

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	490	517	-5%
	Admits	173	301	-43%
	Discharges	132	298	-56%
	Service Hours	1,861	2,621	-29%
	Bed Days	15,683	8,223	91%

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

## Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Respect		95%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Access		93%	80%	88%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
● Outcome		78%	80%	83%
● Recovery		72%	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>			
	Case Management	427	76.7%
<b>Addiction</b>			
	Residential Services	130	23.3%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		341	70%	58%
18-25	5	1%	9%		147	30%	42%
26-34	56	11%	21%				0%
35-44	102	21%	22%				
45-54	149	31%	19%				
55-64	141	29%	20%				
65+	34	7%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
	White/Caucasian	Black/African American	Other		199	41%	17%
Non-Hispanic	407	83%	70%	White/Caucasian	242	49%	62%
Hispanic-Other	83	17%	8%	Black/African American	31	6%	13%
Hispanic-Cuban			0%	Other	11	2%	1%
Hispanic-Mexican			0%	Multiple Races	3	1%	0%
Hisp-Puerto Rican			12%	Hawaiian/Other Pacific Islander	2	0%	6%
Unknown			10%	Unknown	1	0%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Asian	1	0%	1%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	13	▼
Admits	-	-	
Discharges	-	13	-100% ▼
Service Hours	-	9	-100% ▼

## Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions	0%
Discharges	0%

▲ &gt; 10% Over ▼ &lt; 10% Under



\* State Avg based on 0 Active Outreach &amp; Engagement Programs

 1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	-	2	-100% ▼
Discharges	2	2	0%
Service Hours	91	98	-7%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	13	100%	85%	94%	15%	▲

## Service Utilization

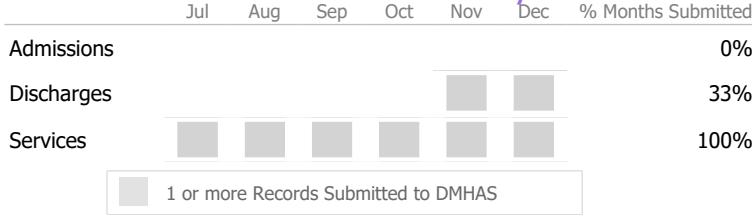
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	11	100%	90%	97%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	5	102	-95% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	92%	85%	94%	7%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	97%	2%

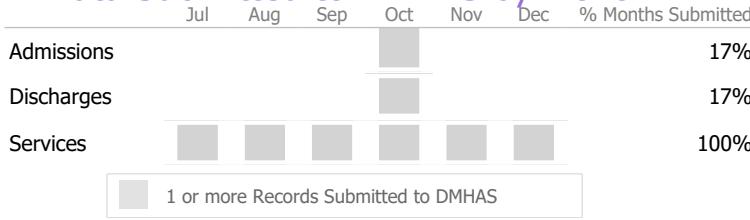
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 94%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	 100%	89%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	1	0%
Discharges	1	5	-80% ▼
Service Hours	29	41	-30% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	78% (Below Goal)	7	78%	85%	90%	-7%

## Service Utilization

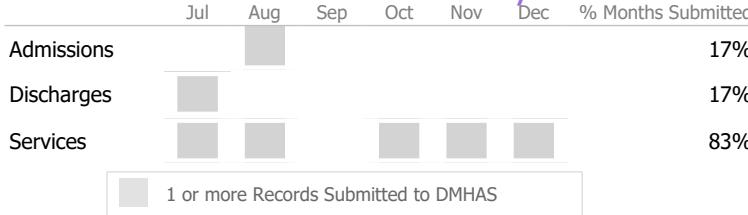
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100% (Goal Met)	100% (Goal Met)	8	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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	48	45	7%
Admits	3	1	200% <span style="color: green;">▲</span>
Discharges	10	1	900% <span style="color: green;">▲</span>
Service Hours	274	389	-30% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 44%;">44%</div>	44	92%	85%	90%	7%

