

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	47	51	-8%
	Admits	1	2	-50% ▼
	Discharges	1	2	-50% ▼
	Service Hours	729	1,028	-29% ▼

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

## Consumer Satisfaction Survey

(Based on 30 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100%   100%	100%	80%	93%
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ General Satisfaction	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ Respect	100%   100%	100%	80%	91%
✓ Access	97%   100%	97%	80%	88%
✓ Outcome	87%   100%	87%	80%	83%
✓ Recovery	86%   100%	86%	80%	79%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Case Management		47	100.0%

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

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25			8%	Male	37	79%	▲ 58%
26-34	5	11%	21%	Female	10	21%	▼ 42%
35-44	2	4%	▼ 22%	Transgender			0%
45-54	7	15%	20%				
55-64	22	47%	▲ 20%				
65+	11	23%	▲ 9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	45	96%	▲ 69%	White/Caucasian	35	74%	▲ 63%
Hisp-Puerto Rican	2	4%	12%	Black/African American	12	26%	16%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%	Asian			1%
Hispanic-Other			8%	Multiple Races			1%
Unknown		▼ 11%		Hawaiian/Other Pacific Islander			0%
				Other		▼ 13%	
				Unknown		5%	

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	22	-9%
Admits	-	2	-100% <span style="color: red;">▼</span>
Discharges	-	1	-100% <span style="color: red;">▼</span>
Service Hours	294	436	-32% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 20%;"> </span>	20	100%	85%	93%	15% <span style="color: green;">▲</span>

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 20%;"> </span>	20	100%	90%	96%	10%

## Data Submission Quality

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

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<span style="width: 33%;"> </span>	<span style="width: 33%;"> </span>	<span style="width: 33%;"> </span>	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	27	29	-7%
Admits	1	-	
Discharges	1	1	0%
Service Hours	435	592	-27% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	25	93%	85%	88%	8%	

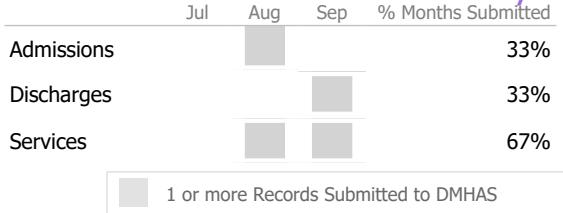
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	27	100%	90%	92%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	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