

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	147	185	-21% ▼
	Admits	59	111	-47% ▼
	Discharges	43	87	-51% ▼
	Service Hours	304	153	99% ▲
	Bed Days	47,372	48,392	-2% ▲

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

Consumer Satisfaction Survey

(Based on 18 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Overall	<div style="width: 94%;"></div>	94%	80%	91%
Outcome	<div style="width: 93%;"></div>	93%	80%	83%
Access	<div style="width: 89%;"></div>	89%	80%	88%
Recovery	<div style="width: 88%;"></div>	88%	80%	79%
Respect	<div style="width: 87%;"></div>	87%	80%	91%
Quality and Appropriateness	<div style="width: 82%;"></div>	82%	80%	93%
Participation in Treatment	<div style="width: 82%;"></div>	82%	80%	92%
General Satisfaction	<div style="width: 67%;"></div>	67%	80%	92%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	89	57.1%
Addiction			
	Residential Services	67	42.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	10	7%	10%	Male	89	61%	58%
26-34	28	19%	22%	Female	58	39%	42%
35-44	30	20%	23%	Transgender			0%
45-54	30	20%	19%				
55-64	37	25%	19%				
65+	12	8%	8%	Race	#	%	State Avg

Ethnicity

Non-Hispanic		111	76%	69%
Hispanic-Other		36	24%	▲ 8%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Hisp-Puerto Rican			▼ 12%	12%
Unknown			▼ 11%	11%

Gender

Male		89	61%	58%
Female		58	39%	42%
Transgender				0%

Race

Race	Count	Percentage	Change
White/Caucasian	93	63%	62%
Black/African American	44	30%	17%
Multiple Races	4	3%	1%
Other	4	3%	13%
Asian	1	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	2	-	
Discharges	1	1	0%
Service Hours	122	70	73% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	46%	6	46%	85%	89%	-39% ▼

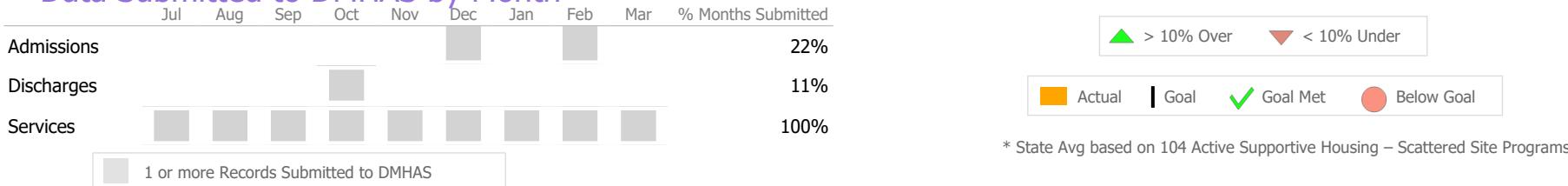
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	83%	10	83%	90%	98%	-7% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic		
6 Month Updates	20%	92%

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	23	25	-8%
Admits	-	5	-100% ▼
Discharges	2	2	0%
Service Hours	169	18	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	35%	85%	95%	-50% ▼

Service Utilization

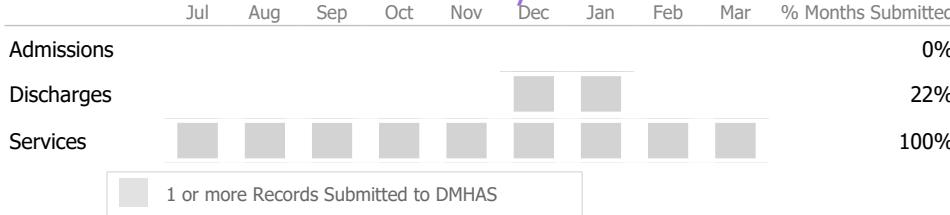
Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	90%	90%	99% 0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	57%	89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

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

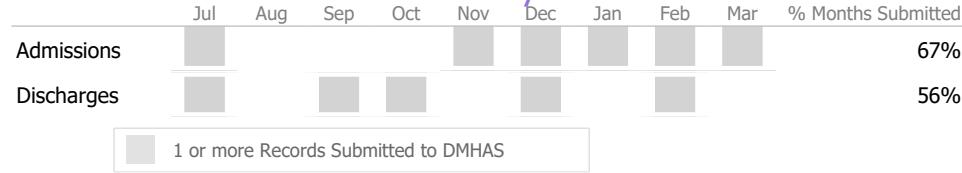
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	19	17	12% ▲
Discharges	15	16	-6%

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: 100%;"><div style="width: 100%; background-color: #f0a000;"></div></div>	19	100%	50%	96%	50% ▲

Data Submitted to DMHAS by Month


▲ > 10% Over ▼ < 10% Under

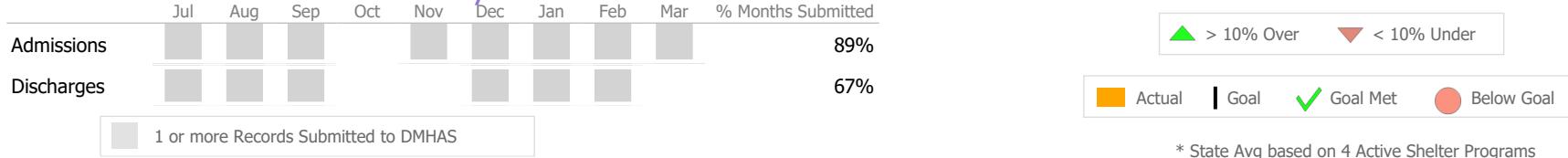
█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	106	-37%	▼
Admits	35	75	-53%	▼
Discharges	20	62	-68%	▼
Bed Days	47,372	48,392	-2%	

Data Submitted to DMHAS by Month



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

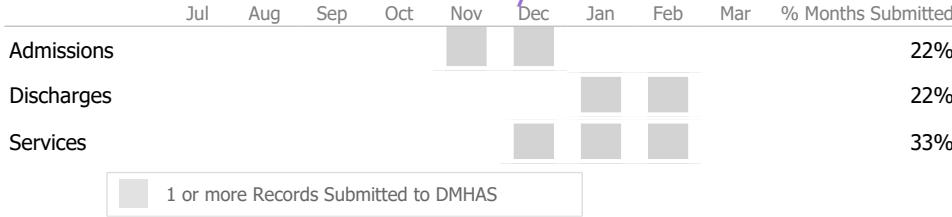
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	26	-12% ▼
Admits	3	14	-79% ▼
Discharges	5	6	-17% ▼
Service Hours	13	64	-80% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	96%	50% ▲

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