

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	71	77	-8%
	Admits	4	11	-64%
	Discharges	7	16	-56%
	Service Hours	685	910	-25%

> 10% Over 1 Yr Ago

> 10% Under 1Yr Ago

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Recovery		98%	80%	79%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Access		94%	80%	88%
✓ Respect		94%	80%	91%
✓ Outcome		91%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management		71	100.0%

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

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg	
18-25			10%		Male		57	80%	58%
26-34	3	4%		22%	Female		14	20%	42%
35-44	9	13%	23%		Transgender			0%	
45-54	14	20%	19%						
55-64	34	48%	19%		Race	#	%	State Avg	
65+	11	15%	8%		Black/African American		38	54%	17%
					White/Caucasian		22	31%	62%
					Other		8	11%	13%
					Unknown		2	3%	6%
					Asian		1	1%	1%
					Am. Indian/Native Alaskan			0%	
					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	26	-4%
Admits	1	2	-50% 
Discharges	-	5	-100% 
Service Hours	389	414	-6%

Recovery

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

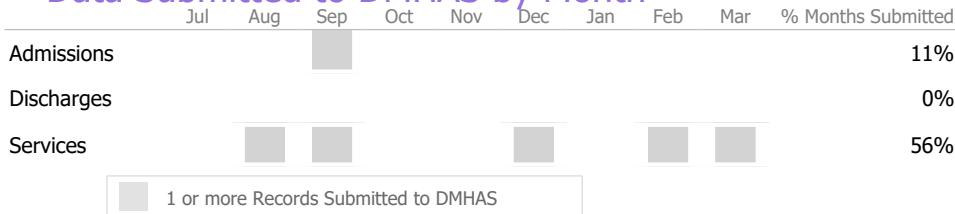
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	99%	10% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic		
6 Month Updates		88%

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

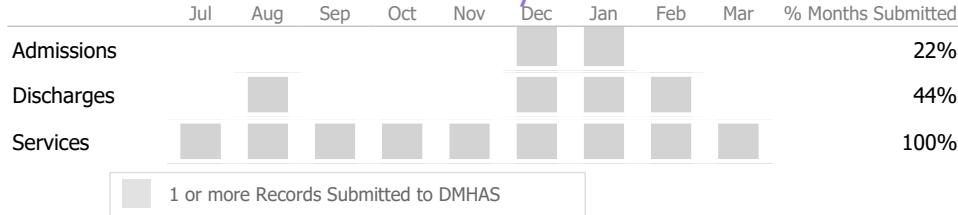
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	18	-17% ▼
Admits	3	8	-63% ▼
Discharges	7	8	-13% ▼
Service Hours	125	26	

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	33	-6%
Admits	-	1	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	171	470	-64% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% ▲	31	100%	85%	89%	15% ▲

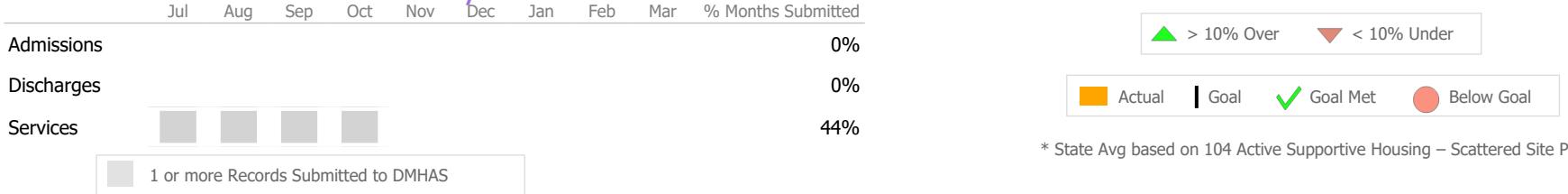
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% ▲	31	100%	90%	98%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
✓ On-Time Periodic 6 Month Updates	97%	92%

Data Submitted to DMHAS by Month



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