

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	217	227	-4%
	Admits	22	27	-19%
	Discharges	31	37	-16%
	Service Hours	1,315	1,586	-17%

&gt; 10% Over 1 Yr Ago    &gt; 10% Under 1Yr Ago

## Consumer Satisfaction Survey

(Based on 51 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		98%	80%	83%
✓ Recovery		94%	80%	79%

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

Other		103	47.2%
Housing Services		62	28.4%
Case Management		35	16.1%
Residential Services		18	8.3%

## Client Demographics

## Age

	#	%	State Avg
18-25		90	41%
26-34		30	14%
35-44		17	8%
45-54		27	12%
55-64		37	17%
65+		16	7%

## Gender

	#	%	State Avg
Male		116	53%
Female		101	47%
Transgender			0%

## Race

	#	%	State Avg
Black/African American		103	47%
White/Caucasian		54	25%
Other		46	21%
Asian		9	4%
Am. Indian/Native Alaskan		3	1%
Multiple Races		1	0%
Hawaiian/Other Pacific Islander		1	0%

## Ethnicity

	#	%	State Avg
Non-Hispanic		147	68%
Hisp-Puerto Rican		53	24%
Hispanic-Other		12	6%
Unknown		4	2%
Hispanic-Mexican		1	0%
Hispanic-Cuban		0%	

Unique Clients | State Avg &gt; 10% Over State Avg &gt; 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	62	63	-2%
Admits	-	-	
Discharges	-	1	-100% ▼

## Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions 0%

Discharges 0%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 3 Active Housing Coordination Programs

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	1	1	0%
Discharges	2	3	-33% ▼
Service Hours	461	653	-29% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	95%	9%

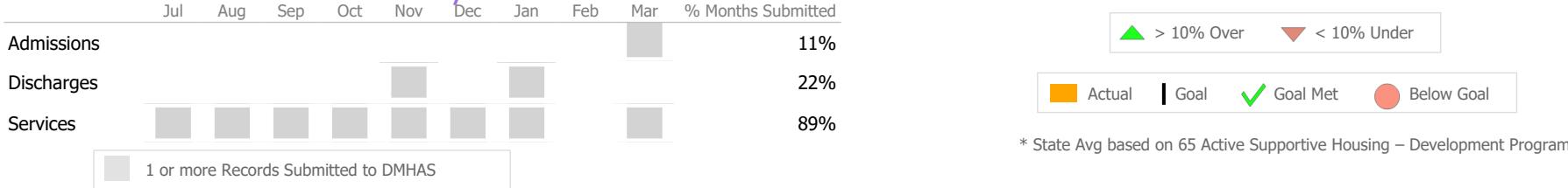
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	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	18	19	-5%
Admits	2	3	-33% <span style="color: red;">▼</span>
Discharges	2	3	-33% <span style="color: red;">▼</span>
Service Hours	424	548	-22% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	92%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%

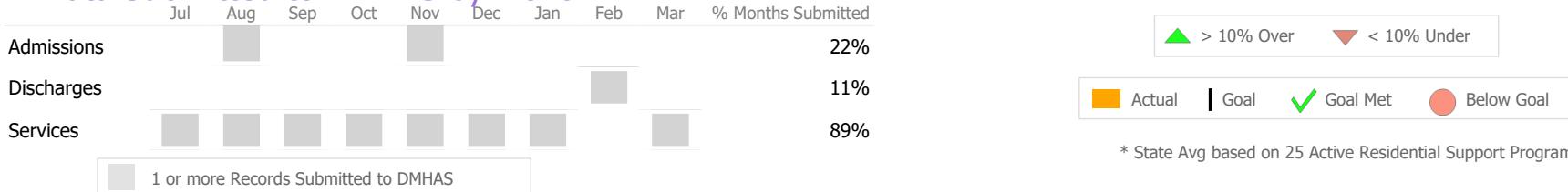
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 50%;"><div style="width: 100%;"></div></div>	1	50%	50%	80%	0%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 89%;"><div style="width: 100%;"></div></div>	16	89%	60%	85%	29% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%;"></div></div>	18	100%	85%	96%	15% <span style="color: green;">▲</span>
● Employed	<div style="width: 17%;"><div style="width: 100%;"></div></div>	3	17%	25%	15%	-8%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%;"></div></div>	16	100%	90%	98%	10% <span style="color: green;">▲</span>

