

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	184	222	-17% ▼
↙	Admits	26	39	-33% ▼
↗	Discharges	26	36	-28% ▼
↙	Service Hours	431	571	-25% ▼
↗	Bed Days	3,108	3,940	-21% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	96% 80%	96%	80%	92%
✓ Overall	95% 80%	95%	80%	91%
✓ Respect	94% 80%	94%	80%	91%
✓ Quality and Appropriateness	94% 80%	94%	80%	93%
✓ Participation in Treatment	93% 80%	93%	80%	92%
✓ Access	90% 80%	90%	80%	88%
✓ Outcome	87% 80%	87%	80%	83%
✓ Recovery	84% 80%	84%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	118	63.4%
	Crisis Services	14	7.5%
	Residential Services	9	4.8%
Addiction			
	Residential Services	28	15.1%
	Case Management	17	9.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2	1%	8%	Male	94	51%	58%
26-34	21	11%	21%	Female	89	49%	42%
35-44	39	21%	22%	Transgender			0%
45-54	47	26%	20%	Race			
55-64	54	30%	20%	Black/African American	113	61%	16%
65+	20	11%	9%	White/Caucasian	53	29%	63%
Ethnicity				Other	11	6%	13%
Non-Hispanic	150	82%	▲ 69%	Unknown	3	2%	5%
Hisp-Puerto Rican	21	11%	12%	Hawaiian/Other Pacific Islander	2	1%	0%
Hispanic-Other	12	7%	8%	Asian	1	1%	1%
Unknown	1	1%	11%	Multiple Races	1	1%	1%
Hispanic-Cuban		0%		Am. Indian/Native Alaskan			1%
Hispanic-Mexican		1%					

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	1	-	
Service Hours	53	76	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	88%	8%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	92%	3%

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



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	19	-26% ▼
Admits	8	11	-27% ▼
Discharges	5	11	-55% ▼
Bed Days	858	790	9%

Discharge Outcomes

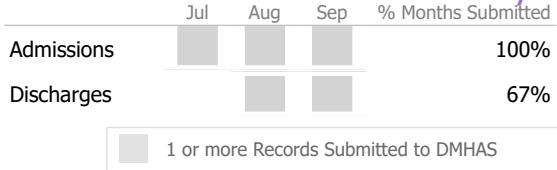
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	No Re-admit within 30 Days of Discharge		4	80%	85%	90%	-5%
	Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		Actual	Goal	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	10	200 days	0.7	93%	90%	108%	3%

< 90% 90-110% >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	41	38	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	88%	15% 

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
✓ 6 Month Updates		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 101 Active Supportive Housing – Scattered Site Programs

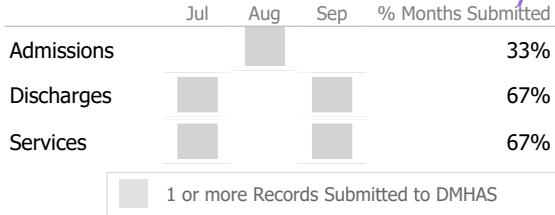
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	32	38%	▲
Admits	1	7	-86%	▼
Discharges	3	-		
Service Hours	102	129	-21%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		1	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	5	9	-44% ▼
Admits	1	1	0%
Discharges	-	2	-100% ▼
Bed Days	430	715	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	75%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	85%	0%	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%	NaN	N/A

Recovery

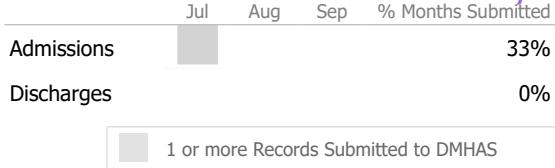
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		4	80%	60%	79%	20% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		9	536 days	1.8	52%	90%	80%	-38% ▼

█ < 90%
 █ 90-110%
 █ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

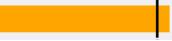
█ Actual
 █ Goal
 █ Goal Met
 █ Below Goal

* State Avg based on 3 Active AIDS Residential Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	1	-	
Discharges	1	-	
Service Hours	81	80	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	91%	85%	88%	6%

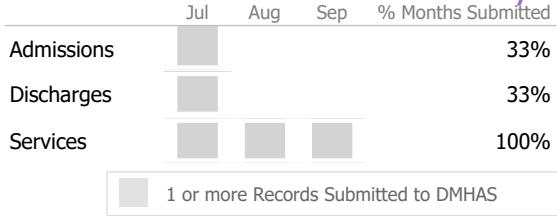
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	91%	90%	92%	1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	19	-11%	▼
Admits	-	3	-100%	▼
Discharges	1	-		
Service Hours	63	93	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	88%	3%

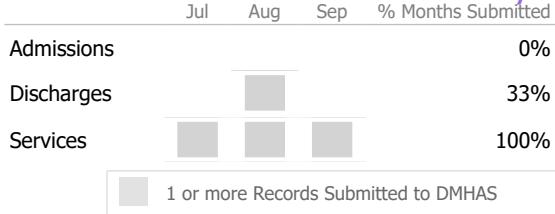
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	88%	90%	92%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
✓ 6 Month Updates		88%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	29	54	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	9	100%	85%	88%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	8	89%	90%	92%	-1%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	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	■	■	■	100%

■ 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	23	32	-28%	▼
Admits	13	16	-19%	▼
Discharges	13	18	-28%	▼
Bed Days	1,062	1,551	-32%	▼

Discharge Outcomes

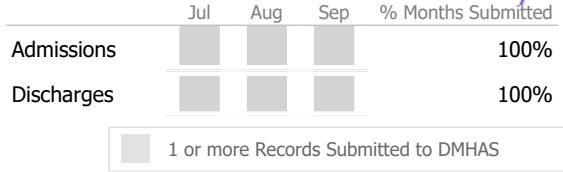
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	92%	85%	83%	7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		22	98 days	1.0	52%	90%	57%	-38% 

 < 90%  90-110%  >110%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 12 Active Recovery House Programs

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 4 Active Shelter Programs

Program Activity

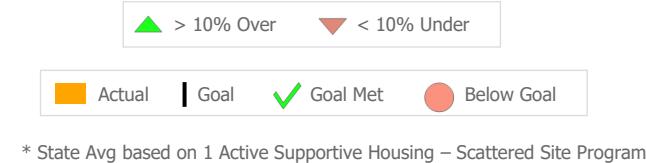
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	44	-61% ▼
Admits	1	-	
Discharges	2	3	-33% ▼
Service Hours	63	102	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	100%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	100%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	1	-	
Discharges	-	2	-100% ▼
Bed Days	758	884	-14% ▼

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	0%	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
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		9	100%	60%	84%	40% ▲
✓ Stable Living Situation		9	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		12	678 days	1.3	69%	90%	101%	-21% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

* State Avg based on 79 Active Supervised Apartments Programs