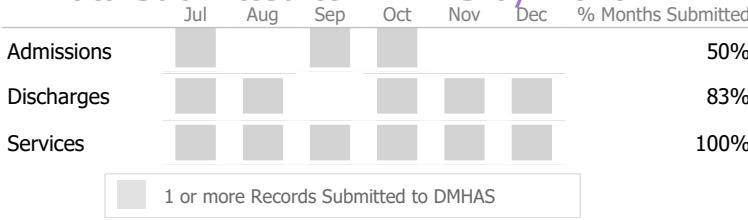
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 37%;">37%</div>	37	97%	90%	95%	7%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 97%;">97%</div>	96%
✓ On-Time Periodic 6 Month Updates	<div style="width: 94%;">94%</div>	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	25	23	9%
Admits	3	-	
Discharges	2	1	100% <span style="color: green;">▲</span>
Service Hours	177	257	-31% <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="color: orange;">█</span>	20	80%	85%	90%	-5%

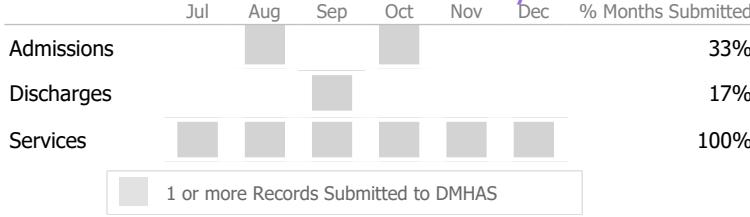
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="color: orange;">█</span>	23	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<span style="color: orange;">█</span>	95% <span style="color: green;">✓</span>
On-Time Periodic 6 Month Updates	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>

## 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	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	95	65	45% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 100%;">100%</span>	9	100%	85%	94%	15% <span style="color: green;">▲</span>

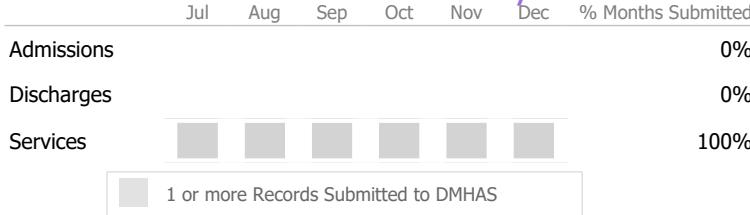
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 100%;">100%</span>	9	100%	90%	97%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<span style="width: 97%;">97%</span>	98%
On-Time Periodic ✓ 6 Month Updates	<span style="width: 100%;">100%</span>	89%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

█ Actual   █ Goal   █ Goal Met   █ Below Goal

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

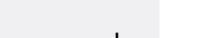
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	24	-46%	▼
Admits	6	16	-63%	▼
Discharges	7	15	-53%	▼
Service Hours	73	188	-61%	▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	50%	76%	-36% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	100%	60%	71%	40% ▲
Employed		0	0%	20%	10%	-20% ▼
Stable Living Situation		3	23%	80%	80%	-57% ▼

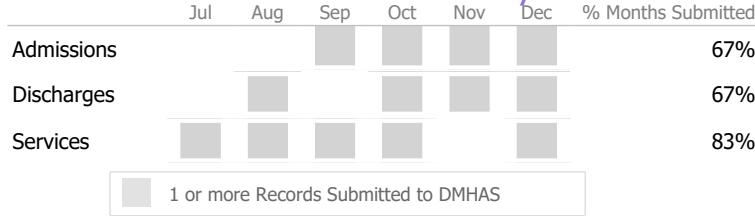
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	68%	10%

## Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		99%	95%
On-Time Periodic	Actual	State Avg	
6 Month Updates		100%	56%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under



\* State Avg based on 23 Active Standard Case Management Programs

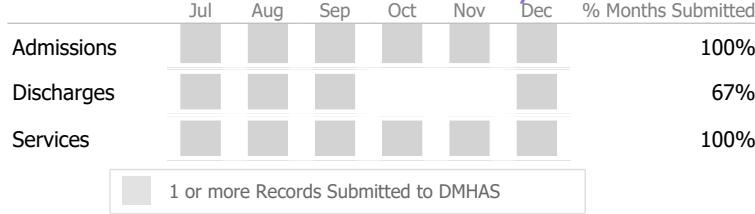
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	45	51% <span style="color: green;">▲</span>
Admits	19	21	-10% <span style="color: red;">▼</span>
Discharges	11	8	38% <span style="color: green;">▲</span>
Service Hours	246	234	5% <span style="color: green;">▲</span>

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<span style="background-color: orange; border: 1px solid black; padding: 2px;"> </span>	18	95%	50%	92%	45% <span style="color: green;">▲</span>

## Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under
█ Actual █ Goal █ Goal Met █ Below Goal

