

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	114	113	1%
	Admits	25	15	67%
	Discharges	19	22	-14%
	Service Hours	1,145	1,840	-38%

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

Consumer Satisfaction Survey

(Based on 80 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		93%	80%	83%
✓ Recovery		93%	80%	79%
✓ Respect		93%	80%	91%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Case Management		114	100.0%
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Client Demographics

Age	#	%	State Avg
18-25	1	1%	10%
26-34	14	12%	22%
35-44	17	15%	23%
45-54	28	25%	19%
55-64	41	36%	19%
65+	13	11%	8%

Gender	#	%	State Avg
Male	76	67%	59%
Female	37	33%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	77	68%	68%
Hisp-Puerto Rican	26	23%	11%
Hispanic-Other	9	8%	8%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%
Unknown			12%

Race	#	%	State Avg
Black/African American	64	56%	17%
White/Caucasian	44	39%	62%
Other	6	5%	13%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	25	-8%
Admits	4	6	-33% ▼
Discharges	6	6	0%
Service Hours	277	672	-59% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	23	100%	85%	95%	15% ▲

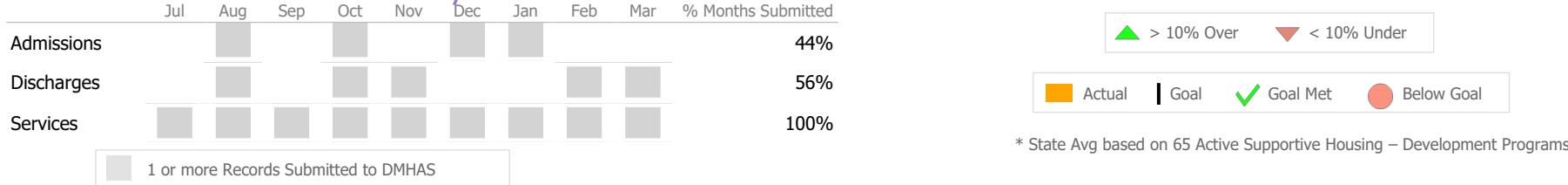
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	17	100%	90%	96%	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	21	20	5%
Admits	4	3	33% ▲
Discharges	4	3	33% ▲
Service Hours	256	603	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	21	100%	85%	95%	15% ▲

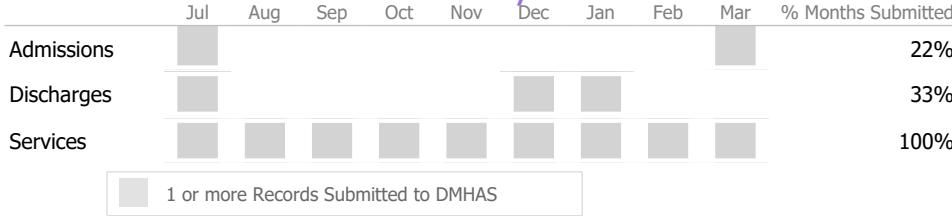
Service Utilization

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



▲ > 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	26	24	8%
Admits	4	1	300% ▲
Discharges	5	5	0%
Service Hours	219	212	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	26	26	100%	85%	95%	15% ▲

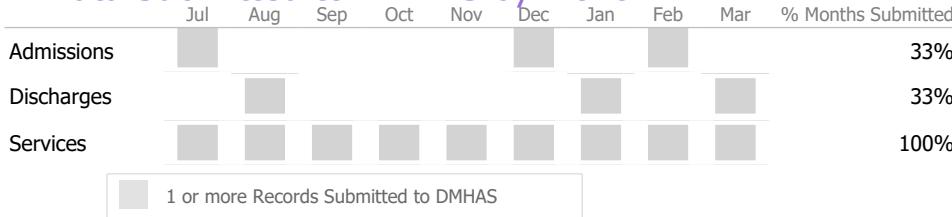
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	21	21	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
✓ On-Time Periodic 6 Month Updates	89%	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	33	33	0%
Admits	6	2	200% ▲
Discharges	3	3	0%
Service Hours	324	297	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	 	33	100%	85%	95%	15% ▲

Service Utilization

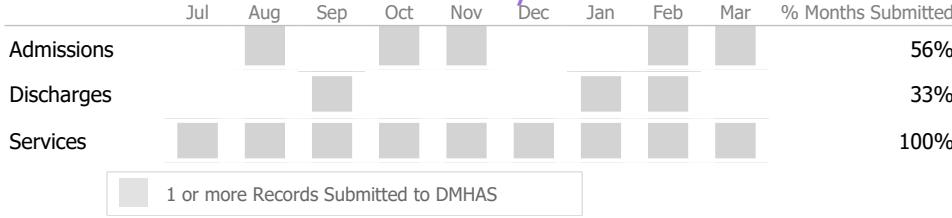
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	30	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100% 99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	 	81% 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	6		
Admits	5	-	
Discharges	-	-	
Service Hours	39	-	

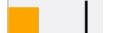
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	83%	85%	88%	-2%

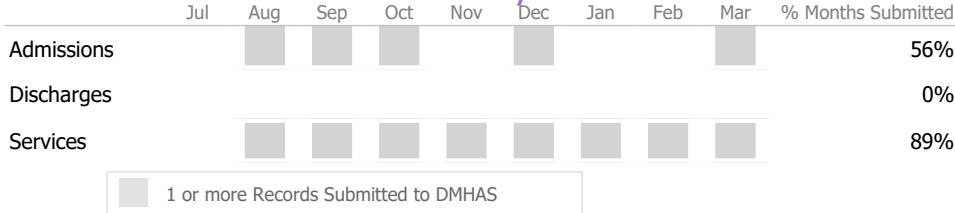
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	83%	90%	97%	-7%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		100%	96%
On-Time Periodic			
6 Month Updates		33%	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	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	88%	-85% 

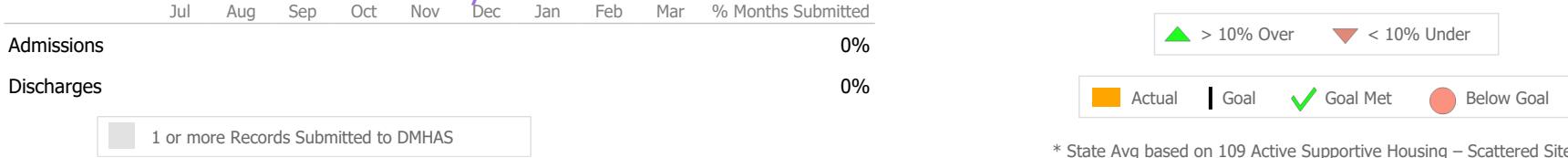
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	97%	N/A 

Data Submission Quality

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

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	11	-45%	▼
Admits	2	3	-33%	▼
Discharges	1	5	-80%	▼
Service Hours	32	56	-43%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	67%	85%	88%	-18% 

Service Utilization

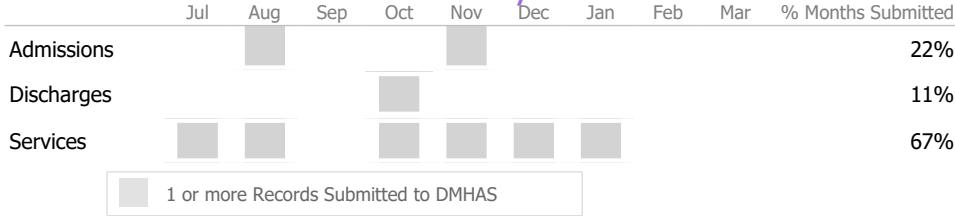
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		4	80%	90%	97%	-10% 

Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data	 100%	96%

On-Time Periodic	Actual	State Avg
 6 Month Updates	 25%	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