

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	238	294	-19% ▼
	Admits	98	134	-27% ▼
	Discharges	117	152	-23% ▼
	Service Hours	792	910	-13% ▼
	Bed Days	1,959	1,420	38% ▲

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

### Consumer Satisfaction Survey

(Based on 49 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Respect		90%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
● Access		70%	80%	88%
● Outcome		67%	80%	83%
● Recovery		60%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	150	63.0%
	Crisis Services	88	37.0%

### Client Demographics

Age	#	%	State Avg
18-25	19	8%	10%
26-34	40	17%	21%
35-44	46	19%	24%
45-54	55	23%	18%
55-64	60	25%	18%
65+	18	8%	9%

Gender	#	%	State Avg
Female	130	55%	▲ 41%
Male	108	45%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	184	77%	67%
Hisp-Puerto Rican	20	8%	10%
Unknown	17	7%	13%
Hispanic-Other	15	6%	9%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	112	47%	▼ 60%
Black/African American	78	33%	▲ 18%
Other	30	13%	12%
Unknown	8	3%	7%
Asian	4	2%	1%
Am. Indian/Native Alaskan	3	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	185	-19% ▼
Admits	8	22	-64% ▼
Discharges	23	43	-47% ▼
Service Hours	792	910	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	52%	57%
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%	40%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		117	78%	60%	66%	18% ▲
Stable Living Situation		141	94%	95%	78%	-1%
Employed		37	25%	30%	28%	-5%
Improved/Maintained Function Score		1	1%	75%	33%	-74% ▼

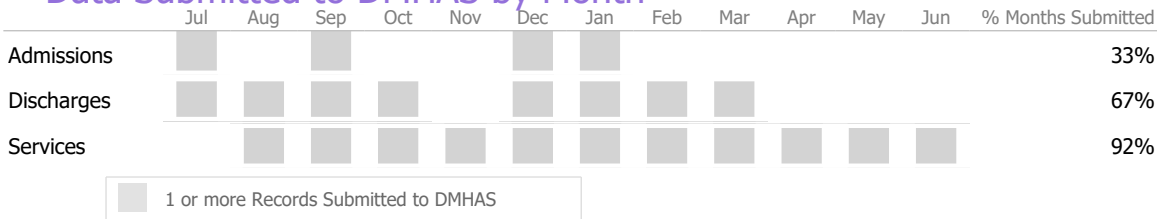
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		124	98%	90%	90%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	13%	75%	74%	-63% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 72 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	110	-20% ▼
Admits	90	112	-20% ▼
Discharges	94	109	-14% ▼
Bed Days	1,959	1,420	38% ▲

### Discharge Outcomes

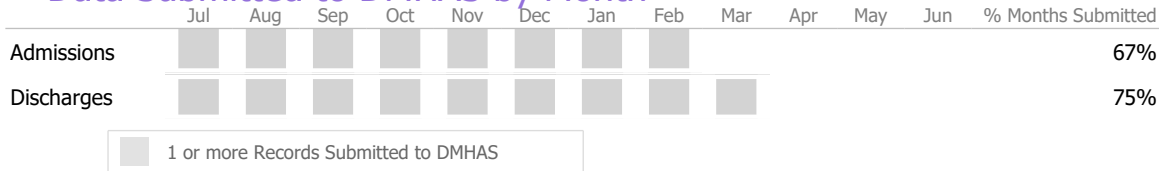
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		79	84%	85%	87%	-1%
Follow-up within 30 Days of Discharge		33	52%	90%	68%	-38% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	52 days	0.1	77%	90%	66%	-13% ▼

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 11 Active Respite Bed Programs

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