique Clients █ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	126	-10%
Admits	18	13	38% ▲
Discharges	23	26	-12% ▼
Service Hours	23	19	22% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	18	100%	50%	68%	50% ▲

Data Submitted to DMHAS for Month

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

▲ > 10% Over ▼ < 10% Under
█ Actual | Goal █ Goal Met █ Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs

 1 or more Records Submitted to DMHAS