

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	112	119	-6%
	Admits	14	30	-53% ▼
	Discharges	22	21	5%
	Service Hours	1,840	1,602	15% ▲

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

## Consumer Satisfaction Survey

(Based on 68 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Outcome		88%	80%	83%
✓ Participation in Treatment		86%	80%	92%
✓ Recovery		80%	80%	79%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Mental Health

Case Management		112	100.0%
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## Client Demographics

## Age

	#	%	State Avg
18-25	3	3%	10%
26-34	14	13%	22%
35-44	19	17%	23%
45-54	24	21%	19%
55-64	40	36% ▲	19%
65+	12	11%	8%

## Gender

	#	%	State Avg
Male	72	64%	58%
Female	40	36%	42%
Transgender			0%

## Ethnicity

	#	%	State Avg
Non-Hispanic	75	67%	69%
Hisp-Puerto Rican	28	25% ▲	12%
Hispanic-Other	8	7%	8%
Unknown	1	1%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	

## Race

	#	%	State Avg
Black/African American	56	50% ▲	17%
White/Caucasian	46	41% ▼	62%
Other	9	8%	13%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	25	20	25%	▲
Admits	6	1	500%	▲
Discharges	6	2	200%	▲
Service Hours	672	517	30%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	25	100%	85%	95%	15%	▲

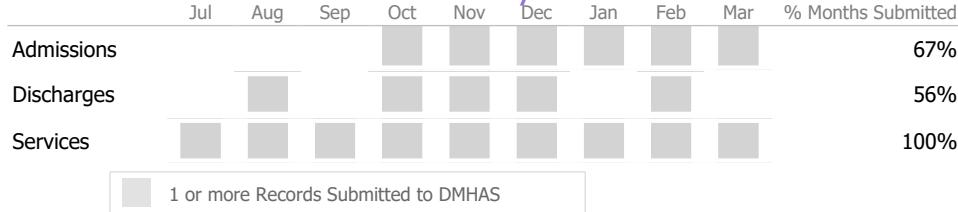
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	19	100%	90%	99%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
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 65 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	17	18%	▲
Admits	3	-		
Discharges	3	-		
Service Hours	603	417	45%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	20	100%	85%	95%	15%	▲

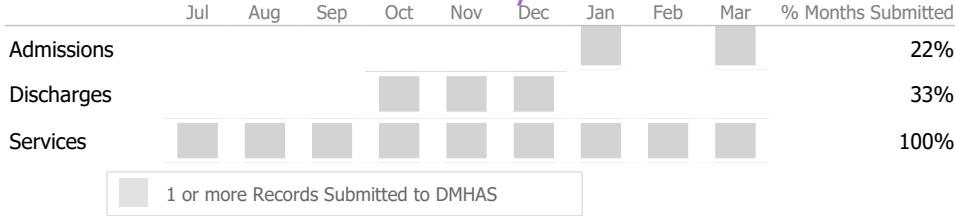
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	17	100%	90%	99%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
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 65 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	26	-8%
Admits	1	3	-67% ▼
Discharges	5	4	25% ▲
Service Hours	212	248	-14% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	24	100%	85%	95%	15%	▲

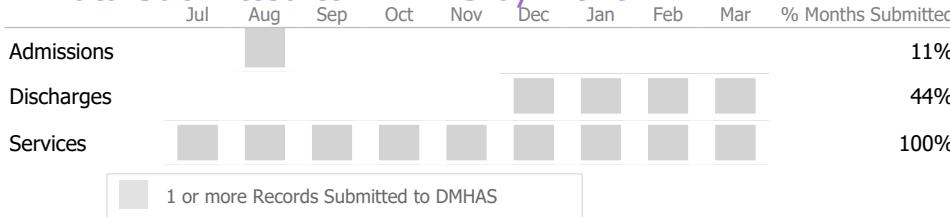
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	19	100%	90%	99%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	95%	89%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	36	-8%
Admits	2	18	-89% ▼
Discharges	3	3	0%
Service Hours	297	289	3%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	32	97%	85%	95%	12%	▲

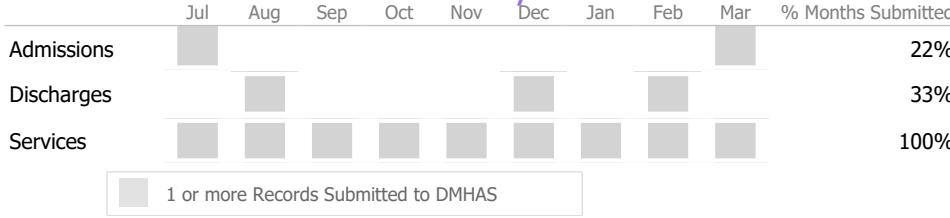
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	30	100%	90%	99%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	97%	89%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	20	-50%	▼
Admits	2	8	-75%	▼
Discharges	5	12	-58%	▼
Service Hours	56	132	-57%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	60%	6	60%	85%	89%	-25%

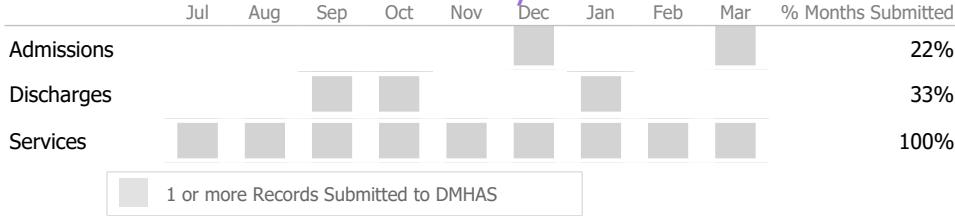
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100%	10%	5	100%	90%	98%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic		
6 Month Updates	100%	92%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 104 Active Supportive Housing – Scattered Site Programs