

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	136	139	-2%
	Admits	1	1	0%
	Discharges		1	-100% ▼
	Service Hours	143	173	-17% ▼

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

Consumer Satisfaction Survey (Based on 74 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		99%	80%	91%
✓ Outcome		97%	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	Case Management	136	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25			8%	Female	96	71%	▲ 42%
26-34	1	1%	▼ 18%	Male	40	29%	▼ 58%
35-44	12	9%	▼ 24%	Transgender/Other			0%
45-54	19	14%	18%				
55-64	46	34%	▲ 20%				
65+	57	42%	▲ 12%				

Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	133	98%	▲ 64%	Asian	132	97%	▲ 1%
Hisp-Puerto Rican	3	2%	10%	Multiple Races	3	2%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Mexican			1%	Black/African American			▼ 17%
Hispanic-Other			▼ 11%	Hawaiian/Other Pacific Islander			0%
Unknown			▼ 14%	Other			▼ 12%
				Unknown			9%
				White/Caucasian			▼ 59%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	139	-2%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	143	173	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 95%	94%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 41%	69%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	98	72%	60%	71%	12% ▲
✓ Employed	<div><div></div></div>	33	24%	20%	14%	4%
✓ Stable Living Situation	<div><div></div></div>	113	83%	80%	78%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	57	42%	90%	77%	-48% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		<div><div></div></div>		33%
Discharges				0%
Services	<div><div></div></div>	<div><div></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 25 Active Standard Case Management Programs