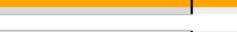
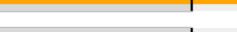


## Provider Activity

| Monthly Trend   | Measure        | Actual  | 1 Yr Ago | Variance %   |
|---|----------------|---|----------|--|
|                       | Unique Clients | 427   | 485      | -12%  |
|                       | Admits         | 98  | 92       | 7%    |
|                       | Discharges     | 121   | 158      | -23%  |
|                       | Service Hours  | 2,295   | 2,183    | 5%    |
|  > 10% Over 1 Yr Ago |                |  > 10% Under 1Yr Ago |          |  |

## Consumer Satisfaction Survey

(Based on 144 FY24 Surveys)

| Question Domain               | Satisfied % vs Goal%   | Satisfied % | Goal % | State Avg |
|-------------------------------|--|-------------|--------|-----------|
| ✓ Quality and Appropriateness |  100% | 100%        | 80%    | 93%       |
| ✓ General Satisfaction        |  100% | 100%        | 80%    | 92%       |
| ✓ Overall                     |  100% | 100%        | 80%    | 91%       |
| ✓ Respect                     |  100% | 100%        | 80%    | 91%       |
| ✓ Access                      |  99%  | 99%         | 80%    | 88%       |
| ✓ Participation in Treatment  |  99%  | 99%         | 80%    | 92%       |
| ✓ Outcome                     |  99%  | 99%         | 80%    | 83%       |

 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> |                    |     |        |
|                      | Outpatient         | 428 | 100.0% |

## Client Demographics

| Age   | #   | %   | State Avg | Gender                          | #   | %   | State Avg   |
|-------|-----|-----|-----------|---------------------------------|-----|-----|---|
| 18-25 | 39  | 9%  | 8%        | Female                          | 268 | 63% |  40%   |
| 26-34 | 54  | 13% | 19%       | Male                            | 159 | 37% |  59%   |
| 35-44 | 67  | 16% | 25%       | Transgender/Other               | 1   | 0%  | 0%  |
| 45-54 | 87  | 20% | 18%       |                                 |     |     |   |
| 55-64 | 111 | 26% | 18%       | Race                            | #   | %   | State Avg   |
| 65+   | 69  | 16% | 11%       | Other                           | 161 | 38% |  12% |
|       |     |     |           | White/Caucasian                 | 98  | 23% |  58% |
|       |     |     |           | Black/African American          | 71  | 17% | 17%   |
|       |     |     |           | Multiple Races                  | 52  | 12% |  1%  |
|       |     |     |           | Unknown                         | 44  | 10% | 9%  |
|       |     |     |           | Asian                           | 1   | 0%  | 1%  |
|       |     |     |           | Hawaiian/Other Pacific Islander | 1   | 0%  | 0%  |
|       |     |     |           | Am. Indian/Native Alaskan       |     |     | 1%  |
|       |     |     |           |                                 |     |     |   |
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|       |     |     |           |                                 |     |     |   |

## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 427    | 485      | -12%       |
| Admits         | 98     | 92       | 7%         |
| Discharges     | 121    | 158      | -23%       |
| Service Hours  | 2,295  | 2,183    | 5%         |

## Discharge Outcomes

|   | Actual % vs Goal %  | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|--------|----------|--------|-----------|----------------|
| <span style="color: red;">●</span> Treatment Completed Successfully | <span style="background-color: orange;">██████████</span> | 37     | 31%      | 50%    | 44%       | -19%           |

## Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal %   | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--|--------|----------|--------|-----------|----------------|
| ✓ Social Support                     | <div style="width: 65%;"><div style="width: 65%;"></div></div> | 284    | 65%      | 60%    | 61%       | 5%             |
| ● Stable Living Situation            | <div style="width: 87%;"><div style="width: 87%;"></div></div> | 379    | 87%      | 95%    | 74%       | -8%            |
| ● Employed                           | <div style="width: 18%;"><div style="width: 18%;"></div></div> | 79     | 18%      | 30%    | 26%       | -12%           |
| ● Improved/Maintained Function Score | <div style="width: 57%;"><div style="width: 57%;"></div></div> | 222    | 57%      | 75%    | 47%       | -18%           |

## Service Utilization

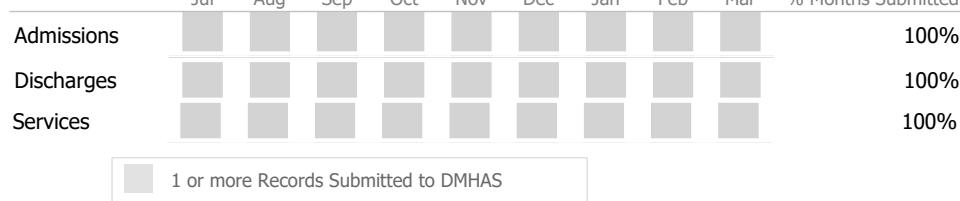
|  | Actual % vs Goal %  | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|---|--------|----------|--------|-----------|----------------|
|  Clients Receiving Services | <div style="width: 303px; height: 10px; background-color: orange;"></div> | 303    | 96%      | 90%    | 86%       | 6%             |

## Service Engagement

| Outpatient                          | Actual % vs Goal %  | Actual | Actual % | Goal % | State Avg | Actual vs Goal   |
|-------------------------------------|---|--------|----------|--------|-----------|--|
| ✓ 2 or more Services within 30 days | <div style="width: 60%; background-color: orange;"></div> | 60     | 63%      | 75%    | 79%       | -13%  |

## Data Submitted to DMHAS for Month

| Jul | Aug | Sep | Oct | Nov | Dec | Jan |
|-----|-----|-----|-----|-----|-----|-----|
|-----|-----|-----|-----|-----|-----|-----|



\* State Avg based on 79 Active Standard Outpatient Programs