

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
Up	Unique Clients	34	40	-15%	▼
Up	Admits	4	13	-69%	▼
Up	Discharges	7	7	0%	
Up	Service Hours	256	208	23%	▲

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

Consumer Satisfaction Survey

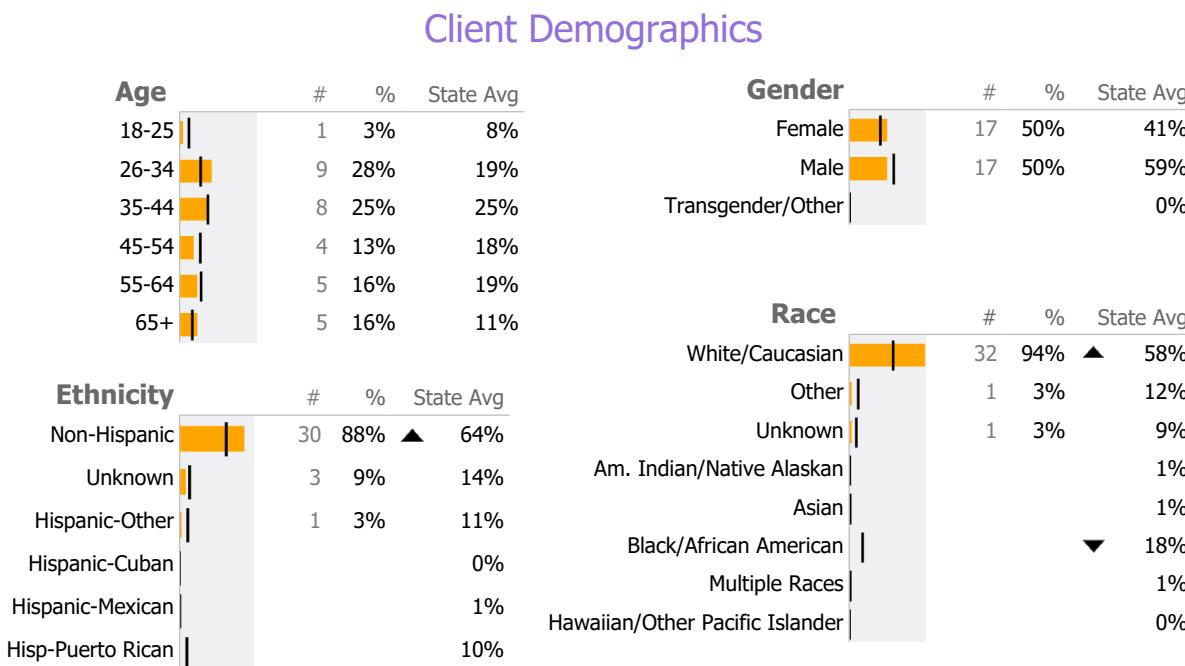
(Based on 35 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	97% 80% 92%	97%	80%	92%
✓ Overall	97% 80% 91%	97%	80%	91%
✓ Access	97% 80% 88%	97%	80%	88%
✓ Quality and Appropriateness	97% 80% 93%	97%	80%	93%
✓ Respect	97% 80% 91%	97%	80%	91%
✓ Participation in Treatment	94% 80% 92%	94%	80%	92%
✓ Outcome	80% 80% 83%	80%	80%	83%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Lighter grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	34	100.0%



Orange bar: Unique Clients | Grey bar: State Avg | Green triangle: > 10% Over State Avg | Red triangle: > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	40	-15% ▼
Admits	4	13	-69% ▼
Discharges	7	7	0% ▲
Service Hours	256	208	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%
✓ Valid TEDS Data	99%	51%
On-Time Periodic		
✓ 6 Month Updates	58%	8%
Diagnosis		
✓ Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	14%	50%	53%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		30	88%	75%	47%	13% ▲
● Stable Living Situation		31	91%	95%	48%	-4%
● Employed		14	41%	50%	25%	-9%
● Self Help		15	44%	60%	13%	-16% ▼
● Abstinence/Reduced Drug Use		12	35%	55%	27%	-20% ▼
● Improved/Maintained Function Score		6	19%	75%	38%	-56% ▼

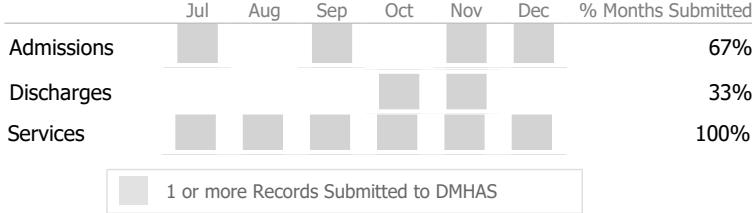
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		28	88%	90%	39%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	100%	75%	63%	25% ▲

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