

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	98	108	-9%
	Admits	3	12	-75% ▼
	Discharges	8	16	-50% ▼
	Service Hours	967	1,166	-17% ▼

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

Consumer Satisfaction Survey

(Based on 95 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	100% 100%	100%	80%	92%
✓ Overall	100% 100%	100%	80%	91%
✓ General Satisfaction	98% 100%	98%	80%	92%
✓ Quality and Appropriateness	98% 100%	98%	80%	93%
✓ Respect	97% 100%	97%	80%	91%
✓ Access	97% 100%	97%	80%	88%
✓ Recovery	89% 100%	89%	80%	79%
✓ Outcome	88% 100%	88%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Case Management	98	100.0%
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■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	1	3%	10%
26-34	3	3%	22%
35-44	13	13%	23%
45-54	29	30%	19% ▲
55-64	40	41%	19% ▲
65+	13	13%	8%

Gender

	#	%	State Avg
Male	64	66%	58%
Female	33	34%	42%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	78	80%	69% ▲
Hispanic-Other	16	16%	8%
Hisp-Puerto Rican	4	4%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	
Unknown		11%	▼

Race

	#	%	State Avg
Black/African American	45	46%	17% ▲
White/Caucasian	40	41%	62% ▼
Other	8	8%	13%
Multiple Races	4	4%	1%
Am. Indian/Native Alaskan	1	1%	0%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	218	177	23%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	89%	15% ▲

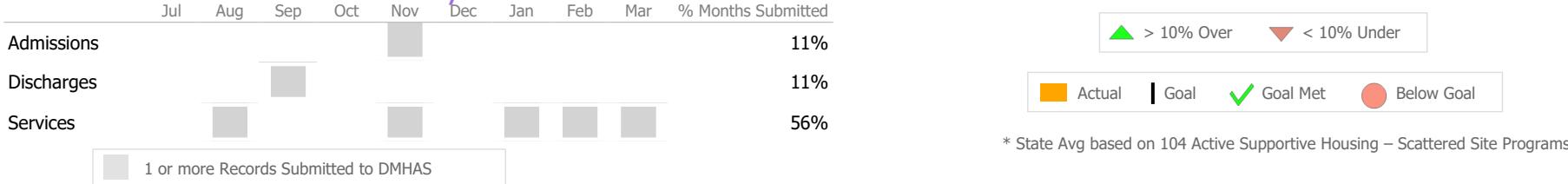
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	92%

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	213	252	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	15	94%	85%	89%	9%	

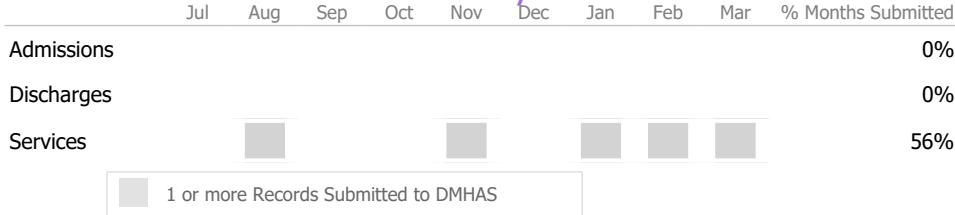
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	16	100%	90%	98%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	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	18	21	-14%	▼
Admits	1	4	-75%	▼
Discharges	2	5	-60%	▼
Service Hours	149	180	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	17	94%	85%	95%	9%

Service Utilization

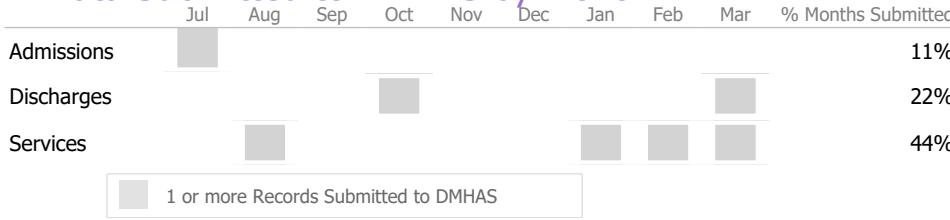
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	Actual % vs Goal %	16	100%	90%	99%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	88%	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	27	36	-25%	▼
Admits	-	5	-100%	▼
Discharges	3	9	-67%	▼
Service Hours	149	187	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	Yellow	11	41%	85%	89%	-44% ▼

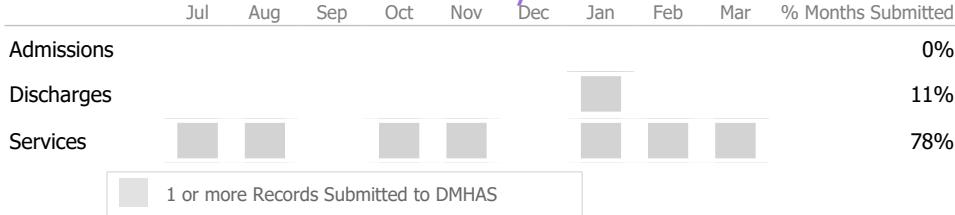
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Yellow	24	100%	90%	98%	10%

Data Submission Quality

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Yellow: Actual | Grey: Goal | Green: Goal Met | Red: Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Service Hours	237	370	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	20	100%	85%	89%	15%	▲

Service Utilization

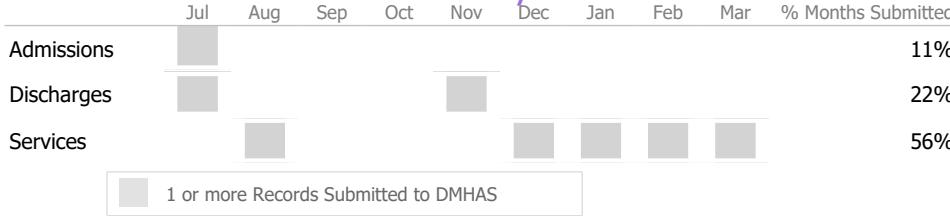
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	18	100%	90%	98%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	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