

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	473	508	-7%
	Admits	136	79	72%
	Discharges	106	181	-41%
	Service Hours	5,961	5,959	0%
	S.Rehab/PHP/IOP	3,372	2,276	48%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	96%	96%	80%	92%
✓ Quality and Appropriateness	96%	96%	80%	93%
✓ General Satisfaction	95%	95%	80%	92%
✓ Respect	94%	94%	80%	91%
✓ Overall	93%	93%	80%	91%
✓ Access	88%	88%	80%	88%
✓ Outcome	83%	83%	80%	83%
● Recovery	78%	78%	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	204	38.4%	
Social Rehabilitation	197	37.1%	
Community Support	130	24.5%	

Client Demographics

Age	#	%	State Avg
18-25	11	2%	10%
26-34	55	12%	22%
35-44	83	18%	23%
45-54	115	24%	19%
55-64	151	32%	19%
65+	55	12%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	406	86%	68%
Hisp-Puerto Rican	32	7%	11%
Hispanic-Other	28	6%	8%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	12%

Gender	#	%	State Avg
Male	261	55%	59%
Female	212	45%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	312	66%	62%
Black/African American	99	21%	17%
Other	42	9%	13%
Asian	12	3%	1%
Am. Indian/Native Alaskan	4	1%	0%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	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	9	8	13%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	169	564	-70%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	89%	8	89%	85%	95%	4%

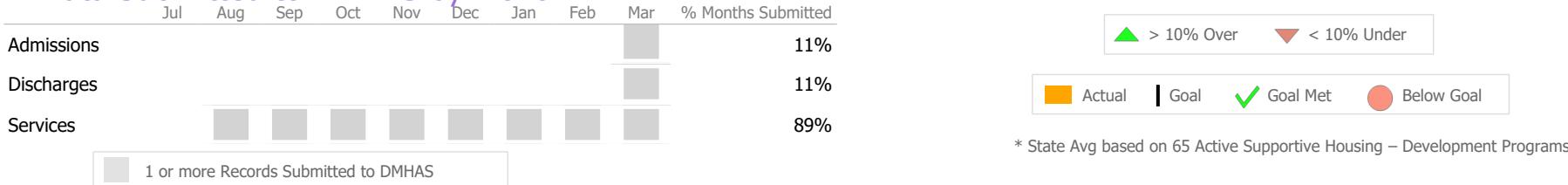
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	87%

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	130	144	-10% ▼
Admits	15	19	-21% ▼
Discharges	17	25	-32% ▼
Service Hours	3,917	2,392	64% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	84%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		100%	95%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

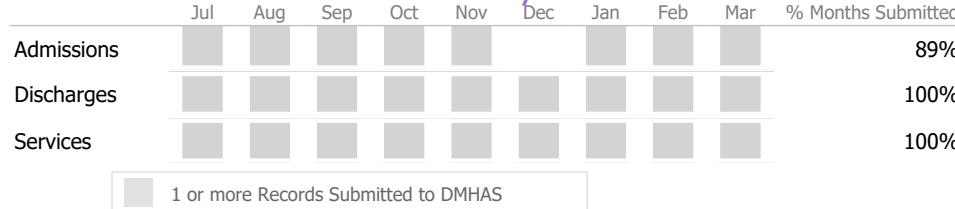
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	59%	65%	57%	-6%
Recovery						
✓ Social Support		123	95%	60%	80%	35% ▲
✓ Stable Living Situation		125	96%	80%	87%	16% ▲
● Employed		25	19%	20%	14%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		113	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	146	119	23% ▲

Recovery

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

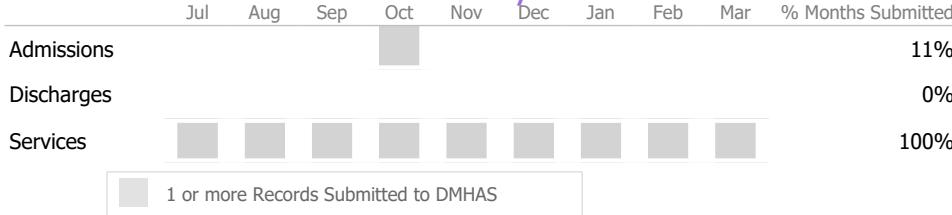
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		9	100%	90%	97%	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



▲ > 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	10	11	-9%
Admits	3	3	0%
Discharges	2	3	-33% ▼
Service Hours	271	204	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	80%	8	80%	85%	88%	-5%

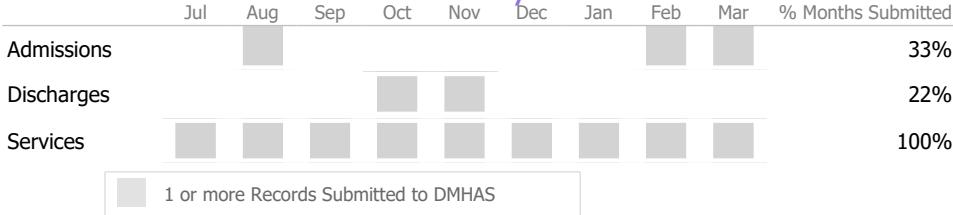
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100%	10%	8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic		
6 Month Updates	100%	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	36	36	0%
Admits	2	3	-33% ▼
Discharges	3	3	0%
Service Hours	396	408	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		34	94%	85%	88%	9%

