

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 328 | 372 | -11% ▼ |
| | Admits | 32 | 33 | -3% |
| | Discharges | 26 | 48 | -46% ▼ |
| | Service Hours | 636 | 800 | -21% ▼ |

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

Consumer Satisfaction Survey

(Based on 150 FY25 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | 100% 100% | 100% | 80% | 93% |
| ✓ General Satisfaction | 100% 100% | 100% | 80% | 92% |
| ✓ Overall | 99% 100% | 99% | 80% | 91% |
| ✓ Participation in Treatment | 99% 100% | 99% | 80% | 92% |
| ✓ Access | 99% 100% | 99% | 80% | 88% |
| ✓ Respect | 99% 100% | 99% | 80% | 91% |
| ✓ Outcome | 97% 100% | 97% | 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 | 330 | 100.0% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-----|-------|-----------|---------------------------------|-----|-----|-----------|
| 18-25 | 19 | 6% | 9% | Female | 218 | 66% | 41% |
| 26-34 | 34 | 10% | 18% | Male | 111 | 34% | 58% |
| 35-44 | 45 | 14% ▼ | 25% | Transgender/Other | 1 | 0% | 0% |
| 45-54 | 74 | 22% | 18% | Race | | | |
| 55-64 | 96 | 29% | 19% | Other | 138 | 42% | 12% |
| 65+ | 62 | 19% | 11% | White/Caucasian | 80 | 24% | 59% |
| Ethnicity | | | | Black/African American | 49 | 15% | 17% |
| Hisp-Puerto Rican | 207 | 63% ▲ | 10% | Multiple Races | 38 | 12% | 1% |
| Non-Hispanic | 74 | 22% ▼ | 64% | Unknown | 23 | 7% | 8% |
| Hispanic-Other | 35 | 11% | 12% | Asian | 1 | 0% | 1% |
| Unknown | 14 | 4% | 13% | Hawaiian/Other Pacific Islander | 1 | 0% | 0% |
| Hispanic-Cuban | | 0% | | Am. Indian/Native Alaskan | | 1% | |
| Hispanic-Mexican | | 1% | | | | | |

■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

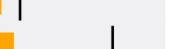
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 328 | 372 | -12% | ▼ |
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Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid NOMS Data | 91% | 89% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 73% | 50% |
| 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 |  | 15 | 58% | 50% | 45% | 8% |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Social Support |  | 227 | 69% | 60% | 55% | 9% |
| ✓ Stable Living Situation |  | 314 | 95% | 95% | 69% | 0% |
| ● Employed |  | 68 | 21% | 30% | 28% | -9% |
| ● Improved/Maintained Function Score |  | 90 | 32% | 75% | 34% | -43% |
| Self Help |  | 15 | 5% | N/A | 21% | N/A |

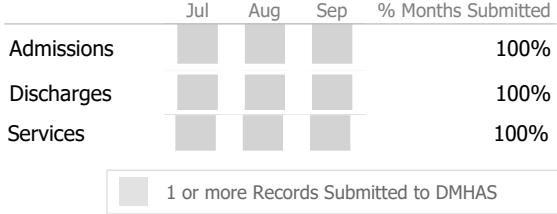
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |  | 296 | 99% | 90% | 88% | 9% |

Service Engagement

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days |  | 16 | 50% | 75% | 75% | -25% |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual |  Goal Met  Below Goal

* State Avg based on 76 Active Standard Outpatient Programs