

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	165	176	-6%
	Admits	64	76	-16%
	Discharges	65	65	0%
	Service Hours	2,574	2,112	22%

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

## Consumer Satisfaction Survey

(Based on 66 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	100%	100%	80%	91%
✓ Access	97%	97%	80%	88%
✓ Quality and Appropriateness	95%	95%	80%	93%
✓ Participation in Treatment	95%	95%	80%	92%
✓ General Satisfaction	91%	91%	80%	92%
✓ Overall	89%	89%	80%	91%
● Outcome	57%	57%	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>	Community Support	156	93.4%
<b>Addiction</b>	Outpatient	11	6.6%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	15	9%	8%		Female	104	63%	40%
26-34	26	16%	19%		Male	61	37%	59%
35-44	31	19%	25%		Transgender/Other			0%
45-54	36	22%	18%					
55-64	39	24%	18%					
65+	18	11%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	100	61%	64%		Black/African American	60	36%	17%
Hisp-Puerto Rican	46	28%	10%		White/Caucasian	56	34%	58%
Hispanic-Other	15	9%	11%		Other	44	27%	12%
Unknown	4	2%	14%		Unknown	2	1%	9%
Hispanic-Cuban			0%		Asian	1	1%	1%
Hispanic-Mexican			1%		Multiple Races	1	1%	1%
					Hawaiian/Other Pacific Islander	1	1%	0%
					Am. Indian/Native Alaskan			1%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	20	-45% ▼
Admits	2	10	-80% ▼
Discharges	6	10	-40% ▼
Service Hours	69	96	-28% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	92%
Valid TEDS Data	85%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	17%   50%	1	17%	50%	51%	-33% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	100%   75%	10	100%	75%	44%	25% ▲
Not Arrested	91%   75%	10	91%	75%	50%	16% ▲
Abstinence/Reduced Drug Use	64%   55%	7	64%	55%	28%	9%
Employed	27%   50%	3	27%	50%	26%	-23% ▼
Stable Living Situation	64%   95%	7	64%	95%	51%	-31% ▼
Self Help	0%   60%	0	0%	60%	15%	-60% ▼

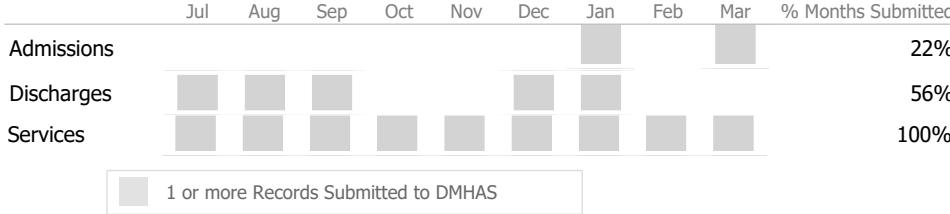
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	100%   90%	5	100%	90%	48%	10%

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	0%   75%	0	0%	75%	65%	-75% ▼

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 106 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	156	0%
Admits	62	66	-6%
Discharges	59	55	7%
Service Hours	2,505	2,016	24% 

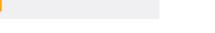
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

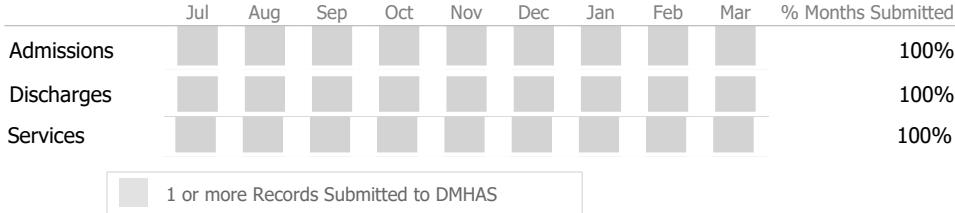
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	 	35	59%	65%	61%	-6%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	 	127	80%	60%	80%	20% 
✓ Stable Living Situation	 	148	94%	80%	88%	14% 
✓ Improved/Maintained Function Score	 	122	100%	65%	55%	35% 
✓ Employed	 	38	24%	20%	16%	4% 

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	101	98%	90%	98%	8% 

## Data Submitted to DMHAS for Month

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

\* State Avg based on 33 Active CSP Programs