

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	870	969	-10%
	Admits	155	166	-7%
	Discharges	237	192	23%
	Service Hours	22,425	40,097	-44%
	S.Rehab/PHP/IOP	5,899	1,492	295%

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

## Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
General Satisfaction		79%	80%	92%
Respect		77%	80%	91%
Overall		75%	80%	91%
Recovery		67%	80%	79%
Outcome		66%	80%	83%
Participation in Treatment		65%	80%	92%
Quality and Appropriateness		61%	80%	93%
Access		54%	80%	88%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Case Management		490	48.1%
Social Rehabilitation		234	23.0%
Employment Services		160	15.7%
Community Support		134	13.2%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		563	65%	59%
18-25	22	3%	10%		307	35%	41%
26-34	103	12%	22%				0%
35-44	167	19%	23%				
45-54	196	23%	19%				
55-64	286	33%	19%				
65+	96	11%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
	Non-Hispanic	76%	68%		Black/African American	45%	17%
Hisp-Puerto Rican	178	20%	11%		White/Caucasian	40%	62%
Hispanic-Other	24	3%	8%		Other	13%	13%
Hispanic-Cuban	5	1%	0%		Am. Indian/Native Alaskan	1%	0%
Hispanic-Mexican	2	0%	1%		Asian	0%	1%
Unknown	1	0%	12%		Unknown	0%	6%
					Hawaiian/Other Pacific Islander	0%	0%
					Multiple Races	0%	1%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	56	9%
Admits	9	1	800% <span style="color: green;">▲</span>
Discharges	11	3	267% <span style="color: green;">▲</span>
Service Hours	737	720	2%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 54%;">54</span>	54	89%	85%	88%	4%

## Service Utilization

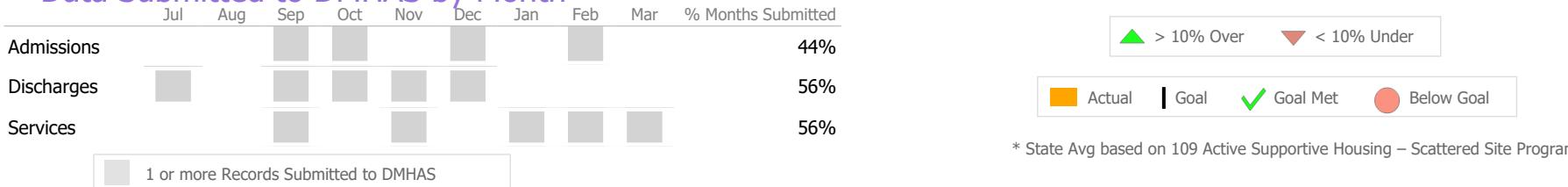
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 49%;">49</span>	49	98%	90%	97%	8%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;">100%</span>	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	<span style="width: 45%;">45%</span>	83%

## 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	16	15	7%
Admits	1	15	-93% ▼
Discharges	1	-	
Service Hours	133	15	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	88%	9%

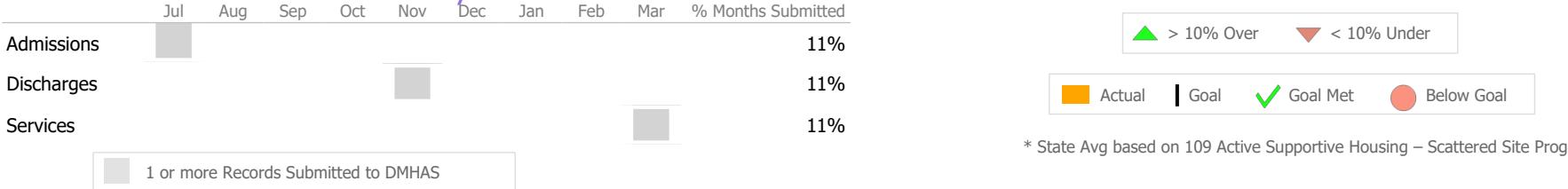
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	96%
On-Time Periodic			
✓ 6 Month Updates		93%	83%

## 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	24	26	-8%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	262	550	-52% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	23	96%	85%	88%	11%	▲

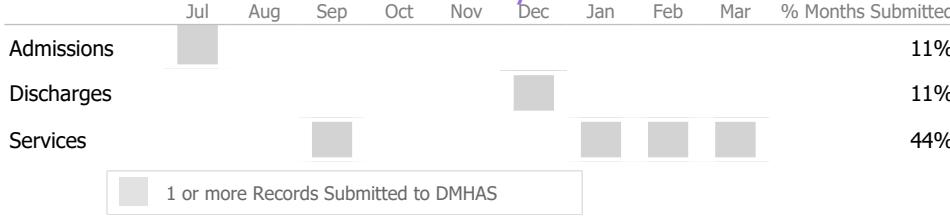
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	22	100%	90%	97%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%
On-Time Periodic		
6 Month Updates	45%	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	16	11	45%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	354	310	14%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	16	16	100%	85%	88%	15%

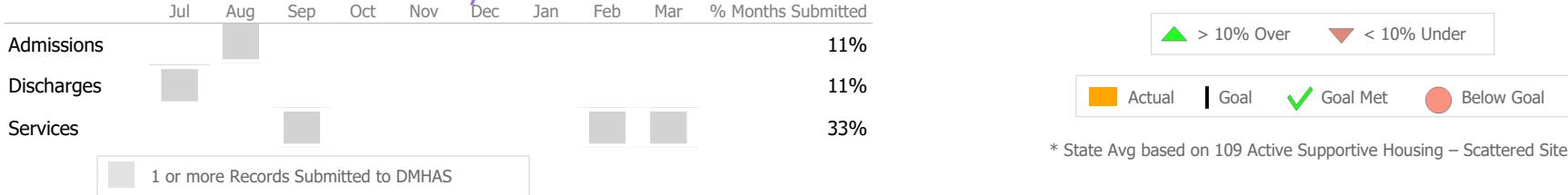
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	15	15	100%	90%	97%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	93%	83%

## 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	30	20	50%	▲
Admits	9	-		
Discharges	-	3	-100%	▼
Service Hours	443	474	-7%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	28	93%	85%	88%	8%	

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	29	97%	90%	97%	7%	

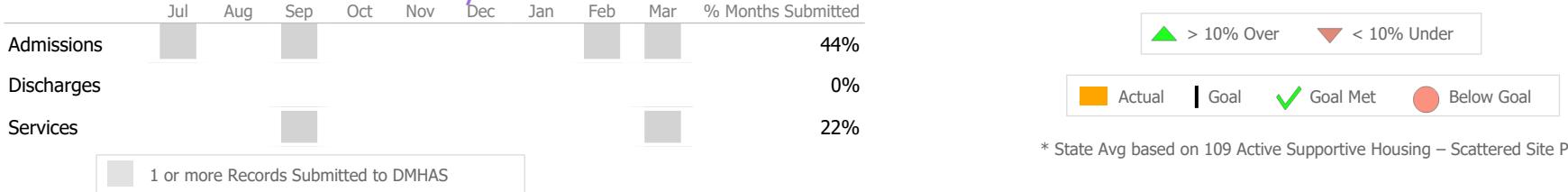
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	54%	83%

## 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	27	30	-10%
Admits	-	1	-100% ▼
Discharges	3	3	0%
Service Hours	434	1,326	-67% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	26	96%	85%	88%	11%	▲

