

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	19	19	0%
	Admits			
	Discharges			
	Service Hours	-		
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago		

Consumer Satisfaction Survey

(Based on 2 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	91%
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	88%
✓ Outcome	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	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			
	Case Management	19	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	5%	8%		Female	11	58%	40%
26-34	5	26%	19%		Male	8	42%	59%
35-44	6	32%	25%		Transgender/Other			0%
45-54	1	5%	18%	▼				
55-64	4	21%	18%					
65+	3	16%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	18	95%	64%	▲	White/Caucasian	18	95%	58%
Unknown	1	5%	14%		Other	1	5%	12%
Hispanic-Cuban			0%		Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%		Asian			1%
Hispanic-Other			11%	▼	Black/African American			17%
Hisp-Puerto Rican			10%		Multiple Races			1%
					Hawaiian/Other Pacific Islander			0%
					Unknown			9%

█ Unique Clients | █ State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	62%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	28%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	14%	-20% ▼
Social Support		0	0%	60%	72%	-60% ▼
Stable Living Situation		0	0%	80%	79%	-80% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	90%	85%	-90% ▼

Data Submitted to DMHAS for Month

	% Months Submitted
Admissions	0%
Discharges	0%
Services	0%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs