

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%	91%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		86%	80%	91%
✓ Access		85%	80%	88%
● Outcome		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				Gender			
	#	%	State Avg		#	%	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				Race			
	#	%	State Avg		#	%	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

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Data Submission Quality

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges		■		33%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	0	0%	50%	46%	-50% ▼

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	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	<div></div>	9	75%	75%	81%	0%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

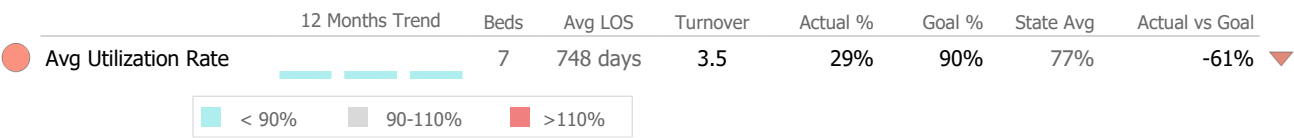
Program Activity

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	<div></div>	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	<div></div>	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



* State Avg based on 11 Active Respite Bed Programs