

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	550	542	1%
	Admits	320	325	-2%
	Discharges	308	331	-7%
	Service Hours	2,382	2,760	-14%
	Bed Days	12,908	7,111	82%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Access		95%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	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	516	77.9%
Addiction			
	Residential Services	146	22.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		413	75%	59%
18-25	10	2%	10%		135	25%	41%
26-34	65	12%	22%				0%
35-44	129	23%	23%				
45-54	141	26%	19%				
55-64	153	28%	19%				
65+	51	9%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
	White/Caucasian	Black/African American	Other		259	47%	62%
Non-Hispanic	459	83%	68%	White/Caucasian	245	45%	17%
Hispanic-Other	91	17%	8%	Black/African American			
Hispanic-Cuban			0%	Other	24	4%	13%
Hispanic-Mexican			1%	Multiple Races	15	3%	1%
Hisp-Puerto Rican			11%	Unknown	3	1%	6%
Unknown			12%	Hawaiian/Other Pacific Islander	2	0%	0%
				Am. Indian/Native Alaskan	1	0%	0%
				Asian	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	2	1	100% ▲
Discharges	1	2	-50% ▼
Service Hours	159	127	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	13	100%	85%	95%	15% ▲

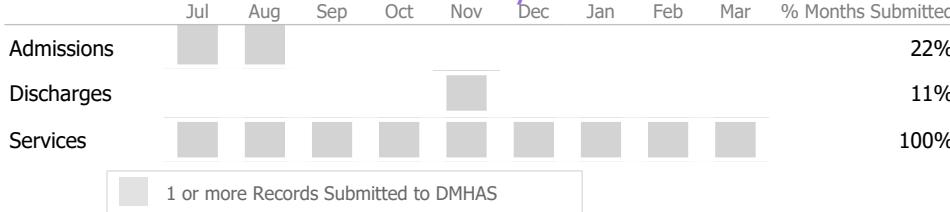
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	12	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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	13	14	-7%
Admits	3	2	50% 
Discharges	4	4	0%
Service Hours	100	8	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	85%	85%	95%	0%

Service Utilization

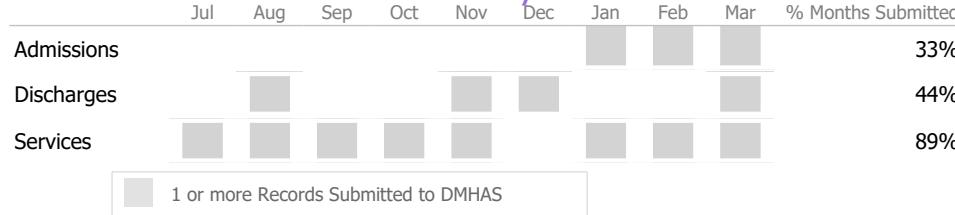
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		98%	99%

On-Time Periodic	Actual	State Avg	
6 Month Updates		83%	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	11	-9%
Admits	-	3	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	28	55	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% ▲	10	100%	85%	88%	15% ▲

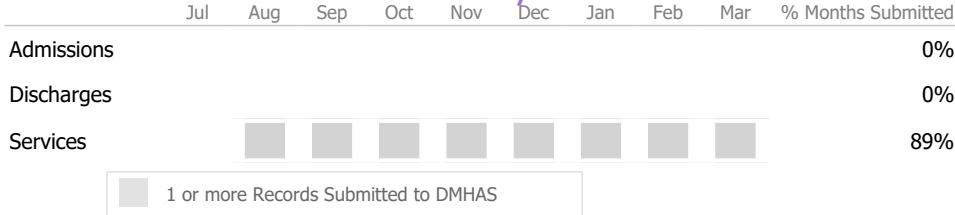
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	96%
On-Time Periodic		
6 Month Updates	70%	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	38	50	-24%	▼
Admits	1	5	-80%	▼
Discharges	8	11	-27%	▼
Service Hours	307	412	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	35	90%	85%	88%	5%	

Service Utilization

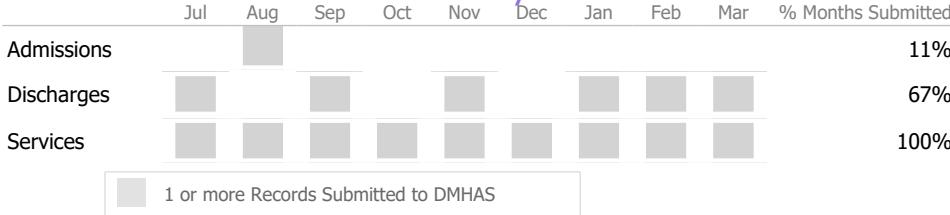
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	29	94%	90%	97%	4%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	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	25	29	-14%	▼
Admits	2	3	-33%	▼
Discharges	2	4	-50%	▼
Service Hours	183	219	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	80%	20	80%	85%	88%	-5%

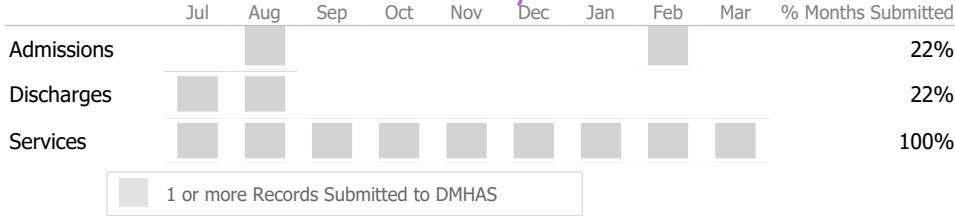
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
91%	91%	21	91%	90%	97%	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic		
6 Month Updates	86%	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	9	9	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	100	134	-26% ▼

Recovery

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

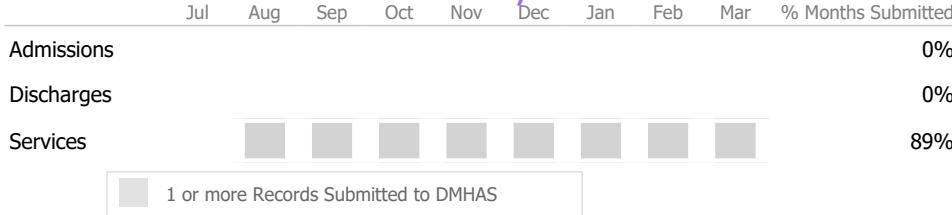
Service Utilization

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	99%	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

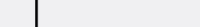
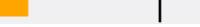
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	14	10	40%	▲
Discharges	14	11	27%	▲
Service Hours	89	117	-24%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	50%	50%	62%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		11	58%	60%	72%	-2%
● Employed		0	0%	20%	17%	-20%
● Stable Living Situation		3	16%	80%	75%	-64%

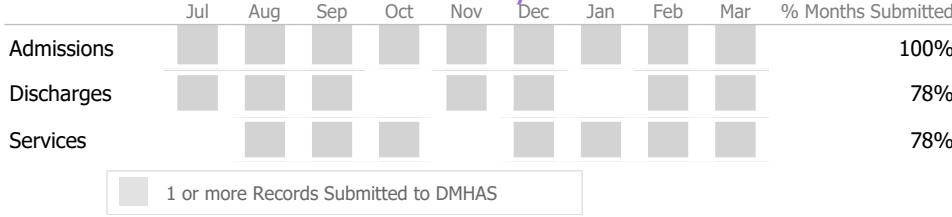
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	85%	10%

Data Submitted to DMHAS by Month

 > 10% Over < 10% Under


* State Avg based on 30 Active Standard Case Management Programs

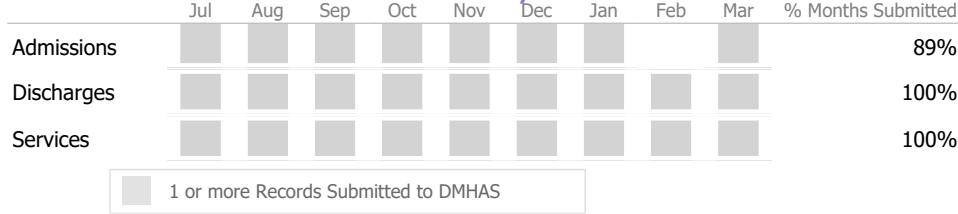
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	81	10%
Admits	51	44	16% ▲
Discharges	45	46	-2%
Service Hours	452	368	23% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 51%; background-color: orange;"></div>	51	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