## Data Submitted to DMHAS by Month



\* State Avg based on 25 Active Residential Support Programs

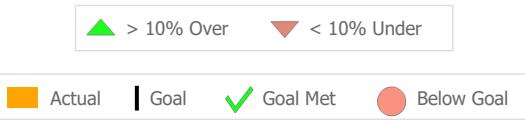
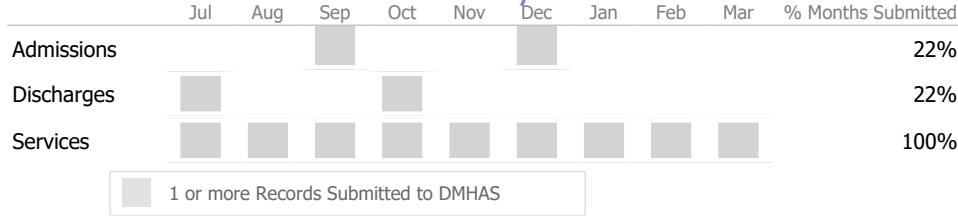
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Service Hours	125	237	-47% ▼

## 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



\* State Avg based on 48 Active Outreach & Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	3	3	0%
Discharges	4	3	33% <span style="color: green;">▲</span>
Service Hours	305	149	104% <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="color: orange;"> </span>	16	100%	85%	95%	15% <span style="color: green;">▲</span>

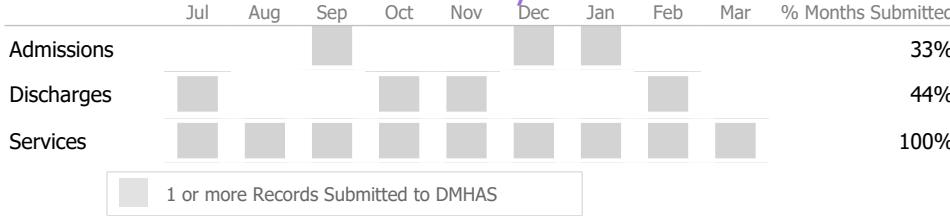
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="color: orange;"> </span>	12	100%	90%	96%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="color: orange;"> </span>	99%
On-Time Periodic		
✓ 6 Month Updates	<span style="color: orange;"> </span>	100% <span style="color: orange;"> </span> 87%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

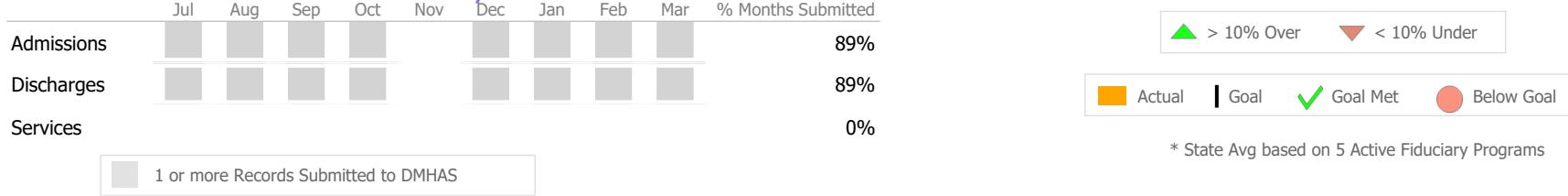
| Actual | Goal ✓ Goal Met ● Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	112	-8%
Admits	14	17	-18% <span style="color: red;">▼</span>
Discharges	21	24	-13% <span style="color: red;">▼</span>
Service Hours	-	-	

## Data Submitted to DMHAS by Month



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