

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	646	701	-8%
	Admits	102	175	-42% ▼
	Discharges	97	178	-46% ▼
	Service Hours	2,963	5,093	-42% ▼
	Bed Days	6,480	6,903	-6%
	S.Rehab/PHP/IOP	694	2,776	-75% ▼

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

### Consumer Satisfaction Survey

(Based on 144 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		88%	80%	91%
✓ Access		83%	80%	88%
● Outcome		75%	80%	83%
● Recovery		69%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Community Support	247	26.5%
	Social Rehabilitation	212	22.7%
	Case Management	142	15.2%
	Employment Services	111	11.9%
	Residential Services	82	8.8%
	Housing Services	69	7.4%
	Education Support	33	3.5%
	Recovery Support	33	3.5%
	<b>Forensic MH</b>	Case Management	3

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	44	7%	8%	Male	344	53%	58%
26-34	84	13%	21%	Female	301	47%	42%
35-44	114	18%	22%	Transgender			0%
45-54	156	24%	20%				
55-64	198	31% ▲	20%				
65+	50	8%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	520	80% ▲	69%	White/Caucasian	483	75% ▲	63%
Unknown	72	11%	11%	Black/African American	83	13%	16%
Hisp-Puerto Rican	37	6%	12%	Other	30	5%	13%
Hispanic-Other	15	2%	8%	Multiple Races	22	3%	1%
Hispanic-Cuban	1	0%	0%	Unknown	13	2%	5%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	11	2%	1%
				Asian	3	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

### 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

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

### Data Submission Quality

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

### Data Submitted to DMHAS by Month

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

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	7	8	-13% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	644	615	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	74%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	67%
Diagnosis	Actual	State Avg
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
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	86%	60%	84%	26% ▲
✓ Stable Living Situation		7	100%	95%	92%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		4	57%	95%	58%	-38% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	480 days	1.0	100%	90%	101%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

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	9	9	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Bed Days	828	743	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	74%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	67%
Diagnosis	Actual	State Avg
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
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		8	89%	60%	84%	29% ▲
✓ Stable Living Situation		9	100%	95%	92%	5%
○ Improved/Maintained Axis V GAF Score		8	89%	95%	58%	-6%
○ Employed		1	11%	25%	8%	-14% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,075 days	0.6	180%	90%	101%	90% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS (grey box)

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	111	0%
Admits	14	14	0%
Discharges	15	17	-12% ▼
Service Hours	281	496	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		33	30%	35%	44%	-5%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	77%	90%	87%	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		87%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

> 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	17	21	-19% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Bed Days	1,504	1,736	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	74%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	67%
Diagnosis	Actual	State Avg
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		0	0%	60%	84%	-60% ▼
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		15	88%	60%	84%	28% ▲
Stable Living Situation		17	100%	95%	92%	5%
Improved/Maintained Axis V GAF Score		14	100%	95%	58%	5%
Employed		0	0%	25%	8%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	1,504 days	1.2	82%	90%	101%	-8%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	247	269	-8%
Admits	4	37	-89% ▼
Discharges	15	34	-56% ▼
Service Hours	1,412	2,487	-43% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	80%
On-Time Periodic		
6 Month Updates	97%	85%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	60%	65%	61%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		219	89%	60%	81%	29% ▲
Improved/Maintained Axis V GAF Score		203	89%	65%	56%	24% ▲
Stable Living Situation		238	96%	80%	89%	16% ▲
Employed		35	14%	20%	13%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		218	94%	90%	94%	4%

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	80%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	85%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	54%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	50%	75%	52%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	642 days	1.0	100%	90%	97%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 29 Active MH Intensive Res. Rehabilitation Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	56	161	-65% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	88%	5%

### Service Utilization

	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		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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

\* State Avg based on 101 Active Supportive Housing – Scattered Site 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%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 4 Active Housing Coordination Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	42	64% ▲
Admits	24	15	60% ▲
Discharges	20	11	82% ▲
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services				0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under



■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 4 Active Housing Coordination Programs

