

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	235	306	-23%	▼
	Admits	78	125	-38%	▼
	Discharges	111	119	-7%	
	Service Hours	1,315	1,637	-20%	▼
	Bed Days	8,837	10,309	-14%	▼

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 119 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		95%	80%	91%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		84%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	124	52.3%
	Crisis Services	20	8.4%
	Residential Services	10	4.2%
Addiction			
	Residential Services	65	27.4%
	Case Management	18	7.6%

Client Demographics

Age	#	%	State Avg
18-25	3	1%	10%
26-34	37	16%	22%
35-44	43	18%	23%
45-54	67	29%	19%
55-64	64	27%	19%
65+	21	9%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	186	79%	69%
Hisp-Puerto Rican	31	13%	12%
Hispanic-Other	16	7%	8%
Hispanic-Mexican	1	0%	0%
Unknown	1	0%	11%
Hispanic-Cuban		0%	

Gender	#	%	State Avg
Female	122	52%	42%
Male	112	48%	58%
Transgender			0%

Race	#	%	State Avg
Black/African American	145	62%	17%
White/Caucasian	69	29%	62%
Other	14	6%	13%
Unknown	3	1%	6%
Hawaiian/Other Pacific Islander	2	1%	0%
Asian	1	0%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			0%

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	16	15	7%
Admits	1	-	
Discharges	2	-	
Service Hours	171	244	-30% ▼

Recovery

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

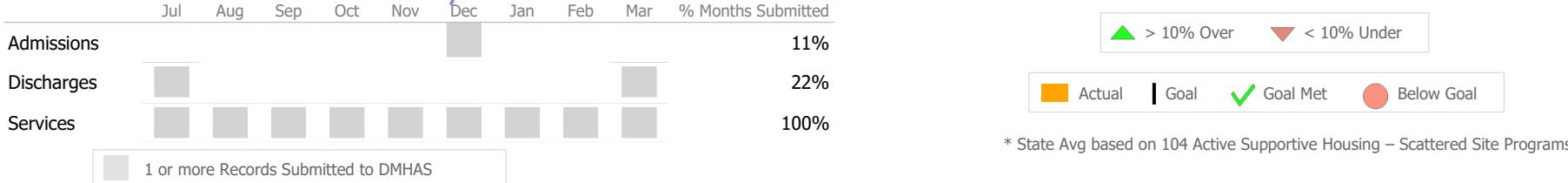
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	14	100%	90%	98%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	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	20	38	-47% ▼
Admits	14	31	-55% ▼
Discharges	17	31	-45% ▼
Bed Days	2,223	2,236	-1%

Discharge Outcomes

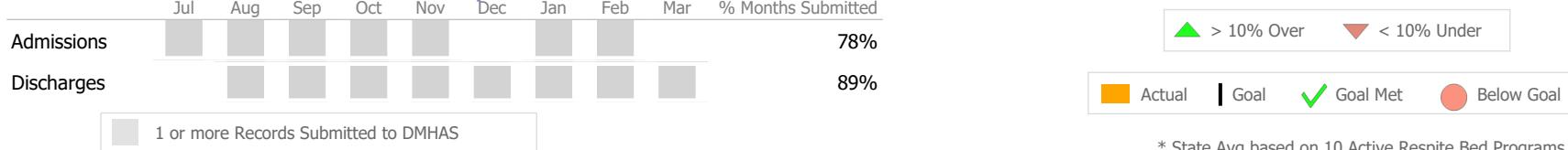
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	✓ No Re-admit within 30 Days of Discharge	█	16	94%	85%	92%	9%
	● Follow-up within 30 Days of Discharge	█	10	77%	90%	78%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	█ █ █ █ █ █ █	10	247 days	0.3	81%	90%	163%	-9%

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS by Month



* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	1	-	
Service Hours	127	93	37% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% 

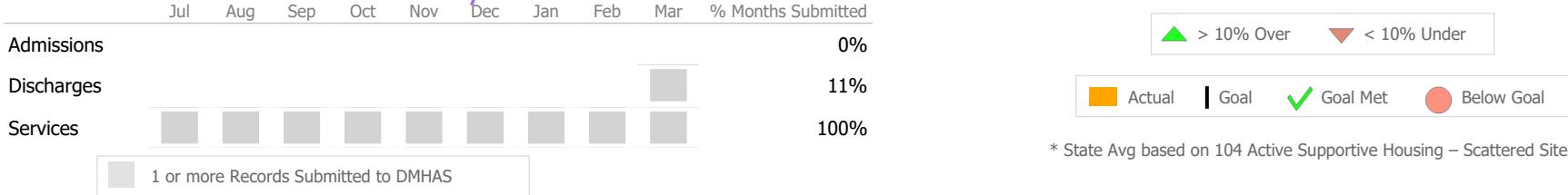
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	98%	10% 

