

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↑	Unique Clients	170	149	15%	▲
↑	Admits	17	12	42%	▲
↓	Discharges	1	4	-75%	▼
↑	Service Hours	282	242	17%	▲

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 81 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	94% 80% 92%	94%	80%	92%
✓ General Satisfaction	91% 80% 92%	91%	80%	92%
✓ Overall	90% 80% 91%	90%	80%	91%
✓ Access	90% 80% 88%	90%	80%	88%
✓ Quality and Appropriateness	89% 80% 93%	89%	80%	93%
✓ Respect	88% 80% 91%	88%	80%	91%
● Outcome	68% 80% 83%	68%	80%	83%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey bar: 0-80% | Medium grey bar: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	171	100.0%

Age	#	%	State Avg
18-25	15	9%	9%
26-34	23	14%	18%
35-44	15	9% ▼	25%
45-54	34	20%	18%
55-64	50	29%	19%
65+	33	19%	11%

Gender	#	%	State Avg
Female	114	67% ▲	41%
Male	53	31% ▼	58%
Transgender/Other	4	2%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	130	76% ▲	64%
Hisp-Puerto Rican	17	10%	10%
Unknown	12	7%	13%
Hispanic-Other	11	6%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican		1%	

Race	#	%	State Avg
White/Caucasian	81	47% ▼	59%
Black/African American	53	31% ▲	17%
Other	22	13%	12%
Am. Indian/Native Alaskan	6	4%	1%
Unknown	5	3%	8%
Asian	4	2%	1%
Multiple Races		1%	
Hawaiian/Other Pacific Islander		0%	

Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	170	149	14%	▲
Admits	17	12	42%	▲
Discharges	1	4	-75%	▼
Service Hours	282	242	17%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	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		0	0%	50%	45%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		150	88%	60%	55%	28% ▲
✓ Stable Living Situation		162	95%	95%	69%	0%
● Employed		45	26%	30%	28%	-4%
Self Help		12	7%	N/A	21%	N/A
● Improved/Maintained Function Score		1	1%	75%	34%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		145	94%	90%	88%	4%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		7	41%	75%	75%	-34% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	33%
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	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%	91%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	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%	61%	-90%

Data Submitted to DMHAS for Month

Jul Aug Sep % 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 13 Active Respite Bed Programs