

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	515	543	-5%
	Admits	185	121	53%
	Discharges	148	233	-36%
	Service Hours	8,483	7,802	9%
	S.Rehab/PHP/IOP	4,630	3,227	43%

> 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%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		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		226	39.1%
Social Rehabilitation		215	37.2%
Community Support		137	23.7%

Client Demographics

Age	#	%	State Avg
18-25	15	3%	10%
26-34	67	13%	22%
35-44	90	18%	23%
45-54	124	24%	18%
55-64	159	31%	18%
65+	57	11%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	434	84%	68%
Hispanic-Other	40	8%	9%
Hisp-Puerto Rican	34	7%	11%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	12%

Gender	#	%	State Avg
Male	284	55%	59%
Female	231	45%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	342	66%	61%
Black/African American	103	20%	17%
Other	48	9%	13%
Asian	13	3%	1%
Am. Indian/Native Alaskan	5	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	2	-		
Service Hours	286	584	-51%	▼

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%	7	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	100%	88%

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	137	149	-8%
Admits	22	25	-12% ▼
Discharges	26	35	-26% ▼
Service Hours	5,804	3,465	67% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	85%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	83%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	94%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

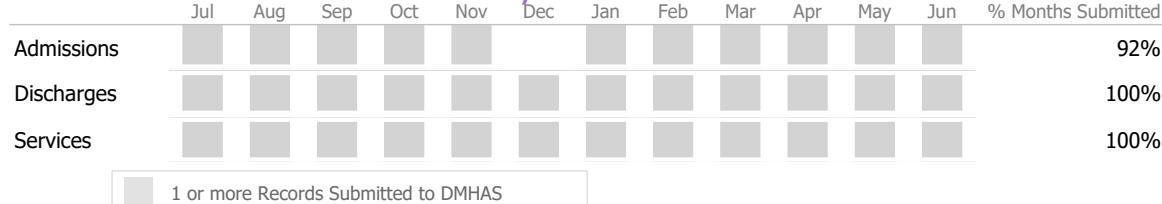
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	69%	65%	56%	4%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		130	95%	60%	80%	35% ▲
✓ Stable Living Situation		131	96%	80%	87%	16% ▲
✓ Employed		29	21%	20%	14%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		112	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	184	156	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	78%	7	78%	85%	87%	-7%

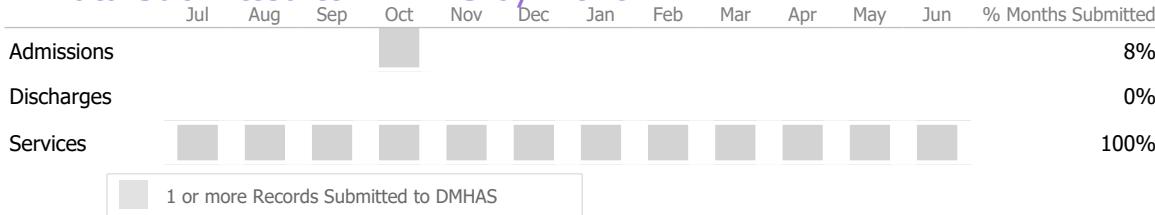
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	100%	9	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	78%	85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	4	3	33% ▲
Discharges	3	4	-25% ▼
Service Hours	374	267	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Stable Living Situation	9	82%	85%	87%	-3%

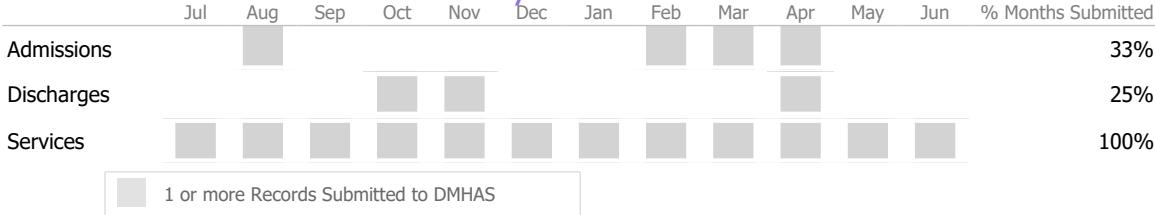
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	37	5%
Admits	5	4	25%
Discharges	4	3	33%
Service Hours	548	553	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 36%; background-color: orange;"></div>	36	92%	85%	87%	7%

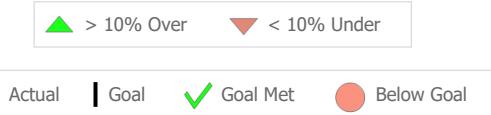
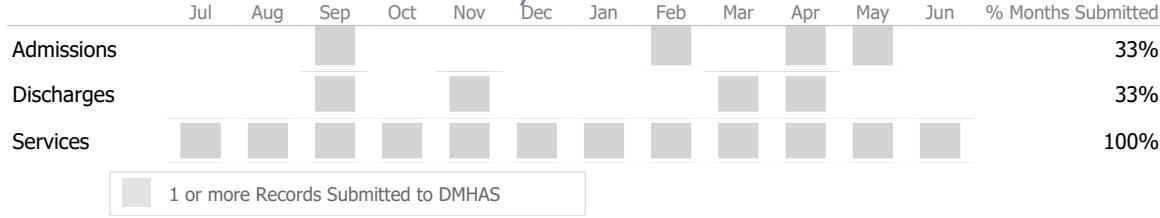
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div style="width: 35%;"></div></div>	35	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	100%	85%