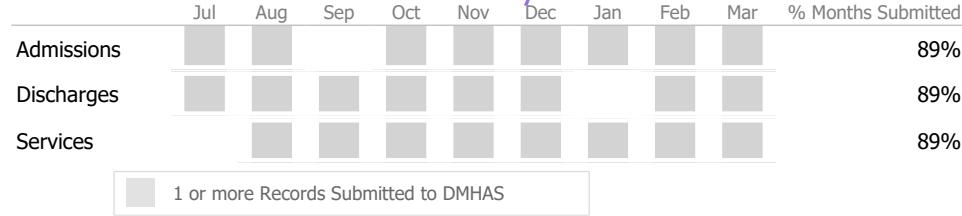
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	52	-25% ▼
Admits	29	36	-19% ▼
Discharges	20	37	-46% ▼
Service Hours	162	66	144% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		28	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

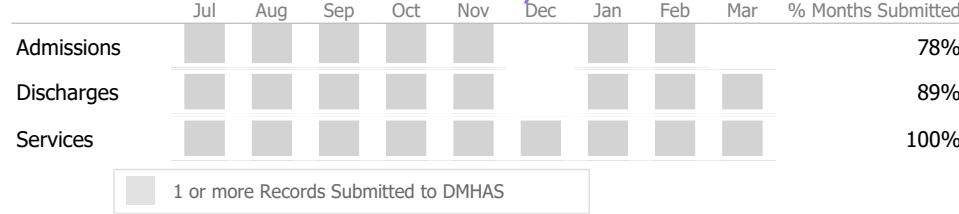
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	94	-32% ▼
Admits	26	52	-50% ▼
Discharges	34	54	-37% ▼
Service Hours	279	438	-36% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	22	85%	50%	94%	35% ▲

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	24	36	-33% ▼
Admits	8	14	-43% ▼
Discharges	17	14	21% ▲
Service Hours	22	51	-56% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	Yellow	4	16%	85%	88%	-69% ▼

Service Utilization

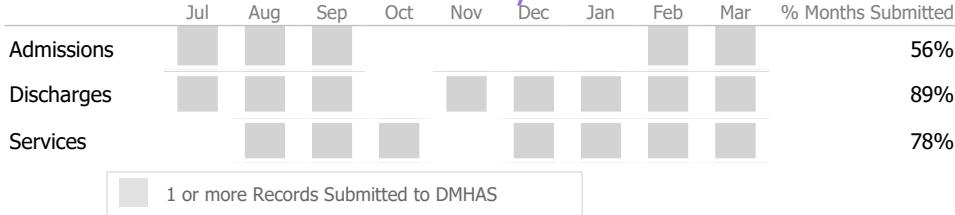
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Yellow	8	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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	32	29	10%	▲
Admits	27	24	13%	▲
Discharges	23	21	10%	
Bed Days	2,106	1,568	34%	▲

Discharge Outcomes

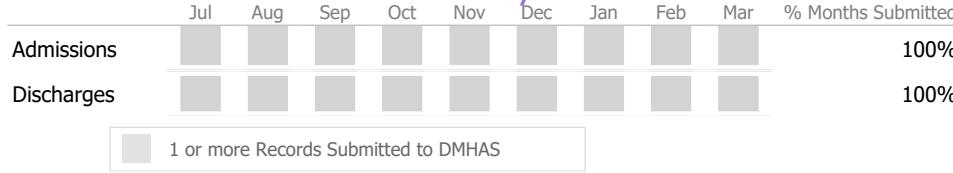
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	43%	85%	79%	-42% 

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	123 days	0.2	77%	90%	65%	-13% 



Data Submitted to DMHAS by Month

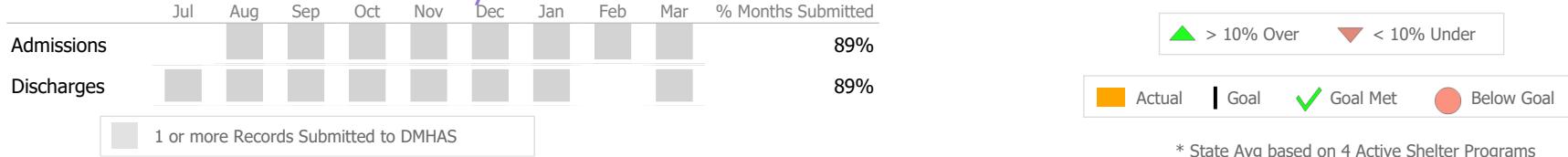
 > 10% Over  < 10% Under


* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	74	54%	▲
Admits	68	54	26%	▲
Discharges	48	51	-6%	
Bed Days	10,802	5,543	95%	▲

Data Submitted to DMHAS by Month



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

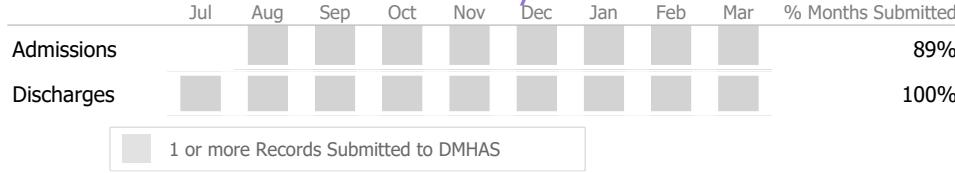
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	73	64% ▲
Admits	69	52	33% ▲
Discharges	72	49	47% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 53%; background-color: orange; height: 10px;"></div>	53	77%	50%	94%	27% ▲

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

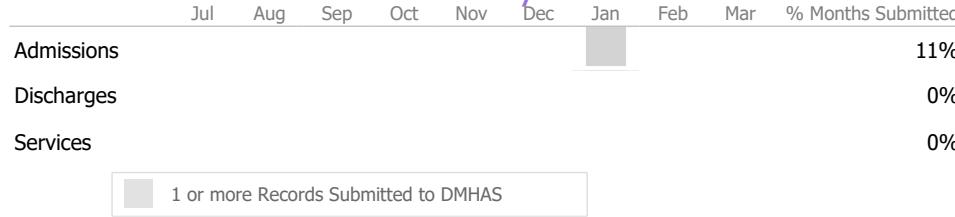
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	1	100%	▲
Admits	2	-		
Discharges	-	1	-100%	▼
Service Hours	2	1		▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		2	100%	50%	94%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

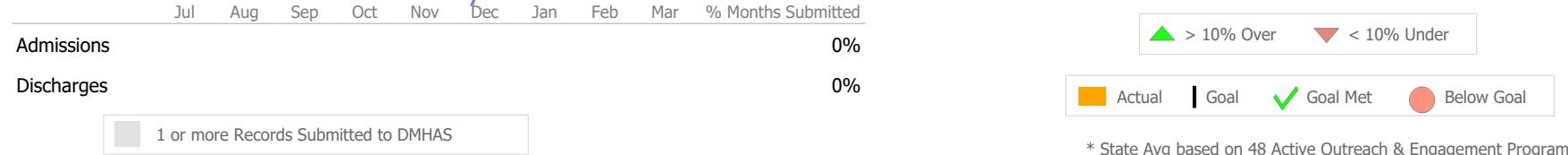
Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

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

Data Submitted to DMHAS by Month

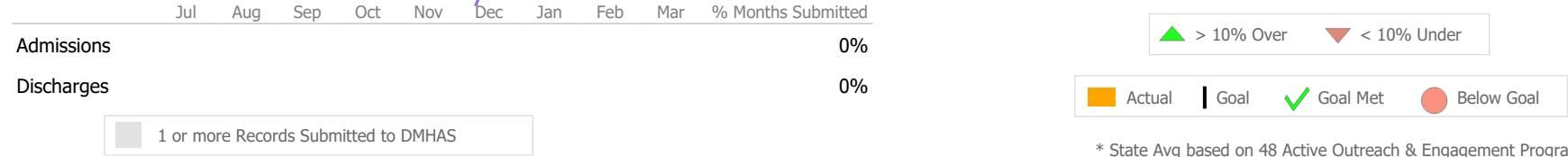


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

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

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	33	-12%	▼
Admits	1	8	-88%	▼
Discharges	1	4	-75%	▼
Service Hours	125	195	-36%	▼

