

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	166	155	8%
	Admits	30	22	36%
	Discharges	10	24	-58%
	Service Hours	730	627	16%

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

Consumer Satisfaction Survey

(Based on 115 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		86%	80%	91%
✓ Access		85%	80%	88%
● Outcome		69%	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			
	Outpatient	167	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	4%	8%	Female	117	70%	40%
26-34	24	14%	19%	Male	48	29%	59%
35-44	14	8%	25%	Transgender/Other	2	1%	0%
45-54	34	20%	18%	Ethnicity	#	%	State Avg
55-64	53	32%	18%	Non-Hispanic	127	76%	64%
65+	35	21%	11%	Hisp-Puerto Rican	19	11%	10%

Ethnicity	#	%	State Avg
Non-Hispanic	127	76%	64%
Hisp-Puerto Rican	19	11%	10%
Unknown	12	7%	14%
Hispanic-Other	8	5%	11%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	82	49%	58%
Black/African American	52	31%	17%
Other	21	13%	12%
Am. Indian/Native Alaskan	5	3%	1%
Asian	4	2%	1%
Unknown	3	2%	9%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	155	7%
Admits	30	22	36% ▲
Discharges	10	24	-58% ▼
Service Hours	730	627	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	42%	47%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 0%;"></div>	0	0%	50%	44%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 87%;"></div>	145	87%	60%	61%	27% ▲
✓ Stable Living Situation	<div style="width: 95%;"></div>	158	95%	95%	74%	0% ▲
● Employed	<div style="width: 17%;"></div>	28	17%	30%	26%	-13% ▼
● Improved/Maintained Function Score	<div style="width: 3%;"></div>	5	3%	75%	47%	-72% ▼

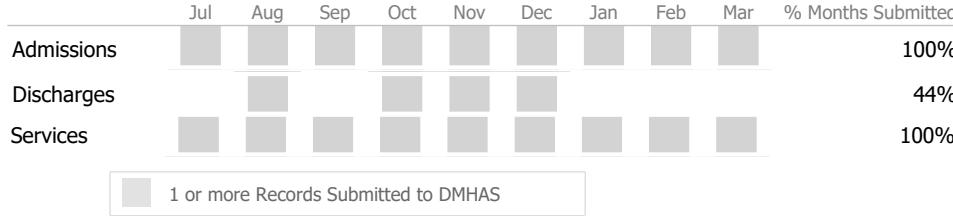
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 93%;"></div>	146	93%	90%	86%	3% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 67%;"></div>	20	67%	75%	79%	-8% ▼

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

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	59%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	N/A	N/A	0%	90%	59%	-90%

Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions 0%

Discharges 0%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 12 Active Respite Bed Programs