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

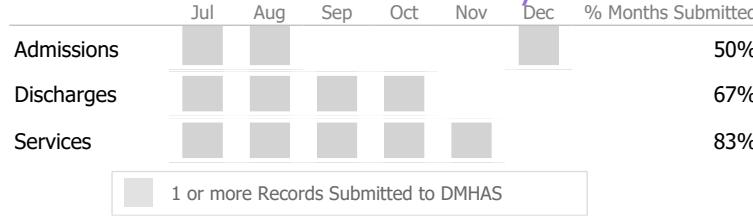
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	23	17%	▲
Admits	4	16	-75%	▼
Discharges	13	22	-41%	▼
Service Hours	24	54	-56%	▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	50%	50%	92%	0%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

 Actual    Goal    Goal Met    Below Goal

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

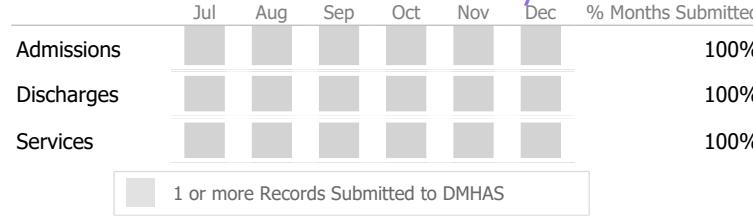
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	55	40%	▲
Admits	24	25	-4%	
Discharges	13	18	-28%	▼
Service Hours	317	317	0%	

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		24	100%	50%	92%	50% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	49	-33% 
Admits	11	31	-65% 
Discharges	9	23	-61% 
Service Hours	41	56	-27% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	15%	85%	90%	-70% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	88%	90%	95%	-2% 

## Data Submission Quality

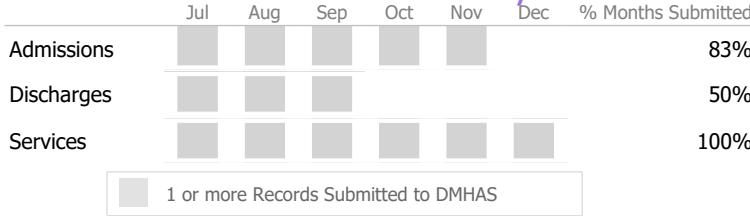
Data Entry

	Actual	State Avg
Valid NOMS Data		98% 96%

On-Time Periodic

	Actual	State Avg
6 Month Updates		46% 88%

## Data Submitted to DMHAS by Month

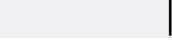
 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

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

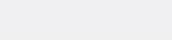
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	11	-100% 
Admits	-	3	-100% 
Discharges	-	9	-100% 
Service Hours	-	11	-100% 

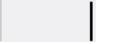
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	90%	-85% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	N/A	N/A	90%	95%	N/A	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 96%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 88%

## Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % 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	24	39	-38%	▼
Admits	17	31	-45%	▼
Discharges	15	31	-52%	▼
Bed Days	1,189	1,569	-24%	▼

## Discharge Outcomes

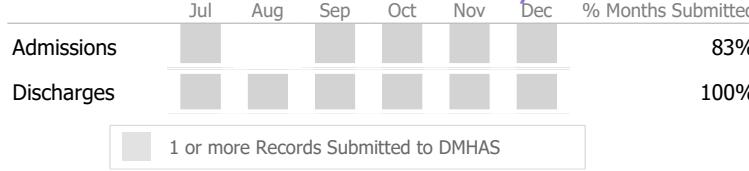
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	85%	81%	-38% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	114 days	0.3	65%	90%	60%	-25% ▼



## Data Submitted to DMHAS by Month



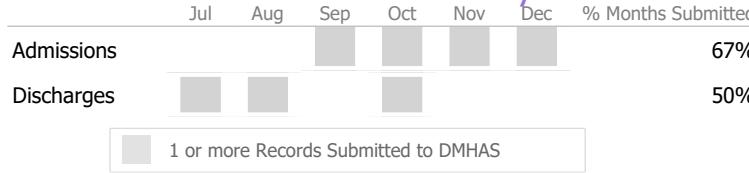


\* State Avg based on 12 Active Recovery House Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	97	9%
Admits	35	63	-44% ▼
Discharges	6	50	-88% ▼
Bed Days	14,494	6,654	118% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over      ▼ < 10% Under