Data Submitted to DMHAS by Month



* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

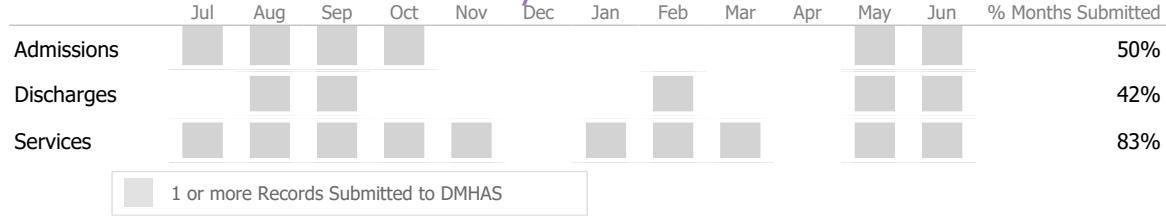
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	30	-23%	▼
Admits	14	10	40%	▲
Discharges	10	21	-52%	▼
Service Hours	86	146	-41%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		13	93%	50%	93%	43% 

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

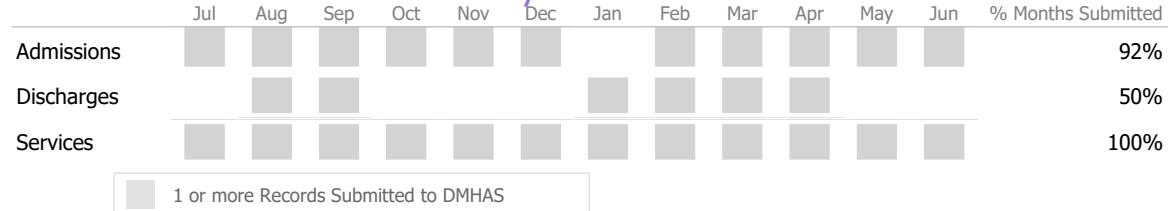
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	215	247	-13%	▼
Admits	73	14	421%	▲
Discharges	44	104	-58%	▼
Service Hours	305	1,636	-81%	▼
Social Rehab/PHP/IOP Days	4,630	3,227	43%	▲

Service Utilization

Measure	Actual	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			174	100%	90%	75%	10%
Clients Receiving Services							

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	20	-25% ▼
Admits	5	3	67% ▲
Discharges	2	10	-80% ▼
Service Hours	366	394	-7%

Recovery

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

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	13	100%	90%	98%	10%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%

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

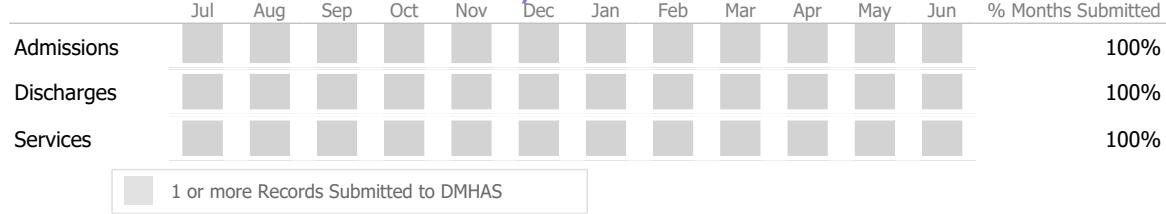
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	113	1%
Admits	54	61	-11% 
Discharges	57	54	6%
Service Hours	437	569	-23% 

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	51	94%	50%	93%	44% 

Data Submitted to DMHAS by Month

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	2	250%	▲
Admits	5	-		
Discharges	-	-		
Service Hours	90	34	169%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	7	100%	85%	87%	15%	▲

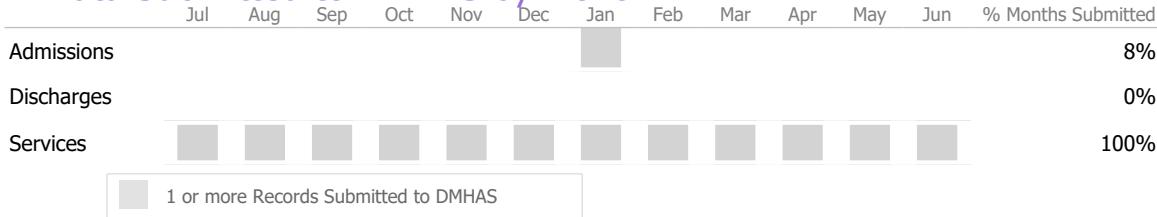
Service Utilization

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%	85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

Program Activity

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

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		1	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs