

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	288	307	-6%
	Admits	16	70	-77% ▼
	Discharges	57	52	10%
	Service Hours	906	1,120	-19% ▼
	Bed Days	945	1,191	-21% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		83%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		174	58.6%
Case Management		100	33.7%
Residential Services		12	4.0%
Recovery Support		11	3.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	44	15%	8%	Male	174	61%	58%
26-34	46	16%	21%	Female	112	39%	42%
35-44	68	24%	22%	Transgender			0%
45-54	56	19%	20%				
55-64	66	23%	20%				
65+	8	3%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	248	86%	69%	Black/African American	158	55%	16%
Hisp-Puerto Rican	21	7%	12%	White/Caucasian	86	30%	63%
Hispanic-Other	15	5%	8%	Other	33	11%	13%
Hispanic-Mexican	2	1%	1%	Am. Indian/Native Alaskan	4	1%	1%
Hispanic-Cuban	1	0%	0%	Asian	4	1%	1%
Unknown	1	0%	11%	Hawaiian/Other Pacific Islander	2	1%	0%
				Multiple Races	1	0%	1%
				Unknown			5%

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	-	28	-100%	▼

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	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

 > 10% Over  < 10% Under

Discharges 0%

 Actual  Goal  Goal Met  Below Goal 1 or more Records Submitted to DMHAS

* State Avg based on 5 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	3	4	-25%	▼
Discharges	-	1	-100%	▼
Bed Days	650	663	-2%	

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	74%
✓ On-Time Periodic 6 Month Updates	100%	87%
✓ Co-occurring MH Screen Complete	100%	82%
✓ SA Screen Complete	100%	67%
✓ Diagnosis Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	84%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	75%	60%	84%	15% ▲
✓ Stable Living Situation		8	100%	95%	92%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	58%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	208 days	1.3	71%	90%	101%	-19% ▼



Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under



* State Avg based on 79 Active Supervised Apartments Programs

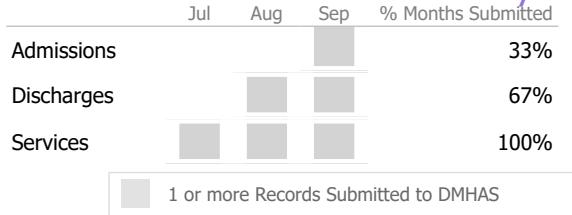
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% ▼
Admits	3	6	-50% ▼
Discharges	3	3	0%
Service Hours	97	100	-3%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days	 	1	33%	50%	93%	-17% ▼

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under

 Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	7	-43% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Bed Days	295	528	-44% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support						
✓ Stable Living Situation						
● Employed						
● Improved/Maintained Axis V GAF Score						

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate								

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	74%
✓ On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	82%
✓ SA Screen Complete	100%	67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions

0%

Discharges

33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

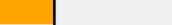
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	27	-37%	▼
Admits	1	6	-83%	▼
Discharges	1	8	-88%	▼
Service Hours	41	77	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	35%	35%	44%	0%

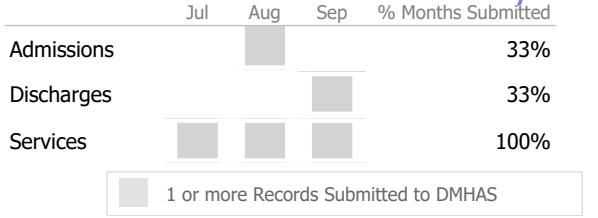
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	87%	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



▲ > 10% Over ▼ < 10% Under

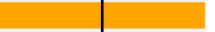
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

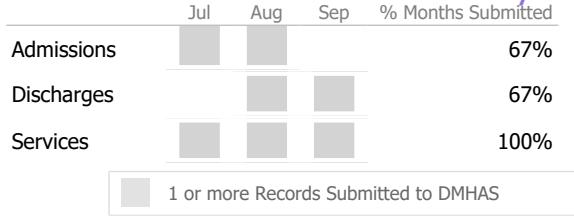
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	88	-7%
Admits	2	20	-90% ▼
Discharges	33	12	175% ▲
Service Hours	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	2	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	89	-6%
Admits	3	18	-83% ▼
Discharges	9	10	-10%
Service Hours	547	522	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		35	41%	35%	44%	6%
✓ Clients Receiving Services		75	99%	90%	87%	9%

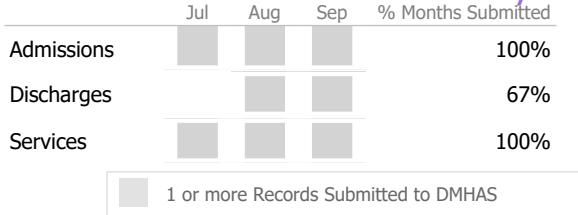
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic		87%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	99%	90%	87%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	63	-8%
Admits	3	13	-77% ▼
Discharges	9	9	0%
Service Hours	161	312	-48% ▼

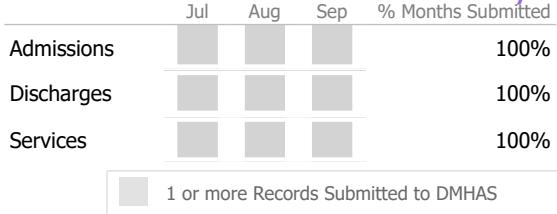
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	41%	35%	44%	6%
✓ Clients Receiving Services		50	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic		87%
✓ 6 Month Updates		100%
✓ 6 Month Updates		91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

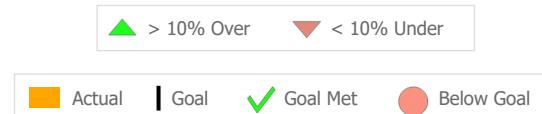
* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

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



* State Avg based on 5 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

▲ > 10% Over ▼ < 10% Under

Discharges 0%

■ Actual | Goal ✓ Goal Met ● Below Goal

 1 or more Records Submitted to DMHAS

* State Avg based on 5 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	1	-	
Discharges	1	5	-80% ▼
Service Hours	60	82	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	33%	35%	44%	-2%

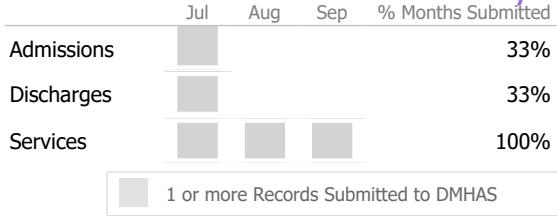
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		13	93%	90%	87%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	92%	91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs