

## 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%   100%	100%	80%	93%
✓ General Satisfaction	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Respect	100%   100%	100%	80%	91%
✓ Access	99%   99%	99%	80%	88%
✓ Participation in Treatment	99%   99%	99%	80%	92%
✓ Outcome	99%   99%	99%	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	369	100.0%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	25	7%	8%		Female	233	63%	▲ 42%
26-34	44	12%	18%		Male	136	37%	▼ 58%
35-44	57	15%	24%		Transgender/Other			0%
45-54	78	21%	18%					
55-64	105	28%	20%		Race	#	%	State Avg
65+	60	16%	12%		Other	155	42%	▲ 12%
<b>Ethnicity</b>								
Hisp-Puerto Rican	216	59%	▲ 10%		White/Caucasian	79	21%	▼ 59%
Non-Hispanic	96	26%	▼ 64%		Black/African American	57	15%	17%
Hispanic-Other	36	10%	11%		Multiple Races	43	12%	▲ 1%
Unknown	21	6%	14%		Unknown	33	9%	9%
Hispanic-Cuban		0%			Asian	1	0%	1%
Hispanic-Mexican		1%			Hawaiian/Other Pacific Islander	1	0%	0%

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

## Program Activity

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

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	63%	49%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

## Discharge Outcomes

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

## Recovery

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

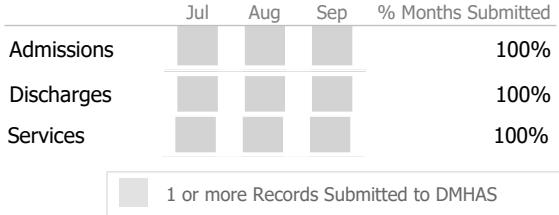
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	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	Actual % vs Goal %	21	70%	75%	81%	-5%

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs