

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	338	409	-17%
	Admits	88	188	-53%
	Discharges	157	162	-3%
	Service Hours	3,458	3,695	-6%
	Bed Days	5,692	5,152	10%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		83%	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			
Employment Services		207	59.0%
Case Management		112	31.9%
Recovery Support		16	4.6%
Residential Services		16	4.6%

Client Demographics

Age	#	%	State Avg
18-25	60	18%	10%
26-34	55	16%	22%
35-44	81	24%	23%
45-54	66	20%	19%
55-64	68	20%	18%
65+	8	2%	7%

Ethnicity	#	%	State Avg
Non-Hispanic	288	85%	68%
Hispanic-Other	26	8%	8%
Hisp-Puerto Rican	20	6%	11%
Hispanic-Mexican	3	1%	0%
Unknown	1	0%	12%
Hispanic-Cuban		0%	

Gender	#	%	State Avg
Male	212	63%	59%
Female	124	37%	41%
Transgender			0%

Race	#	%	State Avg
Black/African American	181	54%	17%
White/Caucasian	102	30%	61%
Other	38	11%	13%
Am. Indian/Native Alaskan	5	1%	0%
Asian	5	1%	1%
Multiple Races	5	1%	1%
Hawaiian/Other Pacific Islander	2	1%	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	16	14	14%	▲
Admits	5	6	-17%	▼
Discharges	3	3	0%	
Service Hours	387	28		

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

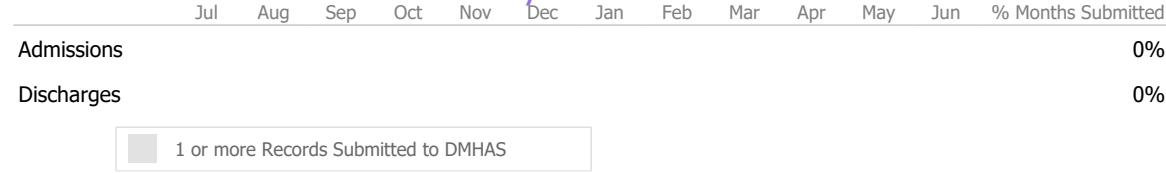
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Specialing Programs

Program Activity

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 5 Active Fiduciary Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	7	7	0%
Discharges	6	7	-14% ▼
Bed Days	3,333	2,848	17% ▲

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	76%
On-Time Periodic 6 Month Updates	0%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	75%	91%
SA Screen Complete	75%	77%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

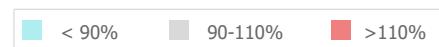
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	50%	60%	79%	-10% ▼
✓ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	77%	60%	84%	17% ▲
✓ Stable Living Situation		13	100%	95%	94%	5%
● Employed		1	8%	25%	12%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	416 days	0.2	91%	90%	94%	1%



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

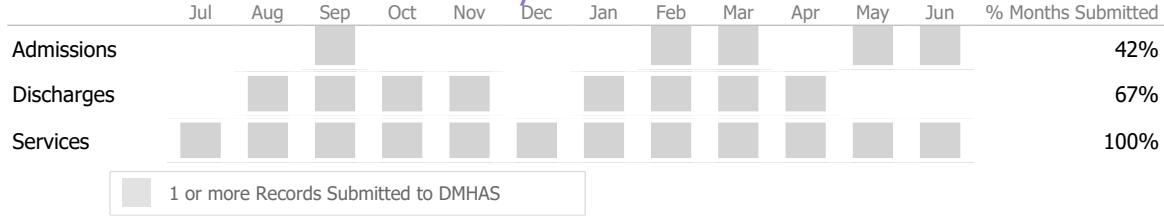
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	35	-17% ▼
Admits	13	17	-24% ▼
Discharges	16	19	-16% ▼
Service Hours	453	373	21% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		12	92%	50%	97%	42% ▲

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	11	9	22%	▲
Admits	5	4	25%	▲
Discharges	4	3	33%	▲
Bed Days	2,359	2,304	2%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully			100%	60%	79%	40%
✓ Follow-up within 30 Days of Discharge			100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support			91%	60%	84%	31%
✓ Employed			36%	25%	12%	11%
✓ Stable Living Situation			100%	95%	94%	5%

Bed Utilization

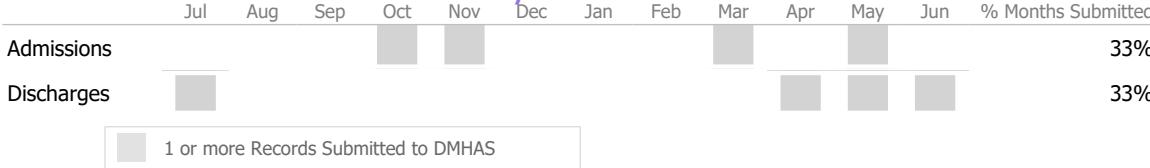
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	530 days	0.2	129%	90%	94%	39%



Data Submission Quality

	Actual	State Avg
Data Entry		
✓ Valid NOMS Data		76%
On-Time Periodic		
6 Month Updates		88%
Co-occurring		
MH Screen Complete		91%
SA Screen Complete		77%
Diagnosis		
✓ Valid Axis I Diagnosis		99%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

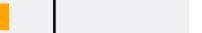
Actual Goal Goal Met Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	36	-36%	▼
Admits	5	14	-64%	▼
Discharges	8	18	-56%	▼
Service Hours	153	262	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		3	13%	35%	43%	-22% 
Clients Receiving Services		14	93%	90%	98%	3% 

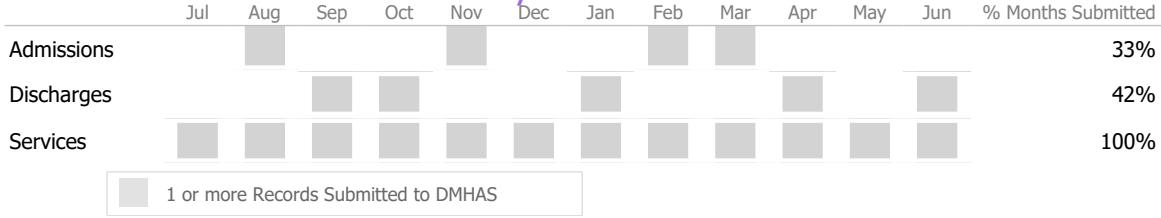
Data Submission Quality

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

Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	14	93%	90%	98%	3% 

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

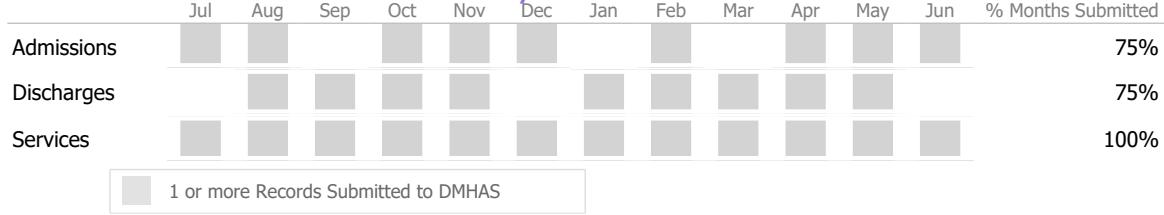
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	117	-23% ▼
Admits	16	51	-69% ▼
Discharges	55	39	41% ▲
Service Hours	1	3	-72% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		16	100%	50%	97%	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	93	122	-24%	▼
Admits	12	51	-76%	▼
Discharges	25	40	-38%	▼
Service Hours	1,593	1,910	-17%	▼

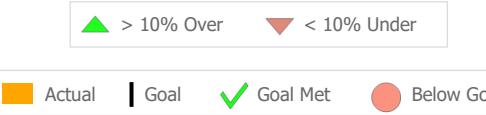
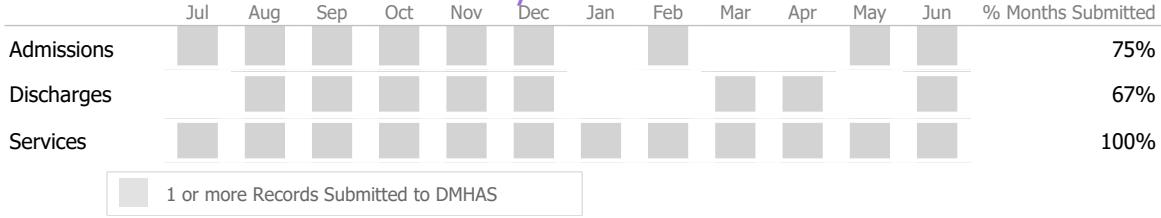
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	16	17%	35%	43%	-18% ▼
Clients Receiving Services	Actual % vs Goal %	69	99%	90%	98%	9% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic 6 Month Updates	100%	93%

