

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	369	435	-15%	▼
	Admits	30	36	-17%	▼
	Discharges	41	78	-47%	▼
	Service Hours	800	723	11%	▲

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

Consumer Satisfaction Survey (Based on 144 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		99%	80%	88%
✓ Participation in Treatment		99%	80%	92%
✓ Outcome		99%	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	369	100.0%

Client Demographics

Age	#	%	State Avg
18-25	25	7%	8%
26-34	44	12%	18%
35-44	57	15%	24%
45-54	78	21%	18%
55-64	105	28%	20%
65+	60	16%	12%

Gender	#	%	State Avg
Female	233	63%	42% ▲
Male	136	37%	58% ▼
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	216	59%	10% ▲
Non-Hispanic	96	26%	64% ▼
Hispanic-Other	36	10%	11%
Unknown	21	6%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Other	155	42%	12% ▲
White/Caucasian	79	21%	59% ▼
Black/African American	57	15%	17%
Multiple Races	43	12%	1% ▲
Unknown	33	9%	9%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

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Unique Clients	369	435	-15%	▼
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 84%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 63%	49%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	11	27%	50%	46%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	243	66%	60%	59%	6%
Stable Living Situation	<div><div></div></div>	327	89%	95%	68%	-6%
Employed	<div><div></div></div>	60	16%	30%	22%	-14% ▼
Improved/Maintained Function Score	<div><div></div></div>	136	43%	75%	39%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	283	86%	90%	75%	-4%

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>	21	70%	75%	81%	-5%

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>	100%
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