

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	99	102	-3%
	Admits	2	5	-60% ▼
	Discharges	2	5	-60% ▼
	Service Hours	391	391	0%

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

Consumer Satisfaction Survey

(Based on 95 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100% 100%	100%	80%	92%
✓ Overall	100% 100%	100%	80%	91%
✓ General Satisfaction	98% 98%	98%	80%	92%
✓ Quality and Appropriateness	98% 98%	98%	80%	93%
✓ Respect	97% 97%	97%	80%	91%
✓ Access	97% 97%	97%	80%	88%
✓ Recovery	89% 89%	89%	80%	79%
✓ Outcome	88% 88%	88%	80%	83%

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
18-25	1	3%	8%
26-34	3	3%	21%
35-44	13	13%	22%
45-54	29	29%	20%
55-64	40	40%	20%
65+	14	14%	9%

Gender

	#	%	State Avg
Male	65	66%	58%
Female	33	34%	42%
Transgender			0%

Race

	#	%	State Avg
Black/African American	47	47%	16% ▲
White/Caucasian	40	40%	63% ▼
Other	8	8%	13%
Multiple Races	3	3%	1%
Am. Indian/Native Alaskan	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

Ethnicity

	#	%	State Avg
Non-Hispanic	74	75%	69%
Hispanic-Other	21	21%	8% ▲
Hisp-Puerto Rican	4	4%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Unknown		11%	▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	-	-	
Discharges	1	-	
Service Hours	77	57	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	17	100%	85%	88%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	16	100%	90%	92%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%;"><div style="width: 99%; background-color: #f0a000;"></div></div>	99%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		<div style="width: 33%; background-color: #cccccc;"></div>		33%
Services	<div style="width: 33%; background-color: #cccccc;"></div>			33%

▲ > 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	16	16	0%
Admits	-	-	
Discharges	-	-	
Service Hours	78	92	-14% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	88%	15% 

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	92%	10% 

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		95%	96%
On-Time Periodic ✓ 6 Month Updates		100%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

 > 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	18	18	0%
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	70	59	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 17%; background-color: #f0a000; height: 10px;"></div>	17	94%	85%	93%	9%
Service Utilization						
✓ Clients Receiving Services	<div style="width: 18%; background-color: #f0a000; height: 10px;"></div>	18	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%; background-color: #f0a000; height: 10px;"></div>	100%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 100%; background-color: #f0a000; height: 10px;"></div>	100%

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	29	34	-15%	▼
Admits	-	2	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	60	47	28%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	72%	85%	88%	-13% ▼

Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	90%	90%	92% 0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic		
6 Month Updates	76%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	104	136	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	19	95%	85%	88%	10%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	19	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	96%
On-Time Periodic		
6 Month Updates	76%	87%

Data Submitted to DMHAS by Month



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