Actual      Goal      ✓ Goal Met      ● Below Goal

\* State Avg based on 4 Active Shelter Programs

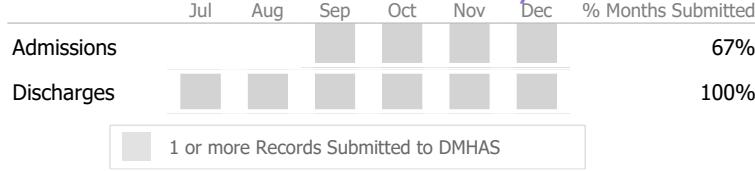
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	97	-40% <span style="color: red;">▼</span>
Admits	35	63	-44% <span style="color: red;">▼</span>
Discharges	28	54	-48% <span style="color: red;">▼</span>

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		29	83%	50%	92%	33% <span style="color: green;">▲</span>

## Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under


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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	27	-96% <span style="color: red;">▼</span>
Admits	-	2	-100% <span style="color: red;">▼</span>
Discharges	1	23	-96% <span style="color: red;">▼</span>
Service Hours	1	102	-100% <span style="color: red;">▼</span>

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	92%	-50% <span style="color: red;">▼</span>

## Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions	0%
Discharges	17%
Services	33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under
█ Actual    █ Goal    ✓ Goal Met    ● Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	20	60%	▲
Admits	7	6	17%	▲
Discharges	2	1	100%	▲
Service Hours	125	202	-38%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	29	91%	85%	90%	6%

## Service Utilization

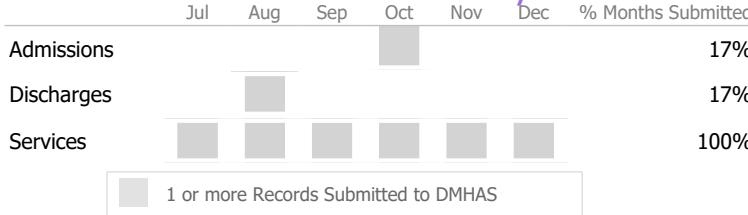
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	30	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	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	17	16	6%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	118	139	-15% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	82%	14	82%	85%	94%	-3%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	100%	15	100%	90%	97%	10%

## Data Submission Quality

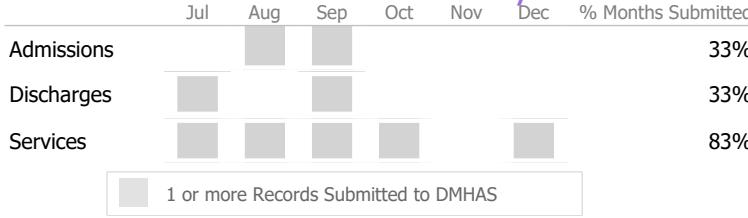
Data Entry

	Actual	State Avg
Valid NOMS Data	99%	98%

On-Time Periodic

	Actual	State Avg
6 Month Updates	100%	89%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

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

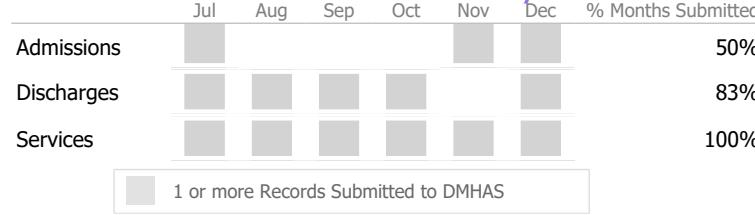
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	21	-24%	▼
Admits	5	13	-62%	▼
Discharges	9	10	-10%	
Service Hours	78	220	-65%	▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	100%	50%	92%	50% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	170	91	87% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	44%	85%	94%	-41% ▼

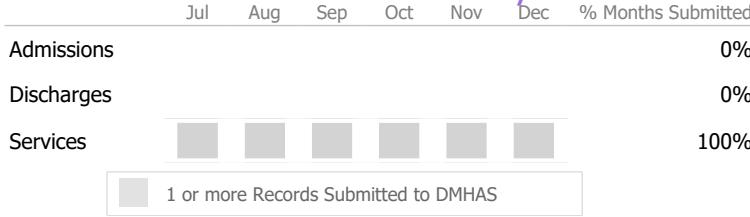
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		9	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic		
6 Month Updates	100%	89%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

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