

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	127	137	-7%
	Admits	9	33	-73% ▼
	Discharges	5	11	-55% ▼
	Service Hours	220	419	-48% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	98% 100%	98%	80%	91%
✓ General Satisfaction	94% 100%	94%	80%	92%
✓ Outcome	94% 100%	94%	80%	83%
✓ Access	92% 100%	92%	80%	88%
✓ Quality and Appropriateness	92% 100%	92%	80%	93%
✓ Respect	92% 100%	92%	80%	91%
✓ Recovery	90% 100%	90%	80%	79%
✓ Participation in Treatment	88% 100%	88%	80%	92%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		127	100.0%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	5	4%	8%	Female	97	76%	▲ 42%
26-34	24	19%	21%	Male	30	24%	▼ 58%
35-44	29	23%	22%	Transgender			0%
45-54	33	26%	20%	Race	#	%	State Avg
55-64	32	25%	20%	Black/African American	59	46%	▲ 16%
65+	4	3%	9%	White/Caucasian	58	46%	▼ 63%
Ethnicity	#	%	State Avg	Am. Indian/Native Alaskan	4	3%	1%
Non-Hispanic	92	72%	69%	Other	3	2%	▼ 13%
Hispanic-Other	35	28%	▲ 8%	Asian	2	2%	1%
Hispanic-Cuban			0%	Multiple Races	1	1%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander			0%
Hisp-Puerto Rican			▼ 12%	Unknown			5%
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	6	183%	▲
Admits	1	6	-83%	▼
Discharges	-	-		
Service Hours	39	4		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		12	71%	85%	88%	-14%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		15	88%	90%	92%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	54%	87%

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	13	13	0%
Admits	2	1	100% ▲
Discharges	1	1	0%
Service Hours	27	79	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 120px; height: 10px; background-color: orange; display: inline-block;"></div>	12	92%	85%	88%	7%

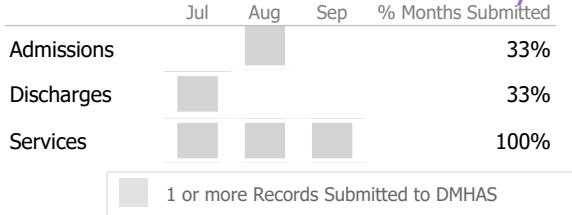
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 110px; height: 10px; background-color: orange; display: inline-block;"></div>	11	92%	90%	92%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 97px; height: 10px; background-color: orange; display: inline-block;"></div>	97%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 100px; height: 10px; background-color: orange; display: inline-block;"></div>	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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	88%	-85% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	92%	N/A 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic		
6 Month Updates	N/A	87%

Data Submitted to DMHAS by Month

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

 > 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	5	6	-17% 
Admits	-	-	
Discharges	-	-	
Service Hours	5	6	-18% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	93%	15% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	80%	90%	96%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		80%
On-Time Periodic		
✓ 6 Month Updates		100%

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	16	20	-20%	▼
Admits	-	3	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	25	45	-44%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	93%	15% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	69%	90%	96%	-21% 

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				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

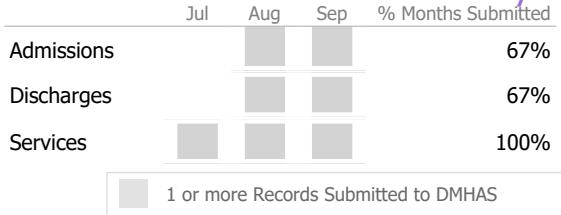
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	39	-18%	▼
Admits	5	13	-62%	▼
Discharges	3	7	-57%	▼
Service Hours	21	146	-86%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		4	80%	50%	93%	30% 

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	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	6	6	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	93%	15% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	96%	10% 

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		93%	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%

 > 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	34	-6%
Admits	-	2	-100% ▼
Discharges	1	1	0%
Service Hours	42	68	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	32	100%	85%	88%	15%	▲

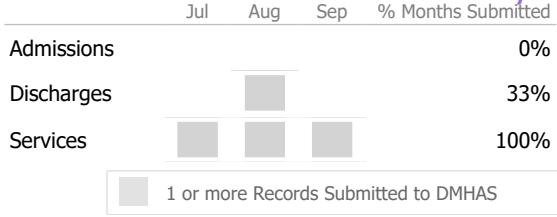
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	23	74%	90%	92%	-16%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%
On-Time Periodic ✓ 6 Month Updates	100%	87%

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	25	21	19%	▲
Admits	1	8	-88%	▼
Discharges	-	-		
Service Hours	54	65	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	84%	85%	88%	-1%

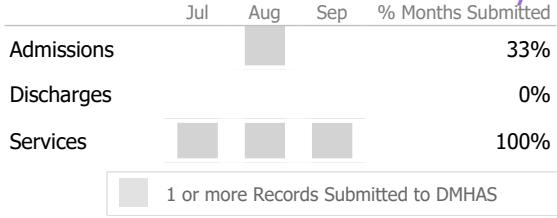
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		24	96%	90%	92%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic		
6 Month Updates	82%	87%

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	88%	-85% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	92%	N/A 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic 6 Month Updates	N/A	87%

Data Submitted to DMHAS by Month

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

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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