

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	392	398	-2%
	Admits	127	106	20% ▲
	Discharges	113	121	-7%
	Service Hours	693	608	14% ▲
	Bed Days	9,541	9,164	4%

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

Consumer Satisfaction Survey (Based on 2 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	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	353	89.4%
	Residential Services	42	10.6%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	123	32%	▲ 9%	Male	196	50%	60%
26-34	80	21%	19%	Female	195	50%	40%
35-44	46	12%	▼ 26%	Transgender/Other	1	0%	0%
45-54	38	10%	18%				
55-64	59	15%	18%				
65+	42	11%	10%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	260	66%	64%	White/Caucasian	161	41%	▼ 58%
Hisp-Puerto Rican	104	27%	▲ 10%	Black/African American	99	25%	18%
Hispanic-Other	27	7%	12%	Other	91	23%	▲ 12%
Unknown	1	0%	▼ 14%	Unknown	34	9%	10%
Hispanic-Cuban			0%	Asian	6	2%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	0%	0%
				Am. Indian/Native Alaskan			1%
				Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	10	12	-17% ▼
Discharges	10	9	11% ▲
Bed Days	2,208	2,138	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	91%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

✓ Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			8	80%	75%	63%	5%
● No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			8	80%	85%	68%	-5%
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			6	75%	90%	54%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		9	75%	75%	53%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	303 days	0.2	86%	90%	87%	-4%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													75%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	150	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 89%
On-Time Periodic		
6 Month Updates		0% 49%
Diagnosis		
Valid MH/SU Diagnosis		100% 98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	3%	30%	27%	-27% ▼
Social Support		19	13%	60%	62%	-47% ▼
Improved/Maintained Function Score		0	0%	75%	47%	-75% ▼
Stable Living Situation		19	13%	95%	77%	-82% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	88%	-90% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		N/A	N/A	75%	79%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	153	-15% ▼
Admits	58	53	9%
Discharges	55	83	-34% ▼
Service Hours	693	608	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		46	84%	50%	43%	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		130	98%	60%	62%	38% ▲
Employed		61	46%	30%	27%	16% ▲
Stable Living Situation		129	97%	95%	77%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		78	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		54	93%	75%	79%	18% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													75%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	60	37% ▲
Admits	50	30	67% ▲
Discharges	39	20	95% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	15%	50%	43%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		82	83%	60%	62%	23% ▲
Stable Living Situation		96	97%	95%	77%	2%
Employed		15	15%	30%	27%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	3%	75%	79%	-72% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	9	11	-18% ▼
Discharges	9	9	0%
Bed Days	7,333	7,026	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	67%	75%	63%	-8%
No Re-admit within 30 Days of Discharge		4	50%	85%	68%	-35% ▼
Follow-up within 30 Days of Discharge		6	100%	90%	54%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		3	12%	75%	53%	-63% ▼

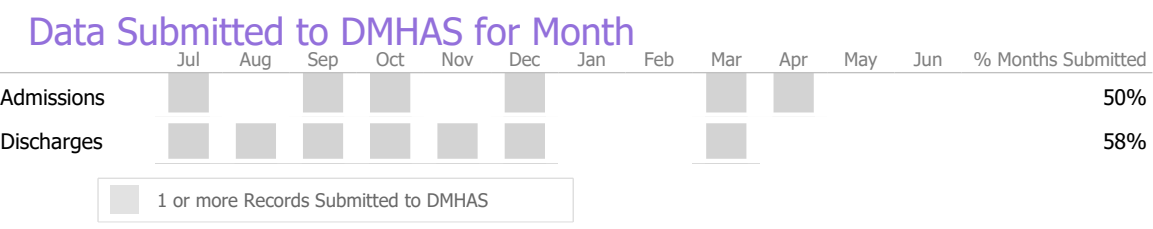
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	549 days	0.2	96%	90%	87%	6%

< 90%

90-110%

> 110%



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