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	83	-13%	▼
Admits	17	33	-48%	▼
Discharges	26	28	-7%	
Service Hours	712	867	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	6	8%	35%	43%	-27%	▼

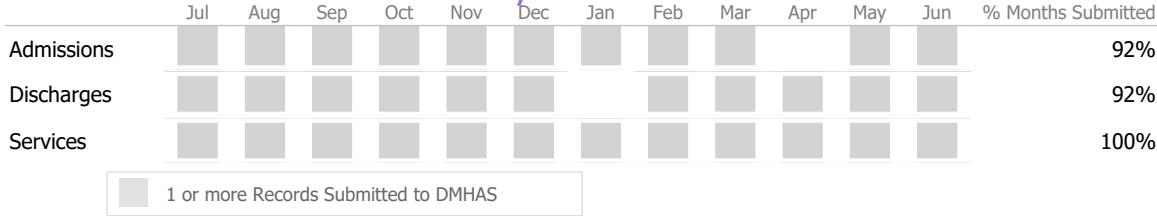
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
47	98%	90%	98%	98%	8%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	97%	93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

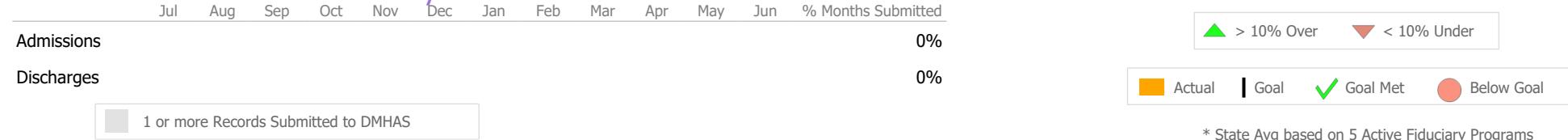
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

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

Data Submitted to DMHAS by Month

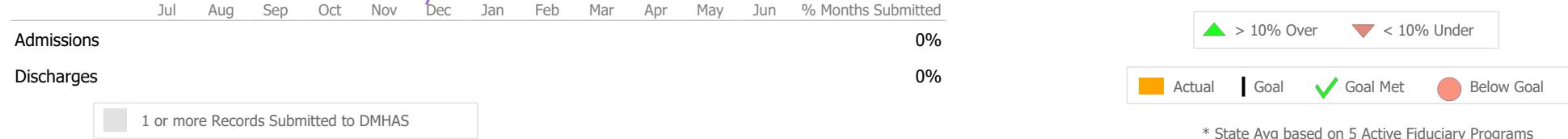


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

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

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	22	19	16%	▲
Admits	8	5	60%	▲
Discharges	14	5	180%	▲
Service Hours	159	251	-37%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	3	14%	35%	43%	-21%	▼

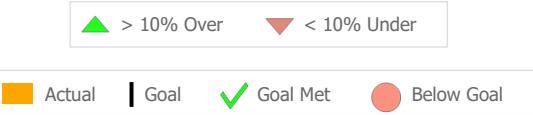
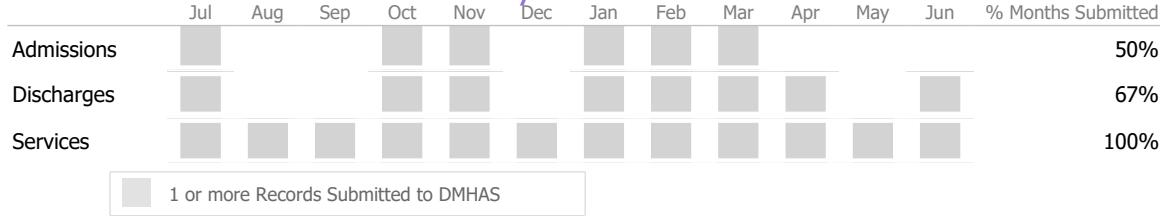
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
8	100%	90%	98%	10%		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	100%	93%

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs