

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	99	113	-12% ▼
	Admits	1	24	-96% ▼
	Discharges	6	10	-40% ▼
	Service Hours	588	533	10%

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

Consumer Satisfaction Survey

(Based on 68 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access	97% 88%	97%	80%	88%
✓ Respect	97% 91%	97%	80%	91%
✓ General Satisfaction	96% 92%	96%	80%	92%
✓ Overall	96% 91%	96%	80%	91%
✓ Quality and Appropriateness	90% 93%	90%	80%	93%
✓ Outcome	88% 83%	88%	80%	83%
✓ Participation in Treatment	86% 92%	86%	80%	92%
✓ Recovery	80% 79%	80%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		99	100.0%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	3	3%	8%	Male	61	62%	58%
26-34	12	12%	21%	Female	38	38%	42%
35-44	16	16%	22%	Transgender			0%
45-54	22	22%	20%				
55-64	34	34% ▲	20%				
65+	12	12%	9%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	65	66%	69%	Black/African American	50	51%	16%
Hisp-Puerto Rican	26	26%	12% ▲	White/Caucasian	40	40%	63% ▼
Hispanic-Other	7	7%	8%	Other	8	8%	13%
Unknown	1	1%	11%	Unknown	1	1%	5%
Hispanic-Cuban		0%		Am. Indian/Native Alaskan			1%
Hispanic-Mexican		1%		Asian			1%
				Multiple Races			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	19	20	-5%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	238	136	74% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	93%	10%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic 6 Month Updates		100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	-	-	
Discharges	-	-	
Service Hours	214	119	79% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	93%	9%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	99%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	24	-4%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	59	119	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	23	100%	85%	93%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	22	96%	90%	96%	6%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■	■	100%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

■ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	1	17	-94% ▼
Discharges	1	2	-50% ▼
Service Hours	65	109	-40% ▼

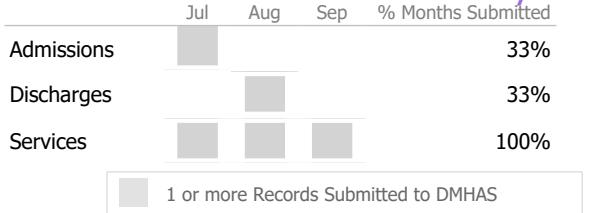
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 30%;"><div style="width: 94%; background-color: #ff9900;"></div></div>	30	94%	85%	93%	9%
Service Utilization						
✓ Clients Receiving Services	<div style="width: 31%;"><div style="width: 100%; background-color: #ff9900;"></div></div>	31	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%; background-color: #ff9900;"></div></div>	100%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 100%;"><div style="width: 90%; background-color: #ff9900;"></div></div>	100% 90%

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	17	-53% ▼
Admits	-	5	-100% ▼
Discharges	3	7	-57% ▼
Service Hours	12	50	-77% ▼

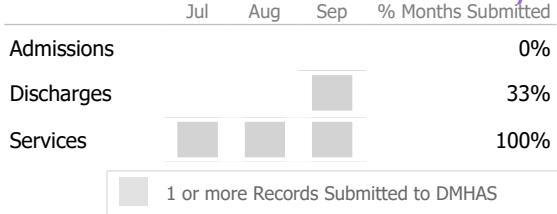
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	75%	85%	88%	-10%
Clients Receiving Services		4	80%	90%	92%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic 6 Month Updates		100%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs