

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	536	633	-15%
	Admits	307	498	-38%
	Discharges	269	505	-47%
	Service Hours	2,737	4,011	-32%
	Bed Days	7,112	12,085	-41%

> 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	512	83.7%
<b>Addiction</b>			
	Residential Services	100	16.3%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		378	71%	58%
18-25	6	1%	10%		154	29%	42%
26-34	65	12%	22%				0%
35-44	127	24%	23%				
45-54	158	30%	19%				
55-64	142	27%	19%				
65+	34	6%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
	White/Caucasian	Black/African American	Other		263	49%	62%
Non-Hispanic	469	88%	69%	White/Caucasian	216	40%	17%
Hispanic-Other	67	13%	8%	Black/African American			
Hispanic-Cuban			0%	Other	16	3%	13%
Hispanic-Mexican			0%	Multiple Races			
Hisp-Puerto Rican			12%	Hawaiian/Other Pacific Islander	3	1%	0%
Unknown			11%	Unknown	2	0%	6%
				Am. Indian/Native Alaskan	1	0%	0%
				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	14	14	0%
Admits	1	3	-67% ▼
Discharges	2	2	0%
Service Hours	127	161	-21% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	13	93%	85%	95%	8%

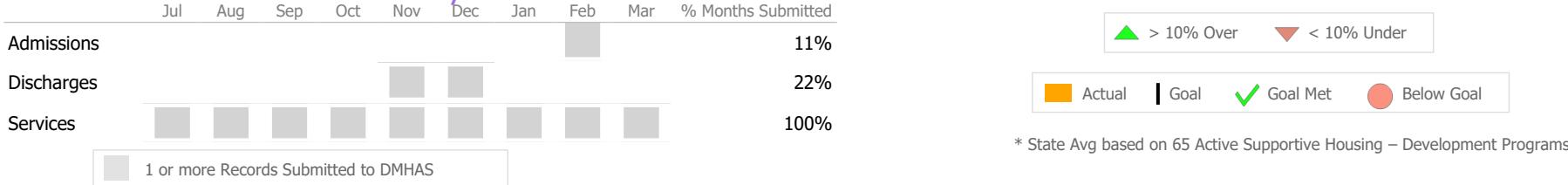
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	12	100%	90%	99%	10%

## Data Submission Quality

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

## Data Submitted to DMHAS by Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	2	2	0%
Discharges	3	2	50% <span style="color: green;">▲</span>
Service Hours	8	139	-95% <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: 86%;">86%</div>	12	86%	85%	95%	1%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 91%;">91%</div>	10	91%	90%	99%	1%

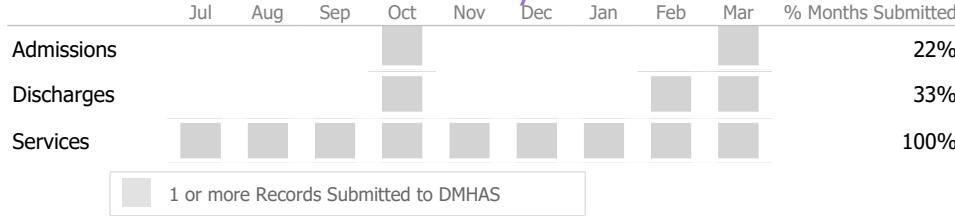
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 97%;">97%</div>	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width: 100%;">100%</div>	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	11	11	0%
Admits	3	2	50% <span style="color: green;">▲</span>
Discharges	1	5	-80% <span style="color: red;">▼</span>
Service Hours	55	60	-7% <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>	8	73%	85%	89%	-12% <span style="color: red;">▼</span>

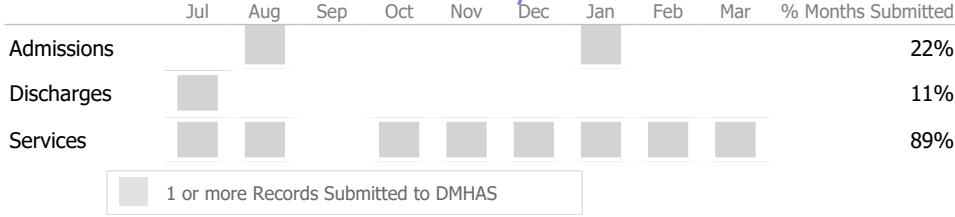
## Service Utilization

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>	10	100%	90%	98%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="color: orange;">█</span>	100% <span style="color: green;">▲</span>
On-Time Periodic		
<span style="color: green;">✓</span> 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 104 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	412	615	-33% <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: 44%;">44</span>	44	92%	85%	89%	7%

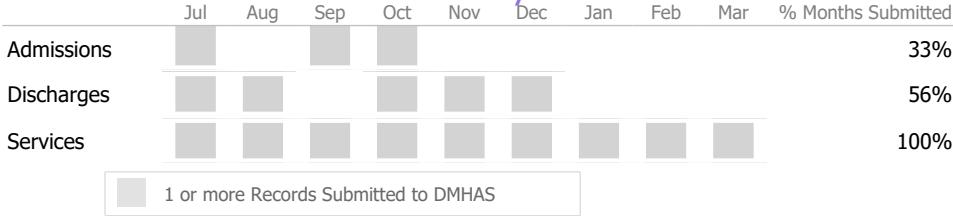
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 37%;">37</span>	37	97%	90%	98%	7%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 99%;">99%</span>	99%
On-Time Periodic		
✓ 6 Month Updates	<span style="width: 97%;">97%</span>	97%

## 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	3	2	50% <span style="color: green;">▲</span>
Discharges	2	1	100% <span style="color: green;">▲</span>
Service Hours	219	368	-40% <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>	21	78%	85%	89%	-7%

## 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	92%	90%	98%	2%

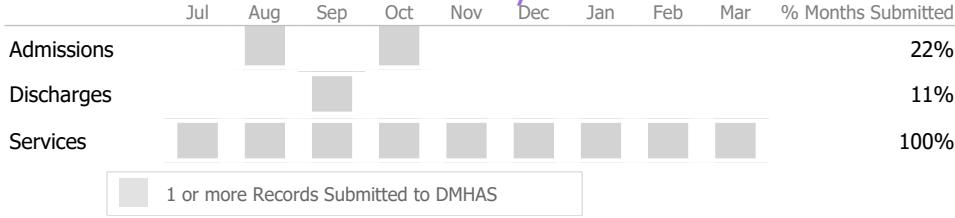
## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="color: orange;">█</span>	98% 96%

On-Time Periodic	Actual	State Avg
<span style="color: red;">●</span> 6 Month Updates	<span style="color: orange;">█</span>	74% 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	1	1	0%
Service Hours	134	114	17% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	95%	15% 

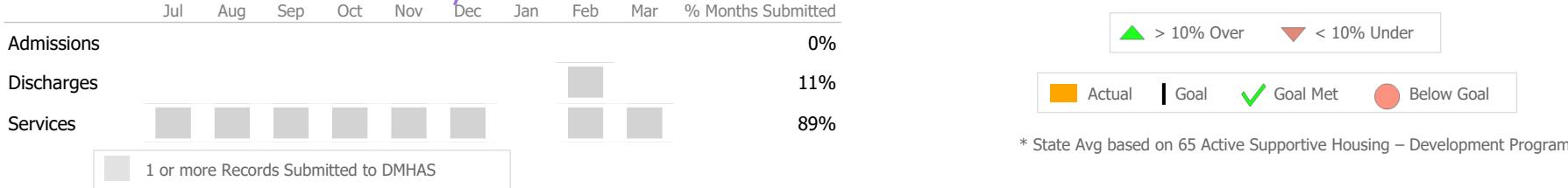
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	99%	10% 

## Data Submission Quality

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

## Data Submitted to DMHAS by Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	26	-35% <span style="color: red;">▼</span>
Admits	10	19	-47% <span style="color: red;">▼</span>
Discharges	10	20	-50% <span style="color: red;">▼</span>
Service Hours	117	271	-57% <span style="color: red;">▼</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: orange;">●</span> Treatment Completed Successfully	<span style="background-color: orange; border: 1px solid black; display: inline-block; width: 10px; height: 10px;"></span>	2	20%	50%	73%	-30% <span style="color: red;">▼</span>

## Recovery

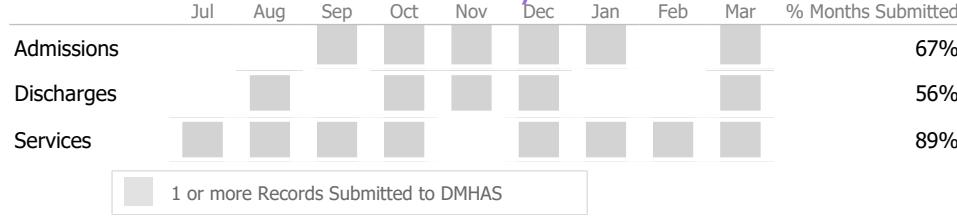
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div style="width: 76%;"></div></div>	13	76%	60%	71%	16% <span style="color: green;">▲</span>
● Employed	<div><div style="width: 0%;"></div></div>	0	0%	20%	11%	-20% <span style="color: red;">▼</span>
● Stable Living Situation	<div><div style="width: 29%;"></div></div>	5	29%	80%	81%	-51% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span>✓</span> Clients Receiving Services	<div><div style="width: 70%;"></div></div>	7	100%	90%	77%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data	<div><div style="width: 98%; background-color: orange;"></div></div> 98%	95%
On-Time Periodic	Actual	State Avg
 6 Month Updates	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	53%



▲ > 10% Over      ▼ < 10% Under

Actual | Goal ✓ Goal Met | Below Goal

\* State Avg based on 24 Active Standard Case Management Programs

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

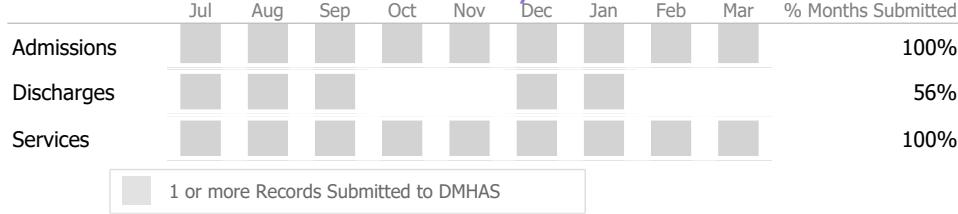
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	58	55% <span style="color: green;">▲</span>
Admits	42	34	24% <span style="color: green;">▲</span>
Discharges	13	15	-13% <span style="color: red;">▼</span>
Service Hours	364	401	-9%

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 40%;"><span style="width: 40%; background-color: orange;"></span></div>	40	95%	50%	96%	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 46 Active Outreach & Engagement Programs

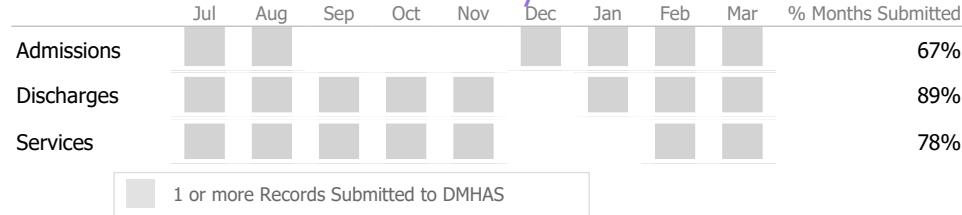
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	29	62% <span style="color: green;">▲</span>
Admits	31	23	35% <span style="color: green;">▲</span>
Discharges	32	25	28% <span style="color: green;">▲</span>
Service Hours	63	84	-25% <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	<div style="width: 30%; background-color: orange;"></div>	30	97%	50%	96%	47% <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 46 Active Outreach &amp; Engagement Programs

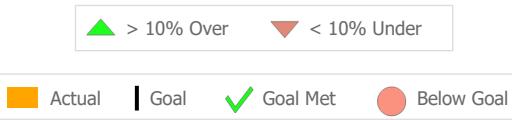
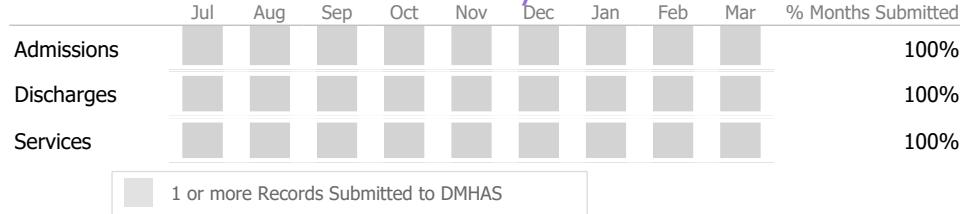
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	92	-5%
Admits	45	63	-29% ▼
Discharges	49	33	48% ▲
Service Hours	430	577	-26% ▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		37	82%	50%	96%	32% ▲

## Data Submitted to DMHAS by Month



\* State Avg based on 46 Active Outreach & Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	69	-48%	▼
Admits	14	51	-73%	▼
Discharges	9	55	-84%	▼
Service Hours	51	120	-58%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	19%	85%	89%	-66% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	89%	90%	98%	-1% 

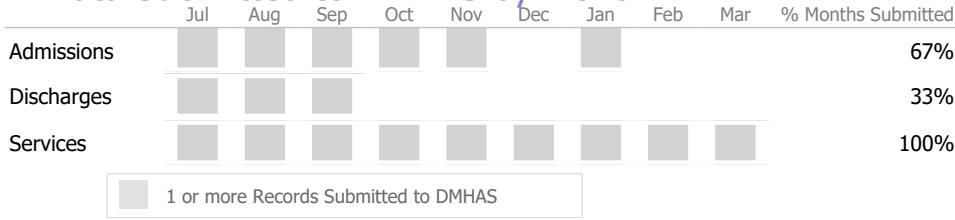
## Data Submission Quality

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

On-Time Periodic	Actual	State Avg	
6 Month Updates		32%	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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	29	57	-49%	▼
Admits	24	49	-51%	▼
Discharges	21	52	-60%	▼
Bed Days	1,568	2,367	-34%	▼

## Discharge Outcomes

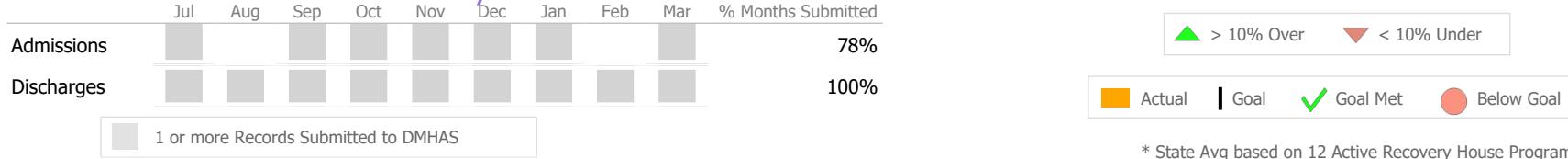
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	57%	85%	81%	-28% 

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	74 days	0.2	57%	90%	59%	-33% 



## Data Submitted to DMHAS by Month

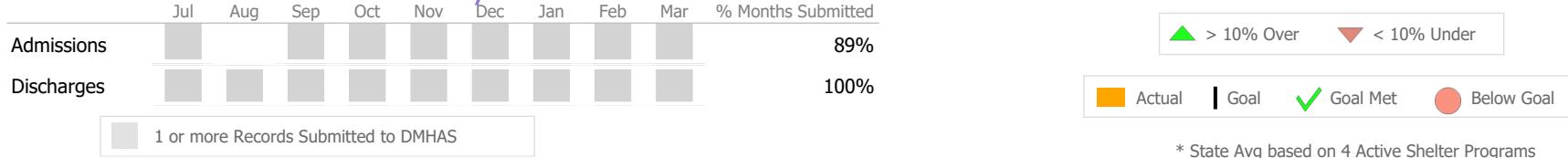


\* State Avg based on 12 Active Recovery House Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	139	-47%	▼
Admits	54	107	-50%	▼
Discharges	50	106	-53%	▼
Bed Days	5,544	9,718	-43%	▼

## Data Submitted to DMHAS by Month



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

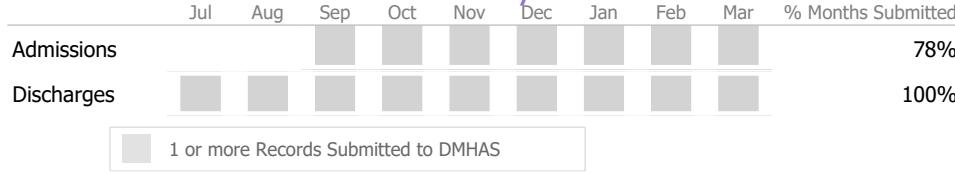
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	142	-49% 
Admits	51	109	-53% 
Discharges	47	109	-57% 

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		47	92%	50%	96%	42% 

## Data Submitted to DMHAS by Month

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

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

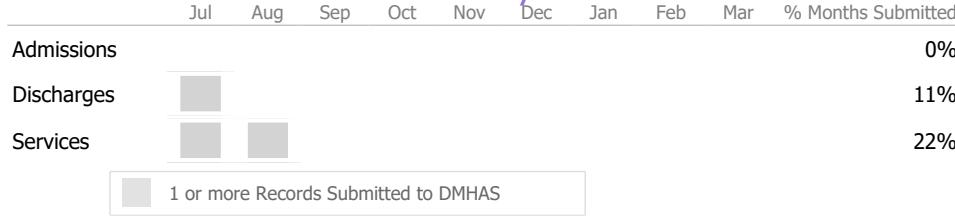
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	27	-96% ▼
Admits	-	2	-100% ▼
Discharges	1	26	-96% ▼
Service Hours	1	106	-100% ▼

## 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%	96%	-50% ▼

## Data Submitted to DMHAS by Month



&gt; 10% Over ▼ &lt; 10% Under

Actual  
 Goal  
 Goal Met  
 Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	20	60%	▲
Admits	7	6	17%	▲
Discharges	4	2	100%	▲
Service Hours	195	251	-22%	▼

## 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%	89%	6%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	28	100%	90%	98%	10%

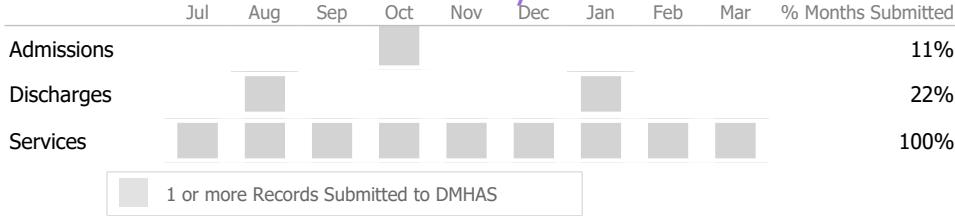
## Data Submission Quality

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

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	2	3	-33% ▼
Discharges	3	3	0%
Service Hours	176	187	-6%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	17	100%	85%	95%	15%	▲

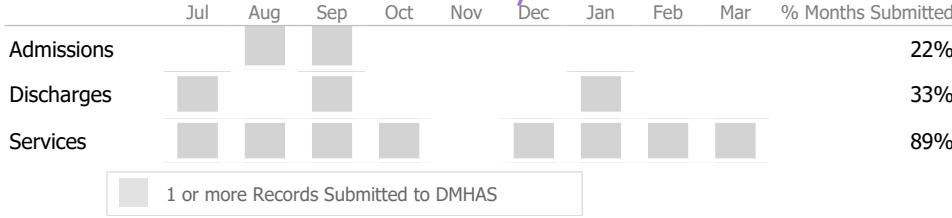
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	14	100%	90%	99%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	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

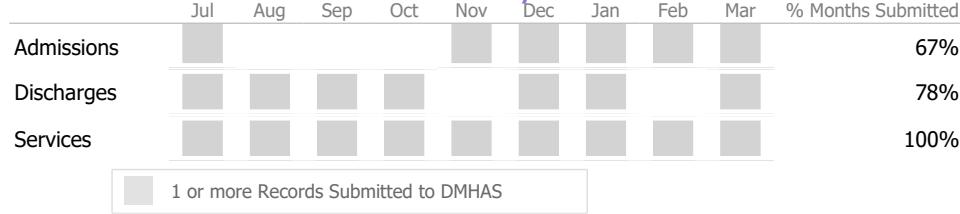
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	23	13%	▲
Admits	15	15	0%	
Discharges	11	10	10%	
Service Hours	156	336	-54%	▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		14	93%	50%	96%	43% ▲

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	231	143	61%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	78%	7	78%	85%	95%	-7%

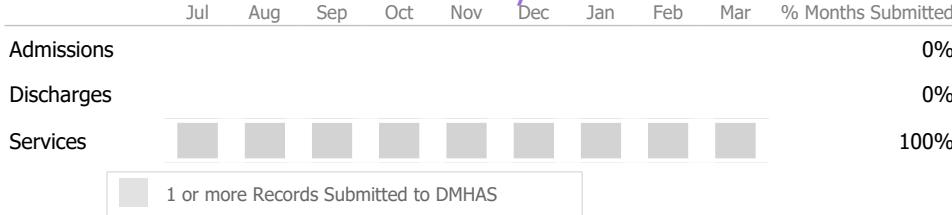
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	100%	9	100%	90%	99%	10%

## Data Submission Quality

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