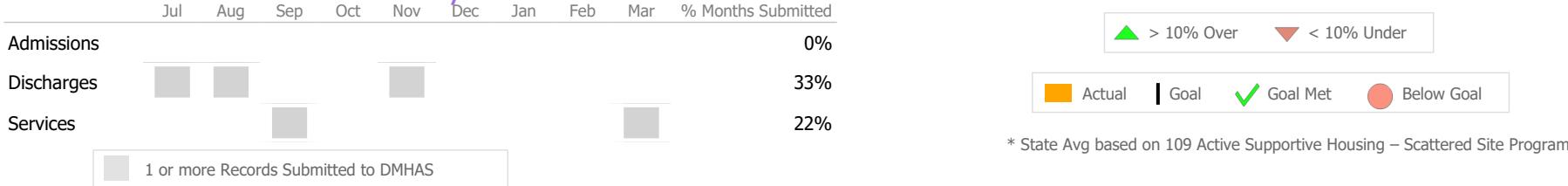
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	24	100%	90%	97%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	96%
On-Time Periodic		
✓ 6 Month Updates	88%	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	134	162	-17%	▼
Admits	17	25	-32%	▼
Discharges	33	43	-23%	▼
Service Hours	3,061	5,296	-42%	▼

## 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%

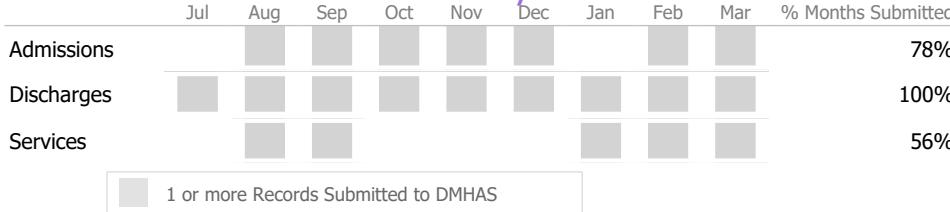
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	45%	65%	57%	-20% ▼
Recovery						
✓ Social Support		127	95%	60%	80%	35% ▲
✓ Stable Living Situation		123	92%	80%	87%	12% ▲
● Employed		26	19%	20%	14%	-1%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		100	99%	90%	98%	9%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 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	25	26	-4% ▼
Admits	3	4	-25% ▼
Discharges	5	6	-17% ▼
Service Hours	388	344	13% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	96% ▲	24	96%	85%	95%	11% ▲

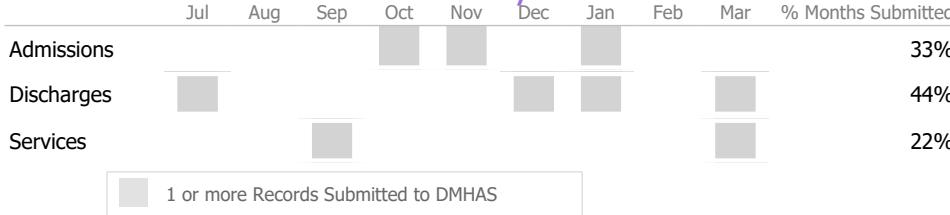
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% ▲	20	100%	90%	96%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	94%	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	34	35	-3%
Admits	-	-	
Discharges	7	1	600% <span style="color: green;">▲</span>
Service Hours	331	477	-31% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="color: orange;">█</span>	33	97%	85%	88%	12% <span style="color: green;">▲</span>

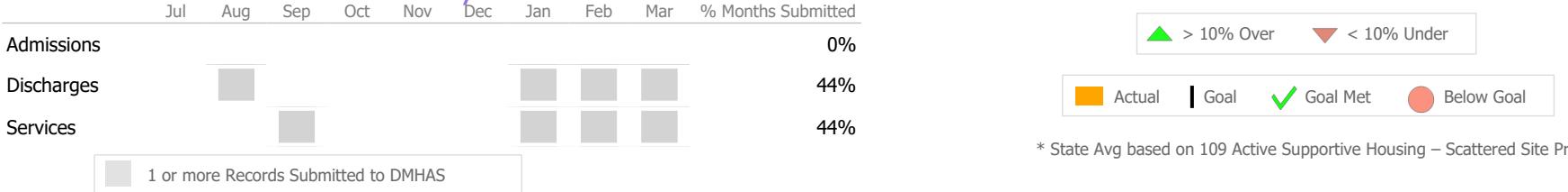
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="color: orange;">█</span>	27	100%	90%	97%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>
On-Time Periodic		
✓ 6 Month Updates	<span style="color: orange;">█</span>	100% <span style="color: green;">✓</span>

