

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	19	19	0%
	Admits			
	Discharges			
	Service Hours	-		
<span style="color: orange;">▲</span> > 10% Over 1 Yr Ago		<span style="color: red;">▼</span> > 10% Under 1Yr Ago		

## Consumer Satisfaction Survey

(Based on 2 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	91%
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	88%
✓ Outcome	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></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	#	%
<b>Mental Health</b>			
	Case Management	19	100.0%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	5%	8%		Female	11	58%	42%
26-34	5	26%	18%		Male	8	42%	58%
35-44	6	32%	24%		Transgender/Other			0%
45-54	1	5%	18%	▼				
55-64	4	21%	20%					
65+	3	16%	12%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	18	95%	64%	▲	White/Caucasian	18	95%	59%
Unknown	1	5%	14%		Other	1	5%	12%
Hispanic-Cuban			0%		Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%		Asian			1%
Hispanic-Other			11%	▼	Black/African American			17%
Hisp-Puerto Rican			10%		Multiple Races			1%
					Hawaiian/Other Pacific Islander			0%
					Unknown			9%

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

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

**Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	69%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	29%

**Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	65%	N/A

**Recovery**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	14%	-20% <span style="color: red;">▼</span>
Social Support		0	0%	60%	71%	-60% <span style="color: red;">▼</span>
Stable Living Situation		0	0%	80%	78%	-80% <span style="color: red;">▼</span>

**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	77%	-90% <span style="color: red;">▼</span>

**Data Submitted to DMHAS for Month**

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

Services 0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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