

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	132	137	-4%
	Admits	16	17	-6%
	Discharges	16	15	7%
	Service Hours	3,691	3,290	12%

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

## Consumer Satisfaction Survey

(Based on 98 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	98% vs  80%	98%	80%	92%
✓ Respect	98% vs  80%	98%	80%	91%
✓ Overall	97% vs  80%	97%	80%	91%
✓ Outcome	95% vs  80%	95%	80%	83%
✓ Access	94% vs  80%	94%	80%	88%
✓ Quality and Appropriateness	92% vs  80%	92%	80%	93%
✓ General Satisfaction	89% vs  80%	89%	80%	92%

Satisfied %   |   Goal %   |   0-80%   |   80-100%   |   Goal Met   |   Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Case Management	132	100.0%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	5%	8%	Male	76	58%	59%
26-34	24	18%	19%	Female	56	42%	40%
35-44	32	24%	25%	Transgender/Other			0%
45-54	24	18%	18%				
55-64	28	21%	18%				
65+	18	14%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	118	89%	64%	White/Caucasian	87	66%	58%
Hispanic-Other	9	7%	11%	Black/African American	32	24%	17%
Hisp-Puerto Rican	3	2%	10%	Other	8	6%	12%
Unknown	2	2%	14%	Asian	4	3%	1%
Hispanic-Cuban		0%		Unknown	1	1%	9%
Hispanic-Mexican		1%		Am. Indian/Native Alaskan			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

Unique Clients   |   State Avg   |   &gt; 10% Over State Avg   |   &gt; 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	57	-7%
Admits	6	7	-14% <span style="color: red;">▼</span>
Discharges	4	7	-43% <span style="color: red;">▼</span>
Service Hours	1,103	1,047	5%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 50%;"></div></div>	4	100%	50%	59%	50% <span style="color: green;">▲</span>
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 100%;"><div style="width: 96%;"></div></div>	51	96%	60%	72%	36% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%;"></div></div>	53	100%	80%	79%	20% <span style="color: green;">▲</span>
● Employed	<div style="width: 100%;"><div style="width: 8%;"></div></div>	4	8%	20%	14%	-12% <span style="color: red;">▼</span>

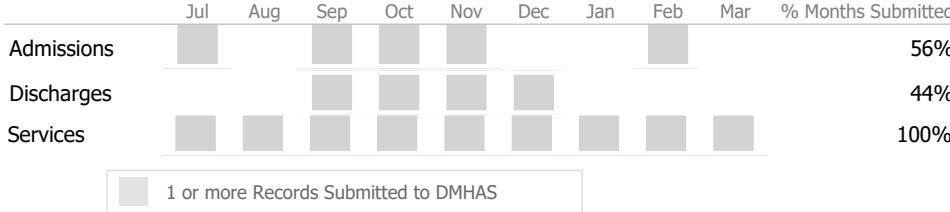
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 62%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%;"></div></div>	49	100%	90%	85%	10%

## Data Submitted to DMHAS for Month

▲ > 10% Over   ▼ < 10% Under■ Actual     Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	80	3%
Admits	10	10	0%
Discharges	12	8	50% <span style="color: green;">▲</span>
Service Hours	2,588	2,243	15% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	62%

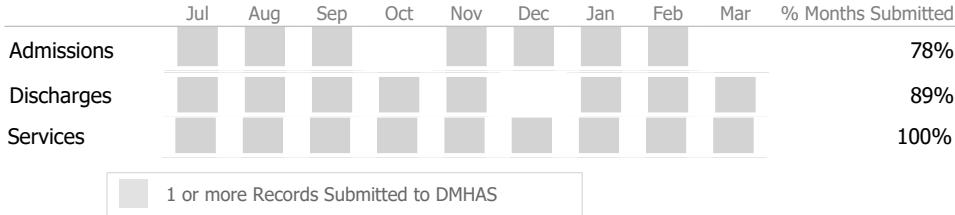
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 75%; background-color: orange; height: 10px;"></div>	9	75%	50%	59%	25% <span style="color: green;">▲</span>
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 91%; background-color: orange; height: 10px;"></div>	75	91%	60%	72%	31% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 96%; background-color: orange; height: 10px;"></div>	79	96%	80%	79%	16% <span style="color: green;">▲</span>
● Employed	<div style="width: 2%; background-color: orange; height: 10px;"></div>	2	2%	20%	14%	-18% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%; background-color: orange; height: 10px;"></div>	71	100%	90%	85%	10%

## Data Submitted to DMHAS for Month

▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs