

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	140	134	4%
	Admits	41	32	28% ▲
	Discharges	47	43	9%
	Service Hours	1,239	1,335	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Community Support	130	92.9%
	Outpatient	10	7.1%

Consumer Satisfaction Survey

(Based on 71 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		93%	80%	92%
✓ Access		92%	80%	88%
✓ Overall		87%	80%	91%
● Outcome		66%	80%	83%
● Recovery		63%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	9	6%	8%
26-34	28	20%	19%
35-44	26	19%	24%
45-54	32	23%	18%
55-64	36	26%	19%
65+	9	6%	10%

Gender	#	%	State Avg
Female	73	52%	▲ 41%
Male	67	48%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	79	56%	65%
Hisp-Puerto Rican	33	24%	▲ 10%
Hispanic-Other	22	16%	10%
Unknown	6	4%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	50	36%	▼ 60%
Black/African American	46	33%	▲ 17%
Other	39	28%	▲ 12%
Unknown	4	3%	8%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	21	-52% ▼
Admits	1	5	-80% ▼
Discharges	10	10	0%
Service Hours	44	168	-74% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	75%
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On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	10%
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Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	40%	50%	53%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	80%	50%	28%	30% ▲
Self Help		9	90%	60%	15%	30% ▲
Not Arrested		10	100%	75%	53%	25% ▲
Stable Living Situation		10	100%	95%	55%	5%
Abstinence/Reduced Drug Use		6	60%	55%	28%	5%
Improved/Maintained Function Score		7	70%	75%	41%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	37%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	45%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							100%
Services							50%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 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	130	114	14% ▲
Admits	40	27	48% ▲
Discharges	37	33	12% ▲
Service Hours	1,194	1,168	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	100%	80%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	35%	65%	52%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		125	96%	80%	87%	16% ▲
Social Support		93	72%	60%	79%	12% ▲
Improved/Maintained Function Score		97	99%	65%	54%	34% ▲
Employed		24	18%	20%	15%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		93	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
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 35 Active CSP Programs

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