

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	40	41	-2%
↓	Admits	1	4	-75% ▼
↑	Discharges	5	2	150% ▲
↓	Service Hours	175	1,457	-88% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Recovery	88% 80%	88%	80%	79%
● Quality and Appropriateness	78% 80%	78%	80%	93%
● Participation in Treatment	78% 80%	78%	80%	92%
● Overall	78% 80%	78%	80%	91%
● Outcome	78% 80%	78%	80%	83%
● General Satisfaction	72% 80%	72%	80%	92%
● Respect	72% 80%	72%	80%	91%
● Access	72% 80%	72%	80%	88%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Case Management	40	100.0%
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Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2	5%	10%	Male	25	63%	58%
26-34	8	20%	22%	Female	15	38%	42%
35-44	3	8%	23%	Transgender			0%
45-54	10	25%	19%				
55-64	12	30% ▲	19%				
65+	5	13%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	37	93% ▲	69%	Black/African American	26	65% ▲	17%
Hisp-Puerto Rican	2	5%	12%	White/Caucasian	12	30% ▼	62%
Hispanic-Other	1	3%	8%	Other	2	5%	13%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan			0%
Hispanic-Mexican			0%	Asian			1%
Unknown		11% ▼		Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			6%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	1	1	0%
Discharges	5	1	400% ▲
Service Hours	98	846	-88% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	19	100%	85%	95%	15% ▲

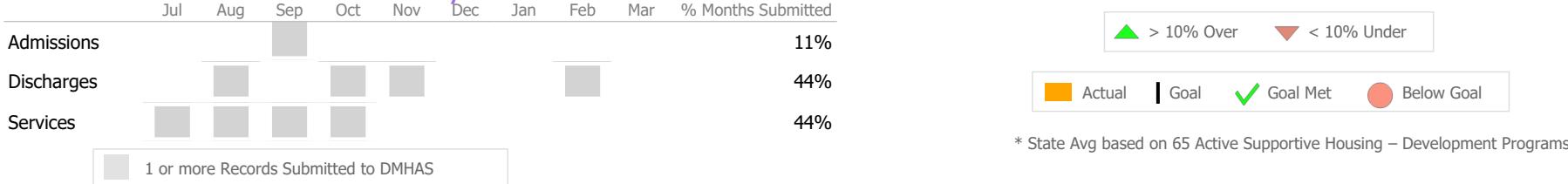
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic		
6 Month Updates	50%	89%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	7	-14%	▼
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	28	228	-88%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	6	100%	85%	95%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	6	100%	90%	99%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services	■	■	■	■	■					56%

■ 1 or more Records Submitted to DMHAS

▲ > 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	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	38	272	-86% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	70%	85%	95%	-15% ▼

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
On-Time Periodic		
6 Month Updates	30%	89%

Data Submitted to DMHAS by Month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
									0%
									0%
									44%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	11	111	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% Over	5	100%	85%	89%	15% ▲

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	40%	92%

Data Submitted to DMHAS by Month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
									0%
									0%
									44%

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

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

1 or more Records Submitted to DMHAS