

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	621	640	-3%
	Admits	32	27	19% ▲
	Discharges	37	62	-40% ▼
	Service Hours	1,313	3,081	-57% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	555	82.0%
	Community Support	122	18.0%

Consumer Satisfaction Survey

(Based on 32 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		88%	80%	91%
● Recovery		76%	80%	79%
● Outcome		74%	80%	83%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	19	3%	10%
26-34	68	11%	20%
35-44	100	16%	24%
45-54	113	18%	18%
55-64	169	27%	19%
65+	152	24% ▲	9%

Gender	#	%	State Avg
Female	337	54% ▲	41%
Male	284	46% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	485	78%	68%
Hispanic-Other	79	13%	9%
Hisp-Puerto Rican	42	7%	11%
Hispanic-Mexican	10	2%	1%
Unknown	5	1% ▼	12%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	409	66%	61%
Black/African American	117	19%	17%
Other	75	12%	13%
Unknown	9	1%	7%
Multiple Races	5	1%	1%
Asian	4	1%	1%
Am. Indian/Native Alaskan	2	0%	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	122	124	-2%
Admits	31	23	35% ▲
Discharges	29	33	-12% ▼
Service Hours	1,305	1,389	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	53%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	34%	65%	55%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		115	94%	60%	79%	34% ▲
Stable Living Situation		119	98%	80%	88%	18% ▲
Employed		26	21%	20%	15%	1%
Improved/Maintained Function Score		6	5%	65%	30%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		94	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	555	587	-5%
Admits	1	4	-75% ▼
Discharges	8	29	-72% ▼
Service Hours	8	1,692	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	13%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	44%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		393	71%	60%	60%	11% ▲
Employed		86	15%	30%	25%	-15% ▼
Stable Living Situation		413	74%	95%	73%	-21% ▼
Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

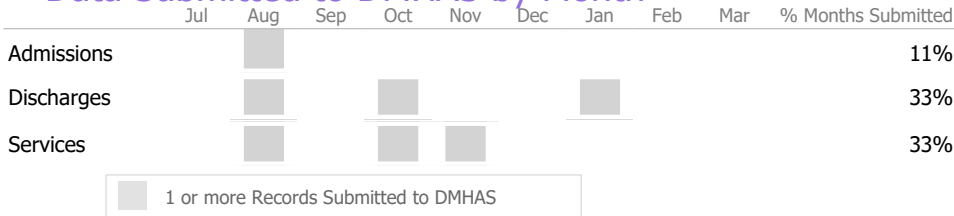
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	1%	90%	82%	-89% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	78%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.