

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	397	468	-15%	▼
	Admits	64	71	-10%	
	Discharges	70	126	-44%	▼
	Service Hours	1,470	1,481	-1%	

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

Consumer Satisfaction Survey (Based on 144 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		99%	80%	88%
✓ Participation in Treatment		99%	80%	92%
✓ Outcome		99%	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	397	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	31	8%	8%	Female	250	63%	▲ 41%
26-34	50	13%	19%	Male	146	37%	▼ 59%
35-44	62	16%	25%	Transgender/Other	1	0%	0%
45-54	80	20%	18%				
55-64	108	27%	19%				
65+	66	17%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hisp-Puerto Rican	226	57%	▲ 10%	Other	159	40%	▲ 12%
Non-Hispanic	107	27%	▼ 64%	White/Caucasian	84	21%	▼ 58%
Hispanic-Other	39	10%	11%	Black/African American	64	16%	18%
Unknown	24	6%	14%	Multiple Races	49	12%	▲ 1%
Hispanic-Mexican	1	0%	1%	Unknown	39	10%	9%
Hispanic-Cuban			0%	Asian	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%
				Am. Indian/Native Alaskan			1%

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

Program Activity

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Unique Clients	397	468	-15% ▼
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 84%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 53%	47%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	17	24%	50%	45%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	270	67%	60%	60%	7%
Stable Living Situation	<div><div></div></div>	354	88%	95%	72%	-7%
Employed	<div><div></div></div>	68	17%	30%	24%	-13% ▼
Improved/Maintained Function Score	<div><div></div></div>	161	46%	75%	43%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	283	85%	90%	76%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	34	53%	75%	81%	-22% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
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 79 Active Standard Outpatient Programs