

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	137	117	17%	▲
	Admits	28	13	115%	▲
	Discharges	25	24	4%	
	Service Hours	935	710	32%	▲

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

## Consumer Satisfaction Survey

(Based on 75 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		93%	80%	92%
● 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	#	%
<b>Mental Health</b>			
	Community Support	120	87.6%
<b>Addiction</b>			
	Outpatient	17	12.4%

Age	#	%	State Avg
18-25	14	10%	9%
26-34	23	17%	18%
35-44	22	16%	25%
45-54	31	23%	18%
55-64	31	23%	19%
65+	16	12%	11%

## Gender

Gender	#	%	State Avg
Female	89	65%	41%
Male	48	35%	58%
Transgender/Other			0%

## Client Demographics

Ethnicity	#	%	State Avg
Non-Hispanic	86	63%	64%
Hisp-Puerto Rican	42	31%	10%
Hispanic-Other	6	4%	12%
Unknown	3	2%	13%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

## Race

Race	#	%	State Avg
White/Caucasian	57	42%	59%
Black/African American	45	33%	17%
Other	32	23%	12%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Unknown	1	1%	8%
Am. Indian/Native Alaskan			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	17	9	89% ▲
Admits	8	-	
Discharges	1	4	-75% ▼
Service Hours	55	27	106% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	98%	47%
On-Time Periodic		
6 Month Updates	100%	7%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	54%	-50% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		17	100%	75%	37%	25% ▲
Social Support		13	76%	N/A	28%	N/A
✓ Employed		11	65%	50%	20%	15% ▲
✓ Stable Living Situation		17	100%	95%	36%	5% ▲
● Abstinence/Reduced Drug Use		7	41%	55%	19%	-14% ▼
● Self Help		1	6%	60%	11%	-54% ▼
● Improved/Maintained Function Score		2	40%	75%	16%	-35% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	78%	90%	50%	-12% ▼

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Outpatient						
✓ 2 or more Services within 30 days		8	100%	75%	64%	25% ▲

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	120	109	10%	▲
Admits	20	13	54%	▲
Discharges	24	20	20%	▲
Service Hours	880	684	29%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	50%	65%	54%	-15% ▼
<b>Recovery</b>						
✓ Social Support		97	81%	60%	81%	21% ▲
✓ Stable Living Situation		115	96%	80%	90%	16% ▲
✓ Improved/Maintained Function Score		91	98%	65%	58%	33% ▲
● Employed		22	18%	20%	20%	-2%
Self Help		7	6%	N/A	45%	N/A

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		100	100%	90%	99%	10%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active CSP Programs