

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	146	147	-1%
↓	Admits	12	15	-20% ▼
↓	Discharges	3	6	-50% ▼
↑	Service Hours	241	184	31% ▲
↔	Bed Days	184	184	0%

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

Consumer Satisfaction Survey

(Based on 115 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	95% 80%	95%	80%	91%
✓ Participation in Treatment	93% 80%	93%	80%	92%
✓ General Satisfaction	92% 80%	92%	80%	92%
✓ Quality and Appropriateness	89% 80%	89%	80%	93%
✓ Overall	86% 80%	86%	80%	91%
✓ Access	85% 80%	85%	80%	88%
● Outcome	69% 80%	69%	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	144	98.6%
	Crisis Services	2	1.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2	1%	8%	Female	102	70%	42%
26-34	22	15%	18%	Male	44	30%	58%
35-44	12	8%	24%	Transgender/Other			0%
45-54	28	19%	18%				
55-64	51	35%	20%				
65+	31	21%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	110	75%	64%	White/Caucasian	70	48%	59%
Hisp-Puerto Rican	17	12%	10%	Black/African American	49	34%	17%
Unknown	12	8%	14%	Other	15	10%	12%
Hispanic-Other	6	4%	11%	Am. Indian/Native Alaskan	5	3%	1%
Hispanic-Cuban	1	1%	0%	Asian	4	3%	1%
Hispanic-Mexican			1%	Unknown	3	2%	9%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	145	-1%
Admits	12	15	-20% ▼
Discharges	3	6	-50% ▼
Service Hours	241	184	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	49%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	0	0%	50%	46%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	124	86%	60%	59%	26%	▲
Stable Living Situation	136	94%	95%	68%	-1%	
Employed	24	17%	30%	22%	-13%	▼
Improved/Maintained Function Score	0	0%	75%	39%	-75%	▼

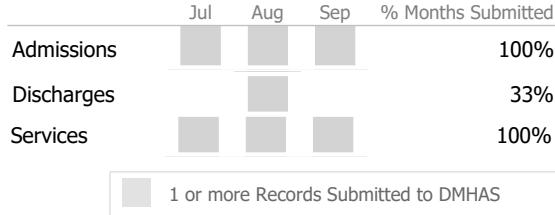
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	119	84%	90%	75%	-6%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	9	75%	75%	81%	0%	

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

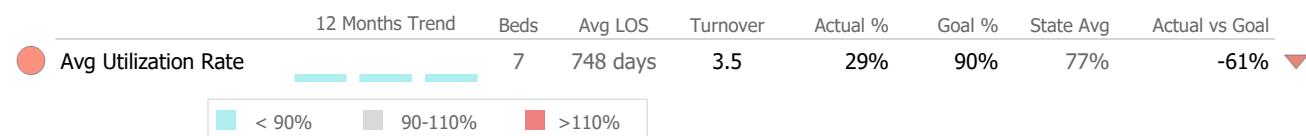
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	70%	N/A

Bed Utilization



Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 11 Active Respite Bed Programs