

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% ▼

Consumer Satisfaction Survey

(Based on 74 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%	80%	88%
✓ Respect	<div style="width: 100%;"><div style="width: 100%;"></div></div>	99%	80%	91%
✓ Outcome	<div style="width: 100%;"><div style="width: 100%;"></div></div>	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	#	%	State Avg
18-25	1	1%	18%
26-34	12	9%	24%
35-44	19	14%	18%
45-54	46	34%	20%
55-64	57	42%	12%
65+			

Gender	#	%	State Avg
Female	96	71%	▲ 42%
Male	40	29%	▼ 58%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	133	98%	▲ 64%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other		11%	▼
Unknown		14%	▼

Race	#	%	State Avg
Asian	132	97%	▲ 1%
Multiple Races	3	2%	1%
Am. Indian/Native Alaskan	1	1%	1%
Black/African American			▼ 17%
Hawaiian/Other Pacific Islander			0%
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

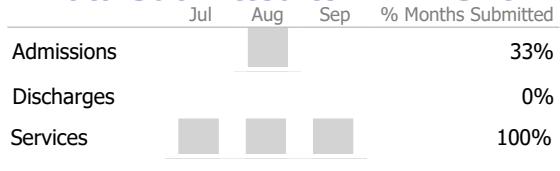
Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	94%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	41%	69%

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
✓ Social Support		98	72%	60%	71%	12% ▲
✓ Employed		33	24%	20%	14%	4% ▲
✓ Stable Living Situation		113	83%	80%	78%	3% ▲

Service Utilization

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

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