

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	69	87	-21%	
	Admits	16	13	23%	
	Discharges	16	13	23%	
	Service Hours	388	589	-34%	

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

### Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Access		100%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		89%	80%	91%
● Outcome		78%	80%	83%
● Recovery		67%	80%	79%

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Case Management		69	100.0%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	10%	9%	Female	37	55%	41%
26-34	11	16%	21%	Male	30	45%	59%
35-44	10	14%	23%	Transgender			0%
45-54	15	22%	19%				
55-64	15	22%	19%				
65+	11	16%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	44	64%	68%	White/Caucasian	40	58%	62%
Hisp-Puerto Rican	13	19%	11%	Black/African American	20	29%	17%
Hispanic-Other	11	16%	8%	Other	7	10%	13%
Unknown	1	1%	11%	Am. Indian/Native Alaskan	1	1%	0%
Hispanic-Cuban			0%	Multiple Races	1	1%	1%
Hispanic-Mexican			1%	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	10	10	0%
Admits	1	1	0%
Discharges	1	-	
Service Hours	77	206	-63% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	10	100%	85%	94%	15% ▲

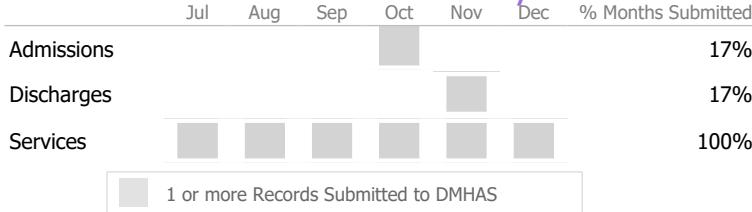
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	9	100%	90%	95%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic		
✓ 6 Month Updates	100%	86%

## 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	8	9	-11% 
Admits	1	-	
Discharges	-	-	
Service Hours	32	35	-8% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	94%	15% 

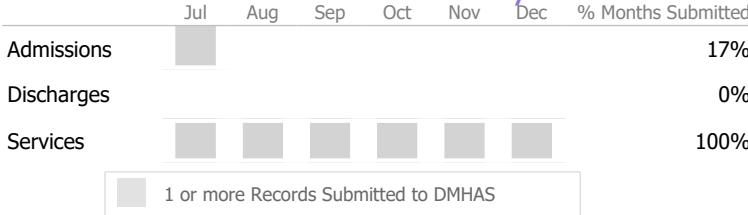
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	98%
On-Time Periodic			
✓ 6 Month Updates		100%	86%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	18	-6%
Admits	3	-	
Discharges	-	2	-100% ▼
Service Hours	148	110	35% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% ▲	17	100%	85%	88%	15% ▲

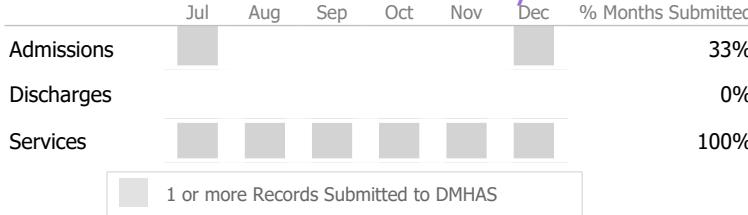
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% ▲	17	100%	90%	96%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	83%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	8	7	14%	▲
Admits	1	-		
Discharges	3	-		
Service Hours	35	32	8%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	94%	15% ▲

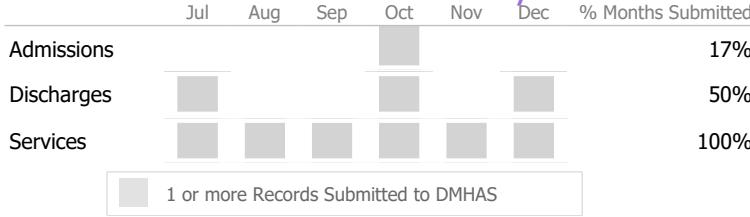
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	5	100%	90%	95%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic		
✓ 6 Month Updates	100%	86%

## 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	4		
Admits	4	-	
Discharges	1	-	
Service Hours	22	-	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	88%	15% 

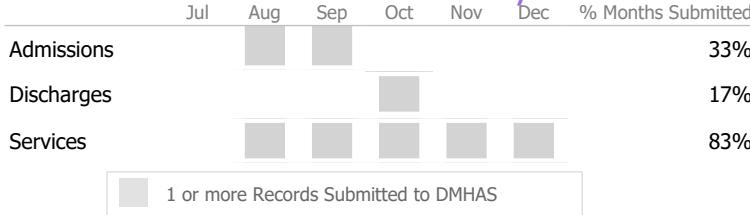
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	96%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	N/A	83%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	36	-50%	▼
Admits	6	12	-50%	▼
Discharges	11	11	0%	
Service Hours	55	190	-71%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	78%	85%	88%	-7%

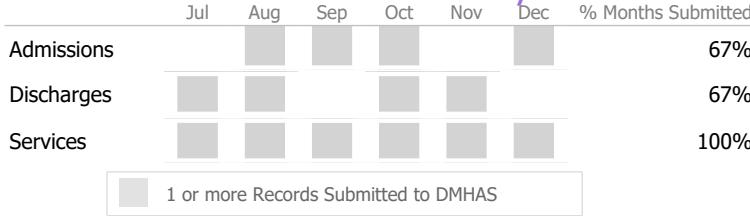
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		7	100%	90%	96%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	83%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

█ Actual   █ Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	20	16	27% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	88%	15% 

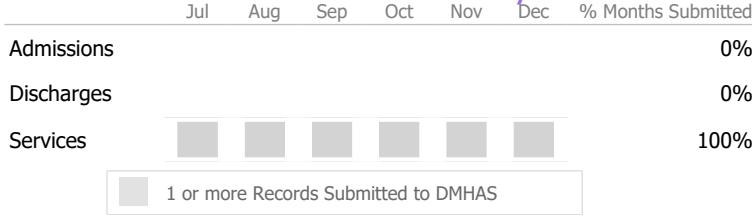
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	96%	10% 

## Data Submission Quality

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

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 Actual  Goal  Goal Met  Below Goal

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