## 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	15	15	0%
Admits	2	-	
Discharges	2	2	0%
Service Hours	371	236	57% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 15%;">15</span>	15	100%	85%	95%	15% <span style="color: green;">▲</span>

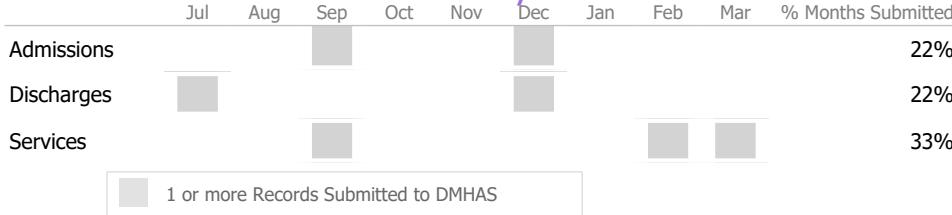
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 13%;">13</span>	13	100%	90%	96%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;">100%</span>	99%
On-Time Periodic		
✓ 6 Month Updates	<span style="width: 100%;">100%</span>	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	10	10	0%
Admits	1	2	-50% ▼
Discharges	3	-	
Service Hours	327	76	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	90%	9	90%	85%	95%	5%

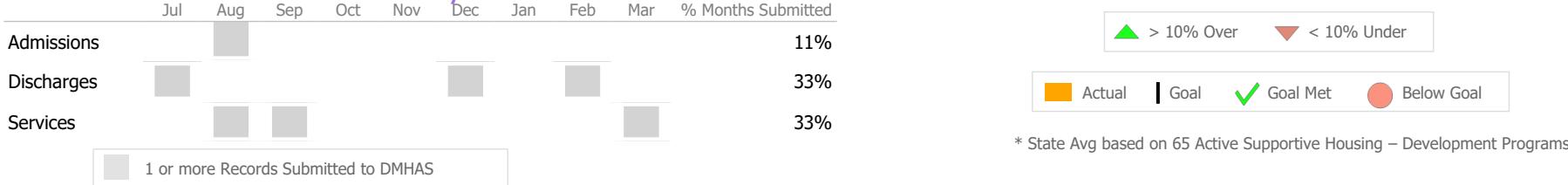
## Service Utilization

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

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	86%	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	9	10	-10%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	385	206	87% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	9	100%	85%	95%	15%	▲

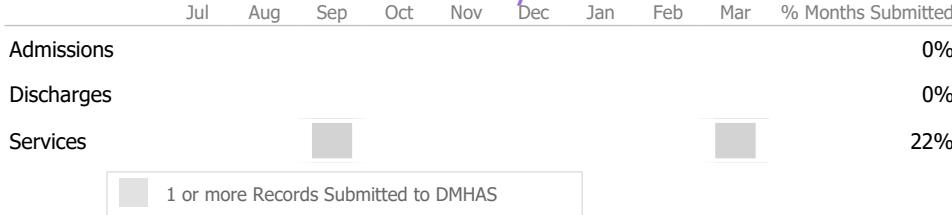
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	9	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	9	10	-10%
Admits	-	-	
Discharges	1	1	0%
Service Hours	177	251	-29% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	95%	9	100%	85%	88%	15% ▲

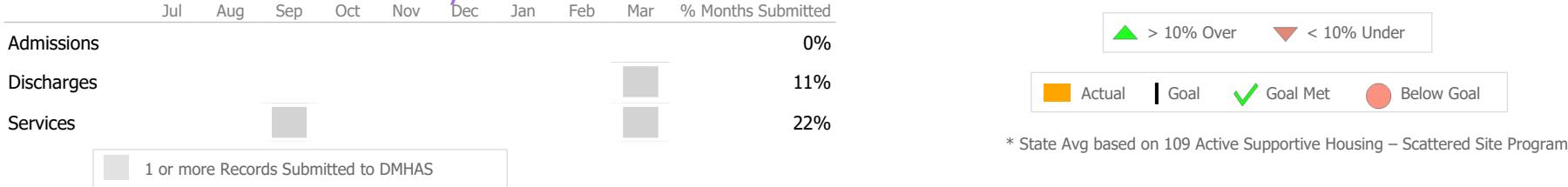
## Service Utilization

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



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	1	2	-50% ▼
Discharges	-	3	-100% ▼
Service Hours	68	45	52% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% ▲	5	100%	85%	95%	15% ▲

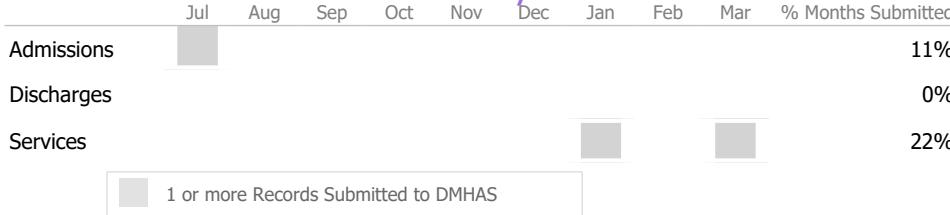
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% ▲	5	100%	90%	96%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	80%	87%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

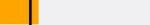
█ Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	187	-14%	▼
Admits	37	67	-45%	▼
Discharges	80	45	78%	▲
Service Hours	2,302	3,469	-34%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		63	39%	35%	47%	4%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	99%	90%	96%	9%

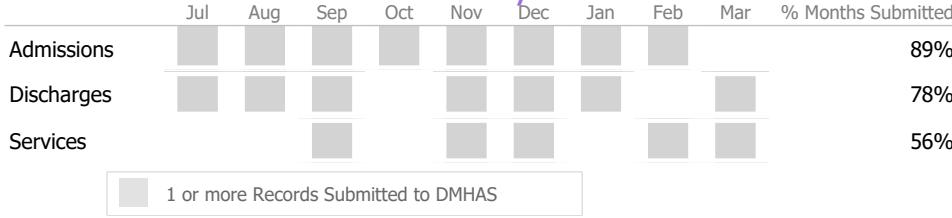
## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		96%	92%

On-Time Periodic	Actual	State Avg	
● 6 Month Updates		76%	91%

## 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	149	161	-7%
Admits	15	10	50% 
Discharges	18	17	6%
Service Hours	1,272	1,436	-11% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		139	93%	85%	88%	8%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		129	98%	90%	97%	8%

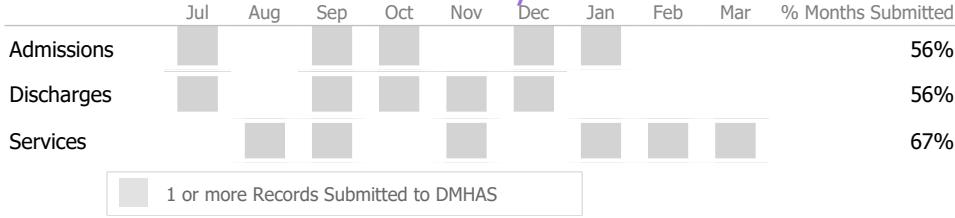
## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		99%	96%

On-Time Periodic	Actual	State Avg	
● 6 Month Updates		63%	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

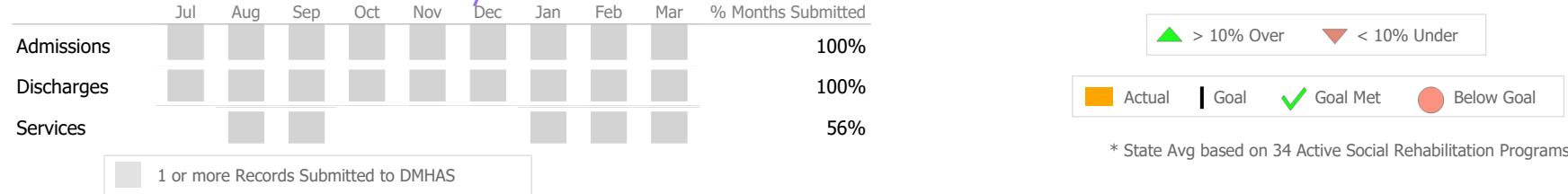
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	234	281	-17%	▼
Admits	50	33	52%	▲
Discharges	65	28	132%	▲
Service Hours	10,362	23,692	-56%	▼
Social Rehab/PHP/IOP Days	5,899	1,492	295%	▲

## Service Utilization

Measure	Actual	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Goal				
Clients Receiving Services	170	98%	90%	72%	8%			

## 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	29	42	-31% ▼
Admits	6	1	500% ▲
Discharges	3	19	-84% ▼
Service Hours	208	215	-3%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	28	97%	85%	88%	12%	▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	26	100%	90%	97%	10%	

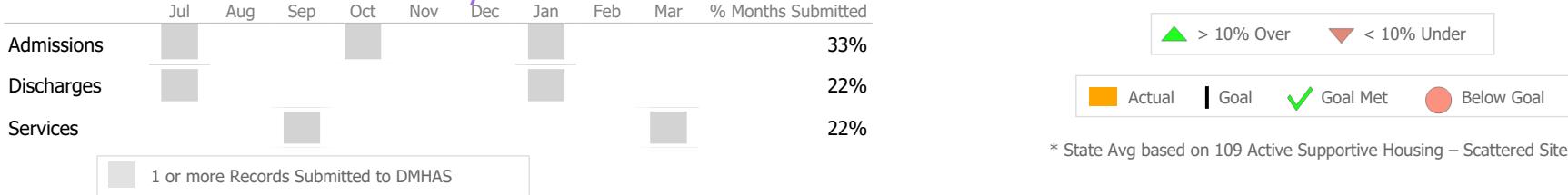
## Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	50%	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	34	46	-26% ▼
Admits	2	3	-33% ▼
Discharges	2	13	-85% ▼
Service Hours	812	609	33% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	34	100%	85%	95%	15%	▲

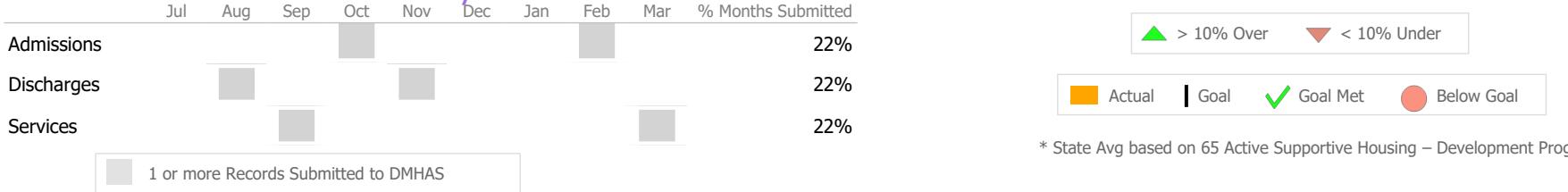
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	32	100%	90%	96%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	83%	87%

## Data Submitted to DMHAS by Month



\* State Avg based on 65 Active Supportive Housing – Development Programs