Service Utilization

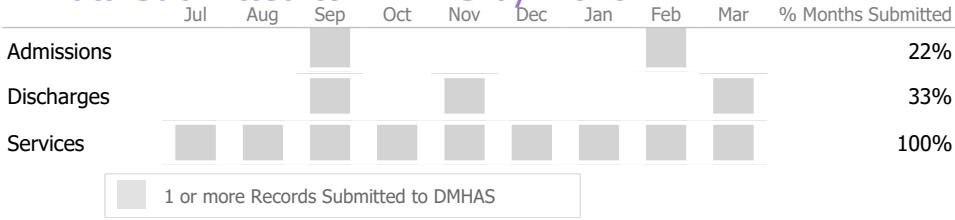
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic	100%	96%

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

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	21	27	-22%	▼
Admits	12	7	71%	▲
Discharges	5	15	-67%	▼
Service Hours	82	137	-40%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		11	92%	50%	94%	42% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	197	241	-18%	▼
Admits	54	6	800%	▲
Discharges	43	77	-44%	▼
Service Hours	269	1,438	-81%	▼
Social Rehab/PHP/IOP Days	3,372	2,276	48%	▲

Service Utilization

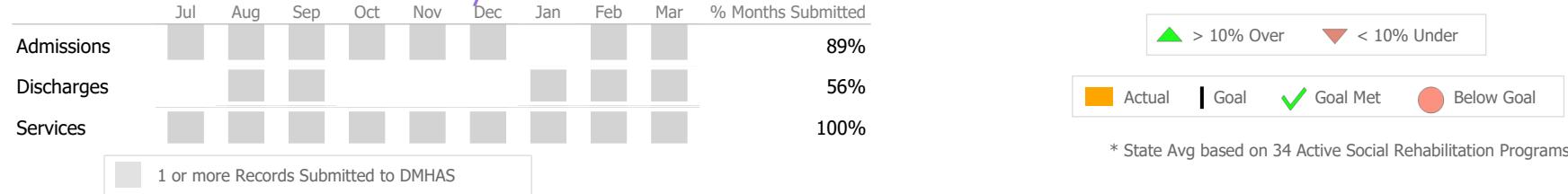
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Clients Receiving Services

Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal

Goal | 156 | 100% | 90% | 72% | 10%

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	15	19	-21% ▼
Admits	5	2	150% ▲
Discharges	-	6	-100% ▼
Service Hours	280	325	-14% ▼

Recovery

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

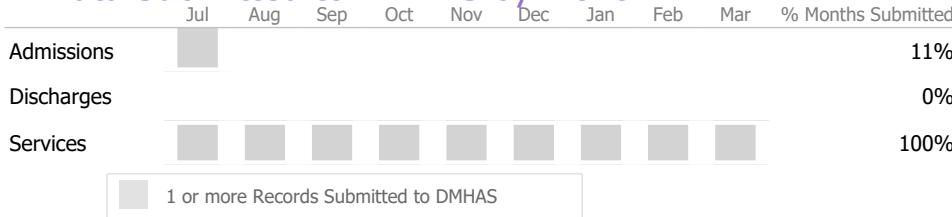
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	15	15	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	87%

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

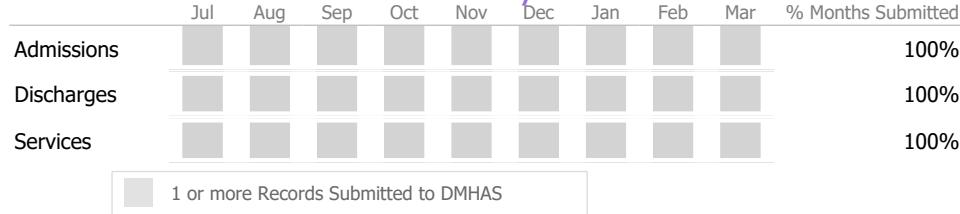
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	92	7%
Admits	38	39	-3%
Discharges	35	51	-31% ▼
Service Hours	381	348	10%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		38	100%	50%	94%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	2	250%	▲
Admits	5	-		
Discharges	-	-		
Service Hours	50	24	107%	▲

Recovery

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

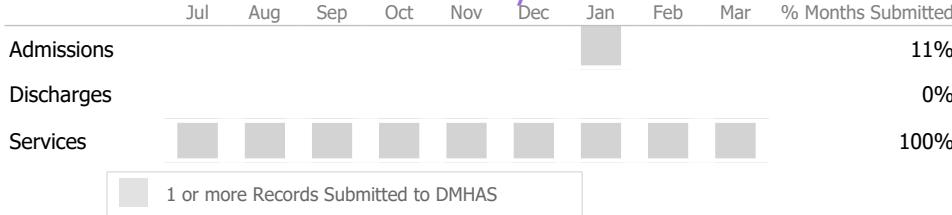
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	7	100%	90%	97%	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



▲ > 10% Over ▼ < 10% Under

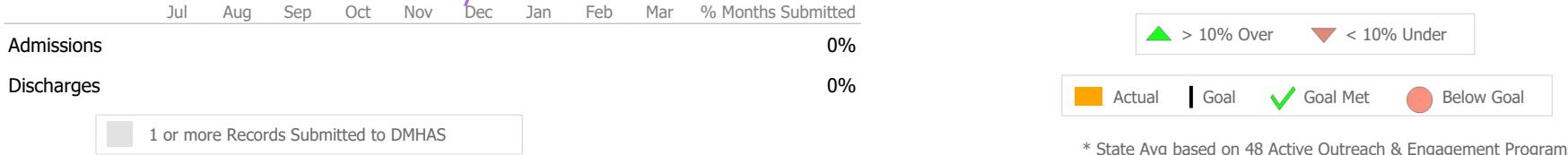
Actual Goal ✓ Goal Met ● Below Goal

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

Program Activity

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

Data Submitted to DMHAS by Month



* State Avg based on 48 Active Outreach & Engagement Programs