

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	126	127	-1%
↘	Admits	7	6	17% ▲
↘	Discharges	3	5	-40% ▼
↗	Service Hours	1,255	1,048	20% ▲

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

## Consumer Satisfaction Survey

(Based on 98 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	98%   80%   92%	98%	80%	92%
✓ Respect	98%   80%   91%	98%	80%	91%
✓ Overall	97%   80%   91%	97%	80%	91%
✓ Outcome	95%   80%   83%	95%	80%	83%
✓ Access	94%   80%   88%	94%	80%	88%
✓ Quality and Appropriateness	92%   80%   93%	92%	80%	93%
✓ General Satisfaction	89%   80%   92%	89%	80%	92%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Medium grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Case Management	126	100.0%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	5%	8%	Male	72	57%	58%
26-34	22	17%	18%	Female	54	43%	42%
35-44	29	23%	24%	Transgender/Other			0%
45-54	24	19%	18%	Race			
55-64	27	21%	20%	White/Caucasian	84	67%	59%
65+	18	14%	12%	Black/African American	31	25%	17%
				Other	6	5%	12%
Ethnicity	#	%	State Avg	Asian	4	3%	1%
Non-Hispanic	113	90%	64%	Unknown	1	1%	9%
Hispanic-Other	8	6%	11%	Am. Indian/Native Alaskan			1%
Hisp-Puerto Rican	3	2%	10%	Multiple Races			1%
Unknown	2	2%	14%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%				
Hispanic-Mexican			1%				

Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	53	-8%
Admits	2	3	-33% <span style="color: red;">▼</span>
Discharges	1	4	-75% <span style="color: red;">▼</span>
Service Hours	364	333	9%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	69%

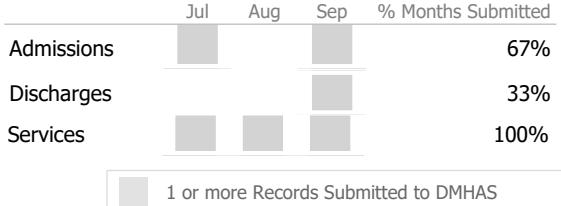
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 50%;"></div></div>	1	100%	50%	65%	50% <span style="color: green;">▲</span>
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 100%;"><div style="width: 98%;"></div></div>	48	98%	60%	71%	38% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 94%;"></div></div>	46	94%	80%	78%	14% <span style="color: green;">▲</span>
● Employed	<div style="width: 100%;"><div style="width: 4%;"></div></div>	2	4%	20%	14%	-16% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 90%;"></div></div>	48	100%	90%	77%	10% <span style="color: green;">▲</span>

## Data Submitted to DMHAS for Month

▲ > 10% Over   ▼ < 10% Under

<span style="color: orange;">■</span> Actual	<span style="color: black;"> </span> Goal	<span style="color: green;">✓</span> Goal Met	<span style="color: red;">●</span> Below Goal
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\* State Avg based on 25 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	74	4%
Admits	5	3	67% <span style="color: green;">▲</span>
Discharges	2	1	100% <span style="color: green;">▲</span>
Service Hours	891	715	25% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	69%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 50%;"><div style="width: 50%;"></div></div>	1	50%	50%	65%	0%

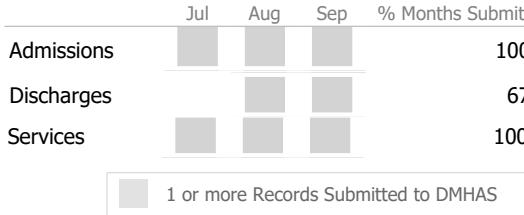
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 88%;"><div style="width: 68%;"></div></div>	68	88%	60%	71%	28% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 95%;"><div style="width: 73%;"></div></div>	73	95%	80%	78%	15% <span style="color: green;">▲</span>
● Employed	<div style="width: 5%;"><div style="width: 4%;"></div></div>	4	5%	20%	14%	-15% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 75%;"></div></div>	75	100%	90%	77%	10% <span style="color: green;">▲</span>

## 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