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

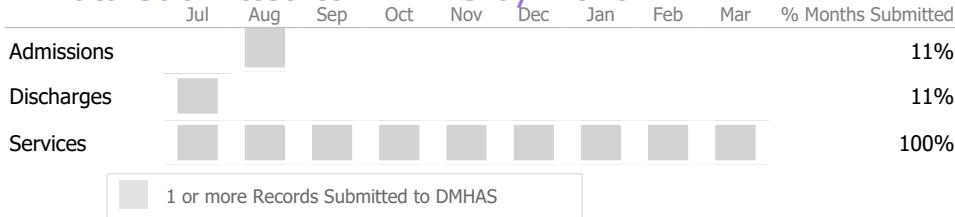
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	27	96%	90%	97%	6%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	57%	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	15	17	-12%	▼
Admits	3	2	50%	▲
Discharges	1	3	-67%	▼
Service Hours	114	176	-35%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	95%	8%

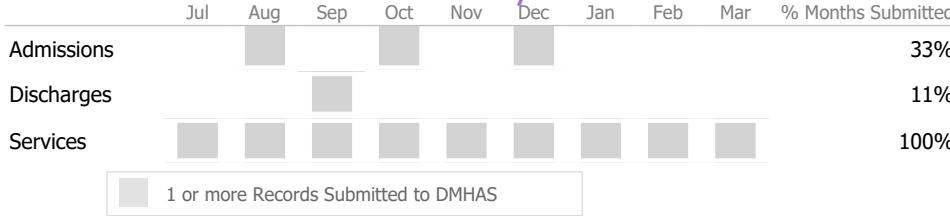
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		99%	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

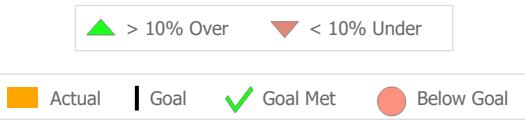
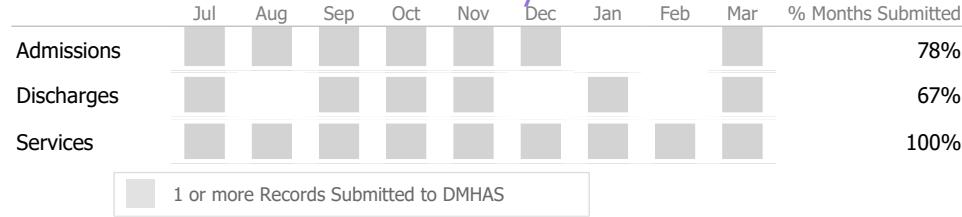
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	25	-12%	▼
Admits	12	15	-20%	▼
Discharges	16	16	0%	
Service Hours	118	162	-27%	▼

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



* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	2	-		
Discharges	2	1	100%	▲
Service Hours	144	233	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	12	100%	85%	95%	15%	▲

Service Utilization

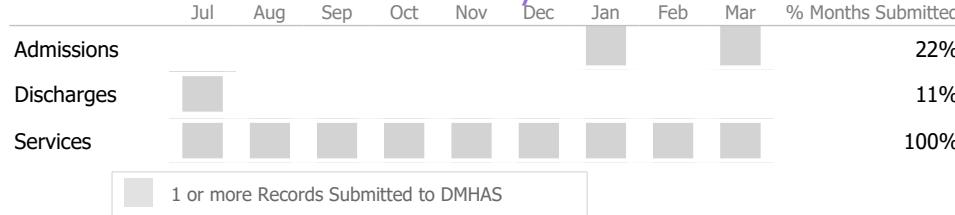
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	10	100%	90%	96%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%

On-Time Periodic	Actual	State Avg
✓ 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