

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	119	134	-11% ▼
↘	Admits	31	50	-38% ▼
↗	Discharges	16	35	-54% ▼
↙	Service Hours	64	34	91% ▲
↙	Bed Days	15,320	12,968	18% ▲

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

## Consumer Satisfaction Survey

(Based on 18 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	94%   80%	94%	80%	91%
✓ Outcome	93%   80%	93%	80%	83%
✓ Access	89%   80%	89%	80%	88%
✓ Recovery	88%   80%	88%	80%	79%
✓ Respect	87%   80%	87%	80%	91%
✓ Quality and Appropriateness	82%   80%	82%	80%	93%
✓ Participation in Treatment	82%   80%	82%	80%	92%
● General Satisfaction	67%   80%	67%	80%	92%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Mental Health

Case Management	72	56.7%
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## Addiction

Residential Services	55	43.3%
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## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	6%	8%	Male	71	60%	58%
26-34	17	14%	21%	Female	48	40%	42%
35-44	26	22%	22%	Transgender			0%
45-54	26	22%	20%				
55-64	31	26%	20%				
65+	12	10%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	82	69%	69%	White/Caucasian	78	66%	63%
Hispanic-Other	37	31%	▲ 8%	Black/African American	34	29%	▲ 16%
Hispanic-Cuban			0%	Multiple Races	3	3%	1%
Hispanic-Mexican			1%	Other	2	2%	▼ 13%
Hisp-Puerto Rican			▼ 12%	Asian	1	1%	1%
Unknown			▼ 11%	Unknown	1	1%	5%
				Am. Indian/Native Alaskan			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	11	12	-8%
Admits	-	-	
Discharges	-	-	
Service Hours	31	1	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	55%	85%	88%	-30% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		9	82%	90%	92%	-8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	96%
On-Time Periodic 6 Month Updates	73%	87%

## 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 101 Active Supportive Housing – Scattered Site Programs

 1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	-	3	-100% ▼
Discharges	-	-	
Service Hours	33	1	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	55%	85%	93%	-30% ▼

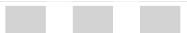
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	73%	90%	96%	-17% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic 6 Month Updates		91%

## 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	22	5%
Admits	7	7	0%
Discharges	3	8	-63% ▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	100%	50%	93%	50% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 45 Active Outreach &amp; Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	66	-17%	▼
Admits	24	33	-27%	▼
Discharges	13	24	-46%	▼
Bed Days	15,320	12,968	18%	▲

## Data Submitted to DMHAS by Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	-	7	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	33	-100% ▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

## Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	0%

1 or more Records Submitted to DMHAS

▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 45 Active Outreach &amp; Engagement Programs