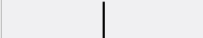
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	112	70	60% ▲




### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 99%
On-Time Periodic	Actual	State Avg
6 Month Updates		100% 95%


### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	75%	N/A



### Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	84%	40% ▲
✓ Stable Living Situation		1	100%	85%	98%	15% ▲
● Employed		0	0%	25%	11%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	98%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%



▲ > 10% Over    ▼ < 10% Under



\* State Avg based on 25 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	6	-33% ▼
Admits	-	4	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	387	304	27% ▲
Bed Days	368	317	16% ▲

### Data Submission Quality

Data Entry	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	N/A	82%
SA Screen Complete	N/A	67%
Diagnosis	Actual	State Avg
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
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		4	100%	60%	84%	40% ▲
✓ Improved/Maintained Axis V GAF Score		4	100%	95%	58%	5%
✓ Stable Living Situation		4	100%	95%	92%	5%
● Employed		0	0%	25%	8%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	572 days	1.5	67%	90%	101%	-23% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

Legend: ■ 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	2	-	
Discharges	1	1	0%
Bed Days	421	464	-9%

### Data Submission Quality

Data Entry	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%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	84%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	76%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	84%	40% ▲
Stable Living Situation		6	100%	95%	92%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		2	100%	95%	58%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	189 days	1.0	76%	90%	101%	-14% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	2	-	
Discharges	1	-	
Bed Days	393	460	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	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%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	84%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	76%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	84%	40% ▲
Stable Living Situation		6	100%	95%	92%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		3	75%	95%	58%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	605 days	0.8	85%	90%	101%	-5%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

Legend: 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	3	-	
Discharges	1	1	0%
Service Hours	94	293	-68% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	93%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		90%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 66 Active Supportive Housing – Development Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	2	-	
Discharges	3	1	200% ▲
Service Hours	252	501	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		29	83%	85%	88%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	92%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

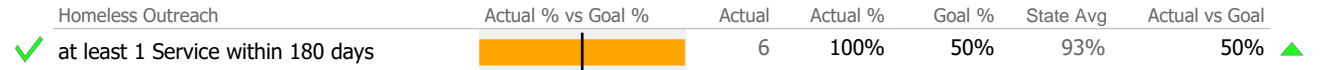
Actual    | Goal    ✓ Goal Met    ● Below Goal

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

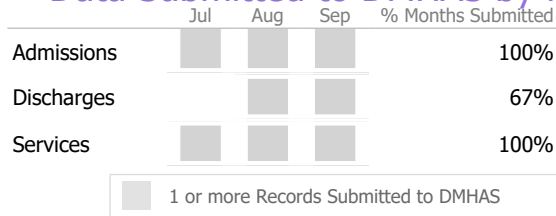
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	65	-48% ▼
Admits	6	31	-81% ▼
Discharges	13	17	-24% ▼
Service Hours	62	215	-71% ▼

### Service Engagement



### Data Submitted to DMHAS by Month

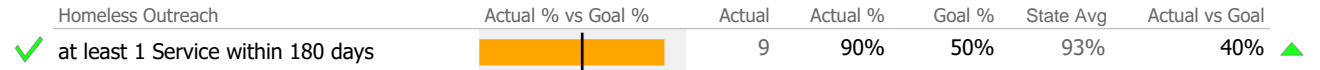


\* State Avg based on 45 Active Outreach & Engagement Programs

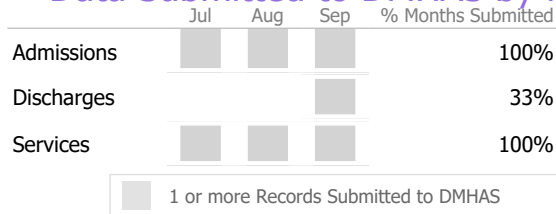
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	63	-62% ▼
Admits	10	8	25% ▲
Discharges	7	19	-63% ▼
Service Hours	43	74	-42% ▼

### Service Engagement



### Data Submitted to DMHAS by Month

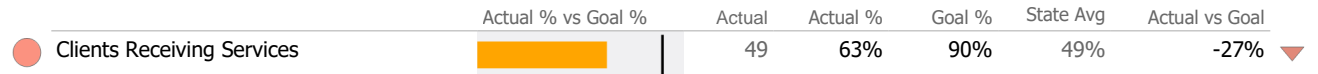


\* State Avg based on 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	75	8%
Admits	17	9	89% ▲
Discharges	4	8	-50% ▼
Service Hours	6	3	115% ▲
Social Rehab/PHP/IOP Days	571	586	-3%

### Service Utilization



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	3	33% ▲
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	19	30	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	93%	15% ▲

### Service Utilization

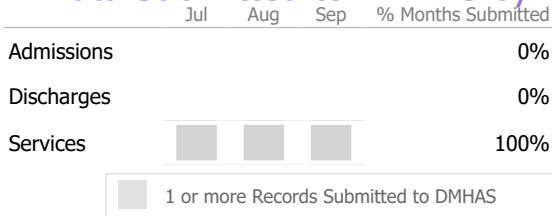
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		90%

### Data Submitted to DMHAS by Month



\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	2	-	
Discharges	2	2	0%
Service Hours	51	152	-66% ▼

### 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

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	92%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
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	3	4	-25% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	3	60	-95% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 100%
On-Time Periodic	Actual	State Avg
6 Month Updates		67% 91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	0%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		3	100%	60%	75%	40% ▲
✓ Social Support		3	100%	60%	71%	40% ▲
✓ Stable Living Situation		3	100%	80%	92%	20% ▲
● Employed		0	0%	20%	4%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	67%	90%	96%	-23% ▼

### 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

\* State Avg based on 3 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	17	-59% ▼
Admits	3	10	-70% ▼
Discharges	3	15	-80% ▼
Service Hours	18	43	-58% ▼
Bed Days	344	412	-17% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	95%	80%	-28% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		1	50%	90%	88%	-40% ▼

### Recovery

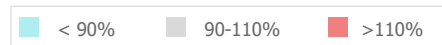
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	118 days	0.6	93%	90%	60%	3%



\* State Avg based on 6 Active Transitional Programs

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	42	-21% ▼
Admits	3	13	-77% ▼
Discharges	4	8	-50% ▼
Service Hours	21	199	-89% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		13	39%	35%	69%	4%

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		10	34%	90%	83%	-56% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		88%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

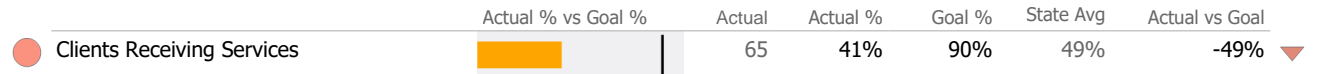
Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 5 Active Education Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	178	-10% ▼
Admits	6	22	-73% ▼
Discharges	3	21	-86% ▼
Service Hours	146	6	
Social Rehab/PHP/IOP Days	123	2,190	-94% ▼

### Service Utilization



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■		67%
Discharges		■	■	67%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	2	5	-60% ▼
Discharges	3	4	-25% ▼
Bed Days	1,020	1,166	-13% ▼

### Data Submission Quality

Data Entry	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%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	60%	84%	7%
Follow-up within 30 Days of Discharge		0	0%	90%	76%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	93%	60%	84%	33% ▲
Stable Living Situation		14	100%	95%	92%	5%
Employed		4	29%	25%	8%	4%
Improved/Maintained Axis V GAF Score		9	90%	95%	58%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	334 days	1.0	79%	90%	101%	-11% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	52	-37% ▼
Admits	-	3	-100% ▼
Discharges	-	9	-100% ▼

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 2 Active Transportation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	2	-	
Discharges	1	1	0%
Bed Days	406	438	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	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		1	100%	60%	84%	40% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	76%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	84%	23% ▲
Stable Living Situation		6	100%	95%	92%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		1	33%	95%	58%	-62% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	376 days	0.8	88%	90%	101%	-2%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

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