

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	142	143	-1%
	Admits	40	43	-7%
	Discharges	35	46	-24%
	Service Hours	1,614	1,248	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		100%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Overall		89%	80%	91%
● Outcome		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	134	93.7%
Addiction			
	Outpatient	9	6.3%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	11	8%	8%		Female	90	63%	41%
26-34	22	15%	19%		Male	52	37%	59%
35-44	20	14%	25%		Transgender/Other			0%
45-54	35	25%	18%					
55-64	36	25%	19%					
65+	18	13%	11%					

Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	84	59%	64%		White/Caucasian	54	38%	58%
Hisp-Puerto Rican	39	27%	10%		Black/African American	46	32%	18%
Hispanic-Other	15	11%	11%		Other	37	26%	12%
Unknown	4	3%	14%		Asian	1	1%	9%
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 %
Unique Clients	9	13	-31% ▼
Admits	-	3	-100% ▼
Discharges	5	10	-50% ▼
Service Hours	48	53	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	92%
Valid TEDS Data	95%	51%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	8%
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	20%	50%	53%	-30% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	 	9	100%	75%	38%	25% ▲
✓ Not Arrested	 	8	89%	75%	47%	14% ▲
✓ Abstinence/Reduced Drug Use	 	6	67%	55%	27%	12% ▲
● Employed	 	2	22%	50%	25%	-28% ▼
● Stable Living Situation	 	5	56%	95%	48%	-39% ▼
● Self Help	 	0	0%	60%	13%	-60% ▼

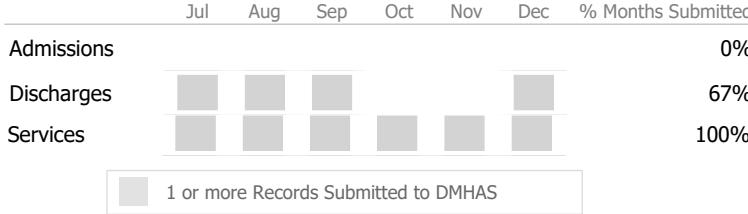
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	 	4	80%	90%	39%	-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%	63%	N/A ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	130	3%
Admits	40	40	0%
Discharges	30	36	-17% ▼
Service Hours	1,567	1,194	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	77%	65%	60%	12% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		108	79%	60%	80%	19% ▲
✓ Stable Living Situation		129	95%	80%	88%	15% ▲
✓ Improved/Maintained Function Score		98	98%	65%	53%	33% ▲
✓ Employed		33	24%	20%	16%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		89	99%	90%	95%	9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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