

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	295	278	6%
	Admits	25	15	67%
	Discharges	11	11	0%
	Service Hours	879	948	-7%

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

## Consumer Satisfaction Survey

(Based on 120 FY24 Surveys)

Question Domain	Satisfied % vs Goal %	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ Access		98%	80%	88%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Outcome		95%	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	295	100.0%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	8	3%	8%		Female	188	64%	40%
26-34	50	17%	19%		Male	107	36%	59%
35-44	50	17%	25%		Transgender/Other			0%
45-54	54	18%	18%					
55-64	70	24%	18%					
65+	62	21%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	273	93%	64%		White/Caucasian	285	97%	58%
Hispanic-Other	8	3%	11%		Black/African American	5	2%	17%
Hisp-Puerto Rican	7	2%	10%		Other	4	1%	12%
Unknown	4	1%	14%		Asian	1	0%	1%
Hispanic-Mexican	3	1%	1%		Am. Indian/Native Alaskan			1%
Hispanic-Cuban			0%		Multiple Races			1%
					Hawaiian/Other Pacific Islander			0%
					Unknown			9%

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

## Program Activity

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## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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	<div style="width: 27%;"></div>	3	27%	50%	44%	-23% <span>▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div style="width: 8%;"></div>	25	8%	30%	26%	-22% <span>▼</span>
Social Support	<div style="width: 17%;"></div>	51	17%	60%	61%	-43% <span>▼</span>
Improved/Maintained Function Score	<div style="width: 0%;"></div>	1	0%	75%	47%	-75% <span>▼</span>
Stable Living Situation	<div style="width: 19%;"></div>	57	19%	95%	74%	-76% <span>▼</span>

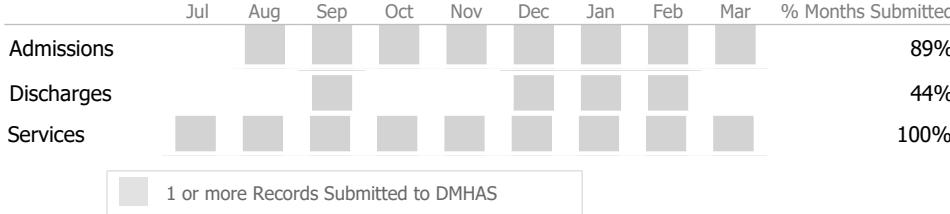
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 68%;"></div>	192	68%	90%	86%	-22% <span>▼</span>

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div style="width: 52%;"></div>	13	52%	75%	79%	-23% <span>▼</span>

## 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