

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	99	106	-7%
	Admits	3	10	-70% ▼
	Discharges	4	11	-64% ▼
	Service Hours	682	731	-7%

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

## Consumer Satisfaction Survey

(Based on 95 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ Overall	100%   100%	100%	80%	91%
✓ General Satisfaction	98%   98%	98%	80%	92%
✓ Quality and Appropriateness	98%   98%	98%	80%	93%
✓ Respect	97%   97%	97%	80%	91%
✓ Access	97%   97%	97%	80%	88%
✓ Recovery	89%   89%	89%	80%	79%
✓ Outcome	88%   88%	88%	80%	83%

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Case Management		99	100.0%

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

## Client Demographics

## Age

	#	%	State Avg
18-25	1	3%	9%
26-34	3	3%	21%
35-44	13	13%	22%
45-54	30	30%	19%
55-64	40	40%	20%
65+	13	13%	8%

## Gender

	#	%	State Avg
Male	65	66%	58%
Female	33	34%	42%
Transgender			0%

## Ethnicity

	#	%	State Avg
Non-Hispanic	80	81%	70%
Hispanic-Other	15	15%	8%
Hisp-Puerto Rican	4	4%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	
Unknown		10%	

## Race

	#	%	State Avg
Black/African American	46	46%	17%
White/Caucasian	41	41%	62%
Other	8	8%	13%
Multiple Races	3	3%	1%
Am. Indian/Native Alaskan	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	140	95	47%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	90%	15% ▲

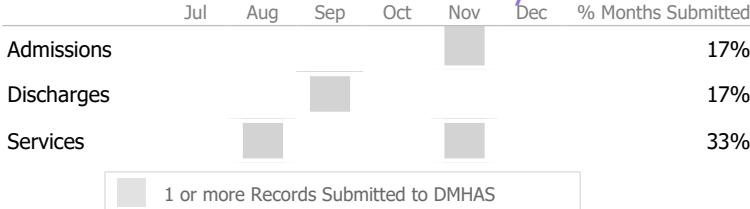
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%
On-Time Periodic		
✓ 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

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	-	-	
Discharges	-	-	
Service Hours	139	160	-13% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	90%	15% 

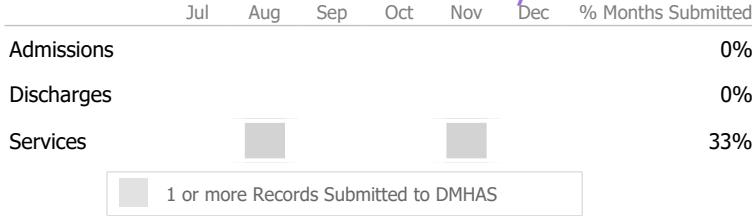
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	95%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		96%	96%
On-Time Periodic			
✓ 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	18	20	-10%
Admits	1	3	-67% ▼
Discharges	1	4	-75% ▼
Service Hours	119	101	18% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	94%	9%

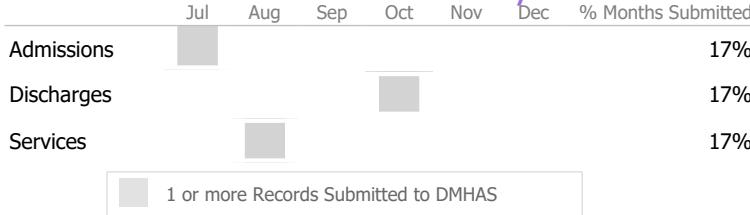
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	97%	10%

## 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 66 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	36	-22%	▼
Admits	-	5	-100%	▼
Discharges	-	6	-100%	▼
Service Hours	108	123	-12%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	75%	85%	90%	-10%

## Service Utilization

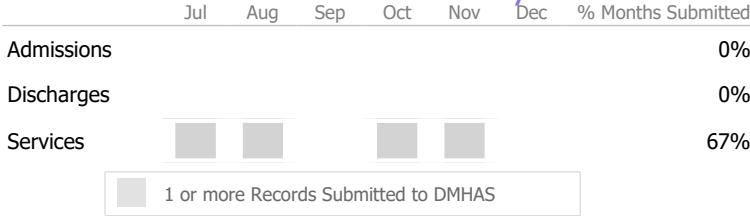
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		27	96%	90%	95%	6%

## Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	79%	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	20	19	5%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Service Hours	177	253	-30% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	15% Over	20	100%	85%	90%	15% ▲

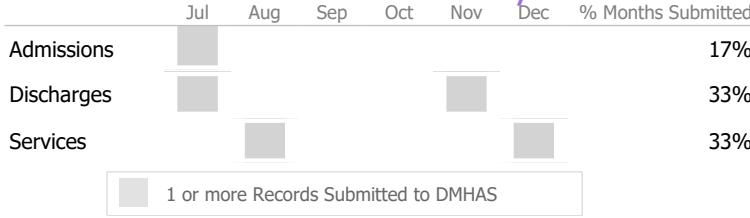
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	10% Over	18	100%	90%	95%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	96%
On-Time Periodic ✓ 6 Month Updates	94%	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