

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

Clients by Level of Care

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

Consumer Satisfaction Survey

(Based on 53 FY20 Surveys)

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%

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

Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	3	4%	22% ▼
35-44	9	13%	23%
45-54	14	20%	19%
55-64	34	48%	19% ▲
65+	11	15%	8%

Gender	#	%	State Avg
Male	57	80%	58% ▲
Female	14	20%	42% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	52	73%	69%
Hisp-Puerto Rican	11	15%	12%
Unknown	5	7%	11%
Hispanic-Other	3	4%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
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

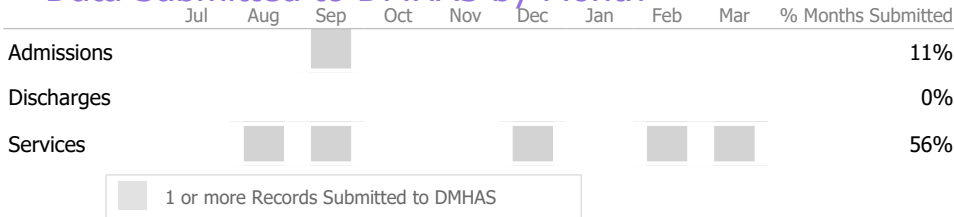
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

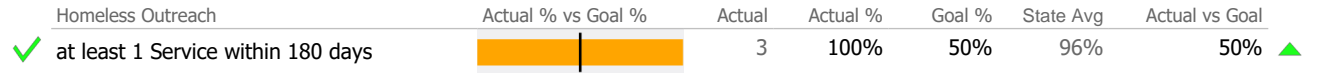
■ Actual | Goal ✓ Goal Met ● Below Goal

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

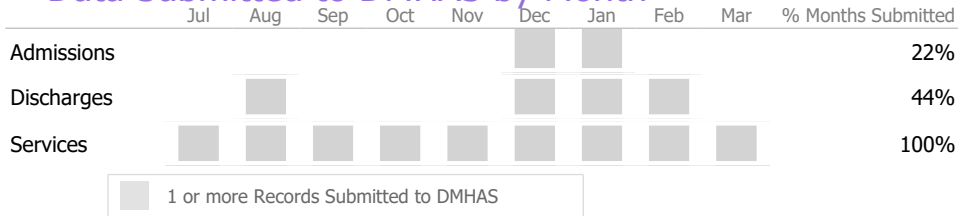
Program Activity

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

Service Engagement



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		31	100%	85%	89%	15% ▲

Service Utilization

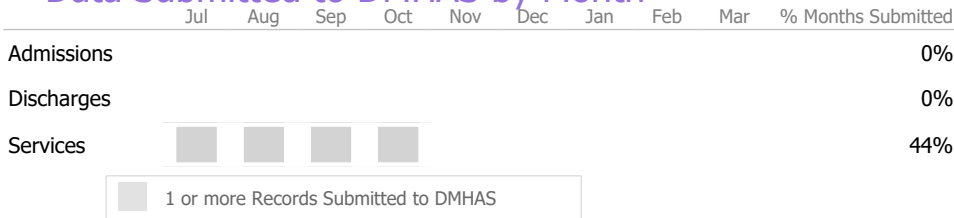
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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