Data Submission Quality

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

Data Submitted to DMHAS by Month



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

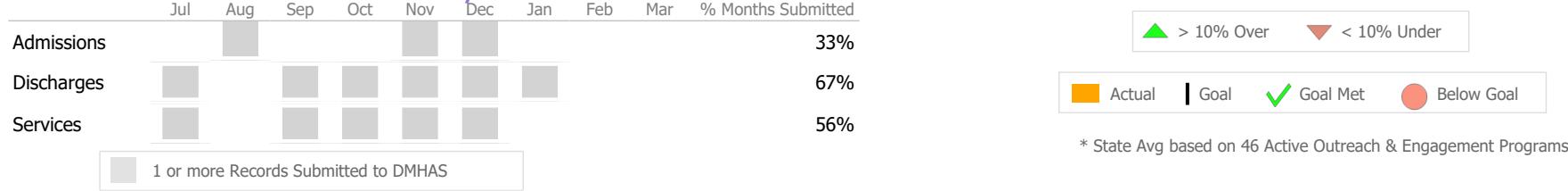
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	47	2%
Admits	5	22	-77% ▼
Discharges	33	12	175% ▲
Service Hours	191	395	-52% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	100%	50%	96%	50% ▲

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	11	7	57% ▲
Discharges	7	8	-13% ▼
Bed Days	1,134	1,737	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	100%
On-Time Periodic		
✓ 6 Month Updates	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 70%;"></div></div>	7	100%	85%	75%	15%	▲	
● Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 14%;"></div></div>	1	14%	90%	33%	-76% ▼		

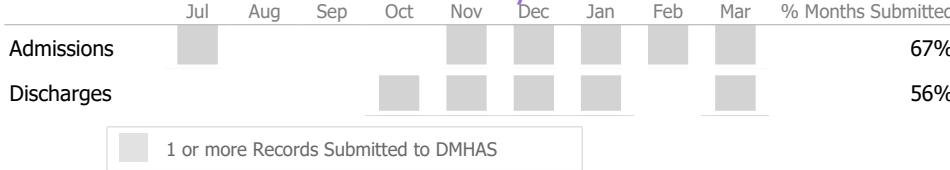
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Self Help	<div style="width: 100%;"><div style="width: 57%;"></div></div>	8	57%	60%	69%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal			
									< 90%	90-110%	> 110%
● Avg Utilization Rate	<div style="width: 100%;"><div style="width: 9%;"></div></div>	9	302 days	0.4	46%	90%	79%	-44% ▼			

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 3 Active AIDS Residential Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	313	222	41% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	91%	85%	89%	6%

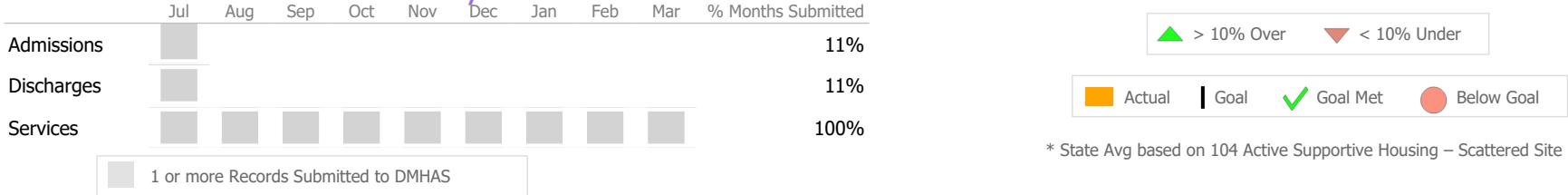
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	98%	10%

Data Submission Quality

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

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	18	19	-5%
Admits	1	3	-67% ▼
Discharges	1	-	
Service Hours	223	200	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	89%	85%	89%	4%

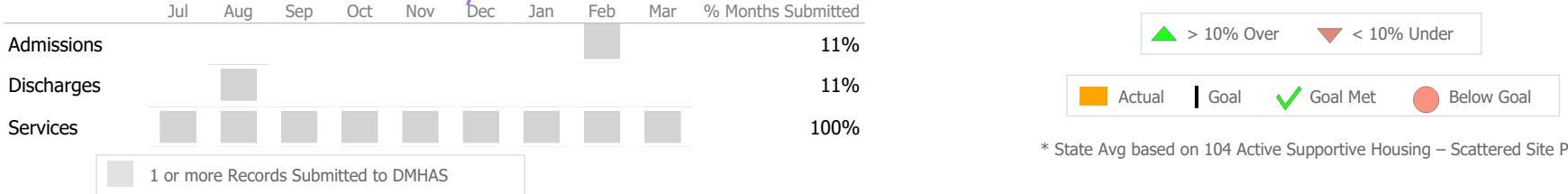
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	98%	4%

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



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	88	143	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	9	100%	85%	89%	15%	▲

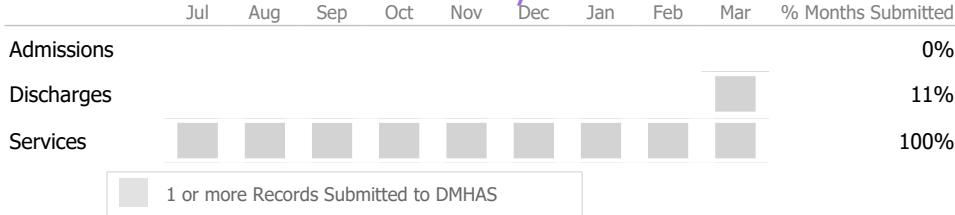
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	8	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



▲ > 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	51	66	-23%	▼
Admits	42	50	-16%	▼
Discharges	44	51	-14%	▼
Bed Days	2,966	3,844	-23%	▼

Discharge Outcomes

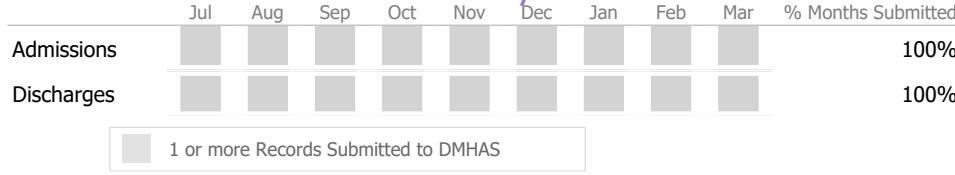
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		41	93%	85%	81%	8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		22	106 days	0.3	49%	90%	59%	-41% 



Data Submitted to DMHAS by Month

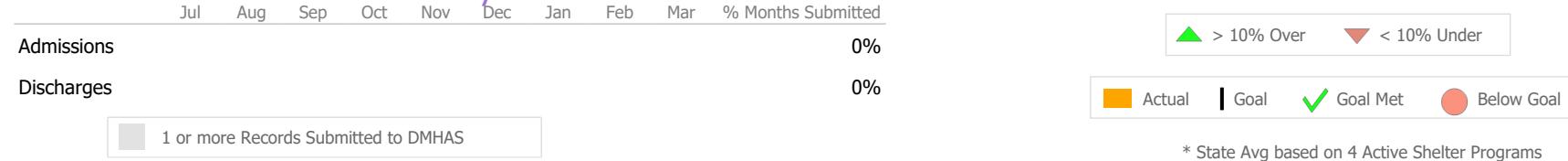

 
   

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month



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

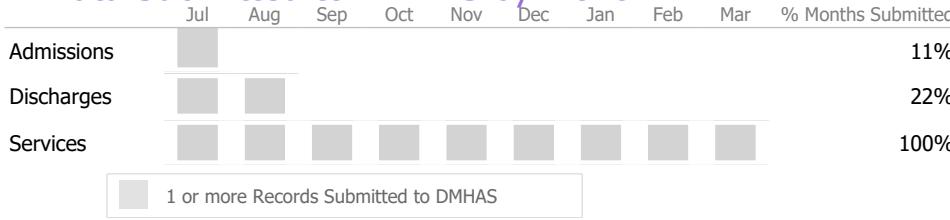
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	51	-65% ▼
Admits	1	6	-83% ▼
Discharges	2	9	-78% ▼
Service Hours	202	340	-41% ▼

Data Submission Quality

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

Data Submitted to DMHAS by Month

 > 10% Over  < 10% Under
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 1 Active Supportive Housing – Scattered Site Programs

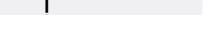
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	15	-33%	▼
Admits	2	4	-50%	▼
Discharges	1	6	-83%	▼
Bed Days	2,514	2,492	1%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	78%	40% 
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	100%	60%	84%	40% 
✓ Stable Living Situation		10	100%	95%	94%	5% 
● Employed		0	0%	25%	9%	-25% 

Bed Utilization

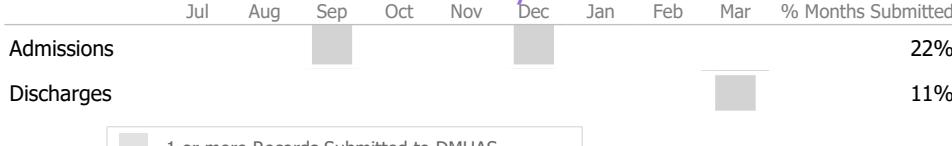
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	799 days	0.4	76%	90%	93%	-14% 



Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
		75%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%
		86%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		100%
		89%
✓ SA Screen Complete		100%
		74%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
		99%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs