

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	822	697	18%	▲
	Admits	176	124	42%	▲
	Discharges	128	86	49%	▲
	Service Hours	3,197	2,781	15%	▲

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

Consumer Satisfaction Survey

(Based on 77 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		82%	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	822	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	61	7%	8%		Female	502	61%	40%
26-34	136	17%	19%		Male	320	39%	59%
35-44	141	17%	25%		Transgender/Other			0%
45-54	123	15%	18%		Ethnicity	#	%	State Avg
55-64	148	18%	18%		Non-Hispanic	724	88%	64%
65+	213	26%	11%	▲	Hispanic-Other	68	8%	11%

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

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	724	88%	64%
Hispanic-Other	68	8%	11%
Unknown	30	4%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race

Race	#	%	State Avg
White/Caucasian	649	79%	58%
Black/African American	73	9%	17%
Other	61	7%	12%
Unknown	28	3%	9%
Asian	6	1%	1%
Am. Indian/Native Alaskan	5	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	18%	47%

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		15	12%	50%	44%	-38% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		118	14%	30%	26%	-16% 
Social Support		270	33%	60%	61%	-27% 
Improved/Maintained Function Score		180	24%	75%	47%	-51% 
Stable Living Situation		239	29%	95%	74%	-66% 

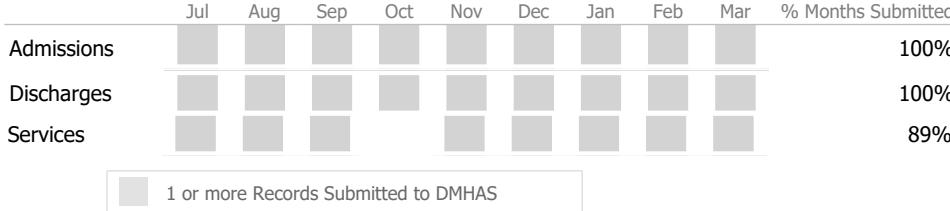
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		389	56%	90%	86%	-34% 

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		112	65%	75%	79%	-10% 

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