

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	117	123	-5%
↘	Admits	13	23	-43% ▼
↗	Discharges	23	21	10%
↗	Service Hours	701	545	29% ▲

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

Consumer Satisfaction Survey

(Based on 66 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 97%; background-color: orange;"></div></div>	97%	80%	88%
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 95%; background-color: orange;"></div></div>	95%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 95%; background-color: orange;"></div></div>	95%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 91%; background-color: orange;"></div></div>	91%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 89%; background-color: orange;"></div></div>	89%	80%	91%
● Outcome	<div style="width: 100%;"><div style="width: 57%; background-color: orange;"></div></div>	57%	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			
	Community Support	109	92.4%
Addiction			
	Outpatient	9	7.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	8	7%	8%	Female	72	62%	42%
26-34	19	16%	18%	Male	45	38%	58%
35-44	18	15%	24%	Transgender/Other			0%
45-54	28	24%	18%				
55-64	28	24%	20%				
65+	16	14%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	64	55%	64%	White/Caucasian	45	38%	59%
Hisp-Puerto Rican	34	29%	10%	Black/African American	37	32%	17%
Hispanic-Other	14	12%	11%	Other	30	26%	12%
Unknown	5	4%	14%	Asian	1	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	1%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	1%	0%
				Am. Indian/Native Alaskan			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	Variance ▾
Unique Clients	9	11	-18%	▼
Admits	-	1	-100%	▼
Discharges	4	4	0%	
Service Hours	18	44	-60%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	92%
Valid TEDS Data	94%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	51%	-25% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		9	100%	75%	43%	25% ▲
Abstinence/Reduced Drug Use		6	67%	55%	24%	12% ▲
Improved/Maintained Function Score		5	56%	75%	29%	-19% ▼
Employed		2	22%	50%	22%	-28% ▼
Stable Living Situation		5	56%	95%	44%	-39% ▼
Self Help		0	0%	60%	12%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	38%	-10%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		N/A	N/A	75%	57%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	■	■	■	100%
Services	■	■		67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	112	-3% ▼
Admits	13	22	-41% ▼
Discharges	19	17	12% ▲
Service Hours	684	500	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	86%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 89%;"><div style="width: 65%;"></div></div>	17	89%	65%	61%	24%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 79%;"><div style="width: 60%;"></div></div>	86	79%	60%	79%	19% ▲
✓ Stable Living Situation	<div style="width: 96%;"><div style="width: 80%;"></div></div>	105	96%	80%	86%	16% ▲
✓ Improved/Maintained Function Score	<div style="width: 92%;"><div style="width: 65%;"></div></div>	80	92%	65%	51%	27% ▲
✓ Employed	<div style="width: 22%;"><div style="width: 20%;"></div></div>	24	22%	20%	15%	2% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 99%;"><div style="width: 90%;"></div></div>	90	99%	90%	94%	9% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active CSP Programs