

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	881	1,012	-13%	▼
	Admits	182	225	-19%	▼
	Discharges	342	359	-5%	
	Service Hours	28,679	48,916	-41%	▼
	S.Rehab/PHP/IOP	8,104	3,543	129%	▲

▲ &gt; 10% Over 1 Yr Ago

▼ &gt; 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		495	47.7%
Social Rehabilitation		246	23.7%
Employment Services		158	15.2%
Community Support		138	13.3%

## Client Demographics

Age	#	%	State Avg	Gender	#	% State Avg	
	Male	Female					
18-25	22	2%	10%	Male	567	64%	59%
26-34	105	12%	22%	Female	313	36%	41%
35-44	169	19%	23%	Transgender			0%
45-54	200	23%	18%				
55-64	288	33%	18%				
65+	97	11%	8%				
Ethnicity		#	%	Race			
Non-Hispanic		665	75%	Black/African American			
Hisp-Puerto Rican		183	21%	White/Caucasian			
Hispanic-Other		24	3%	Other			
Hispanic-Cuban		6	1%	Am. Indian/Native Alaskan			
Hispanic-Mexican		2	0%	Asian			
Unknown		1	0%	Unknown			
				Hawaiian/Other Pacific Islander			
				Multiple Races			

Unique Clients | State Avg | ▲ &gt; 10% Over State Avg | ▼ &gt; 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	63	56	13%	▲
Admits	11	1	1000%	▲
Discharges	13	4	225%	▲
Service Hours	1,053	1,007	5%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	56	89%	85%	87%	4%	

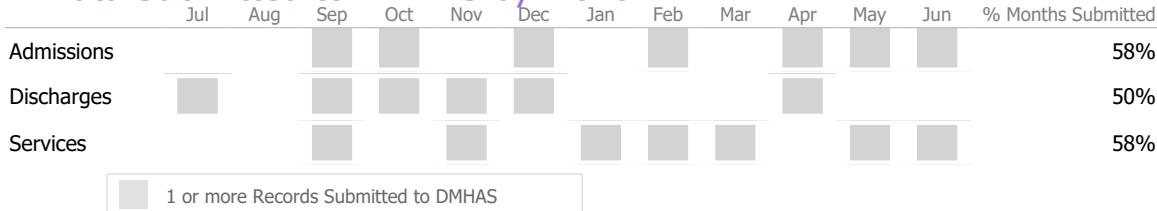
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	50	100%	90%	97%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
On-Time Periodic		
✓ 6 Month Updates	89%	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	16	15	7%
Admits	1	15	-93% ▼
Discharges	1	-	
Service Hours	145	41	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	15	94%	85%	87%	9%	

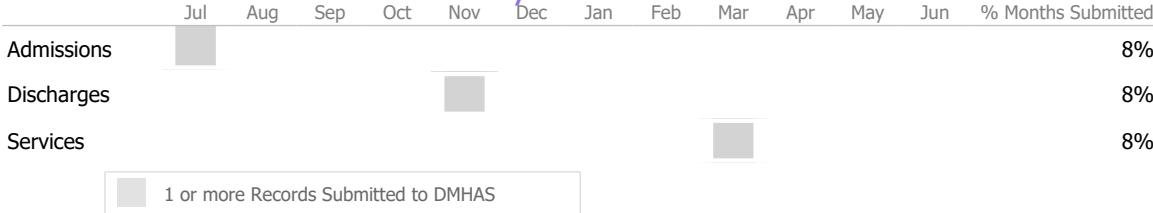
## Service Utilization

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	27%	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

■ 1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	27	-11%	▼
Admits	1	3	-67%	▼
Discharges	2	4	-50%	▼
Service Hours	378	778	-51%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	24	100%	85%	87%	15%	▲

## 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	Actual	State Avg
● 6 Month Updates	82%	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	16	15	7%
Admits	1	4	-75% ▼
Discharges	2	-	
Service Hours	446	408	9%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	16	100%	85%	87%	15%	▲

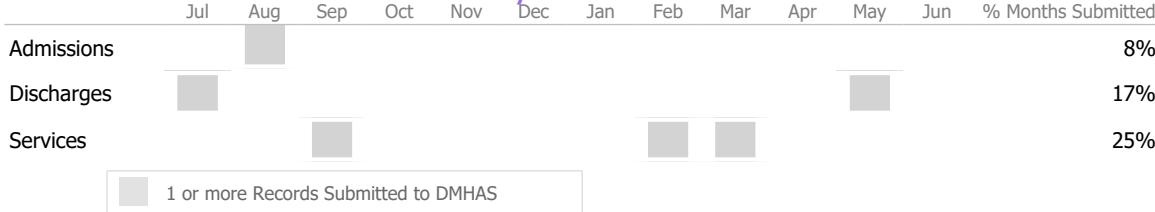
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	14	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	30	24	25%	▲
Admits	9	4	125%	▲
Discharges	2	3	-33%	▼
Service Hours	524	660	-21%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	97%	29	97%	85%	87%	12%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	28	100%	90%	97%	10%

## Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	77%	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	27	30	-10%
Admits	-	1	-100% ▼
Discharges	3	3	0%
Service Hours	604	1,560	-61% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	26	96%	85%	87%	11%	▲

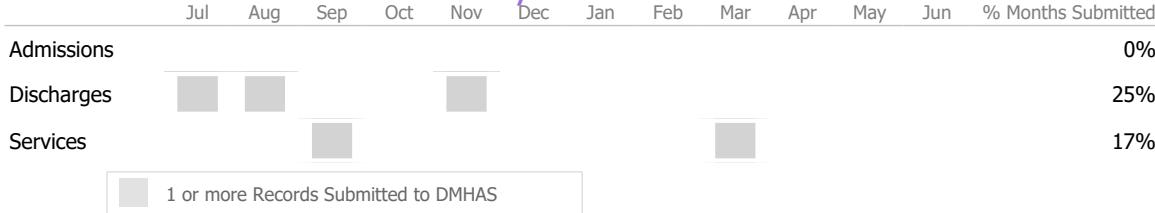
## Service Utilization

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	100%	96%
On-Time Periodic		
✓ 6 Month Updates	100%	85%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 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	138	169	-18%	▼
Admits	21	32	-34%	▼
Discharges	38	52	-27%	▼
Service Hours	4,089	6,538	-37%	▼

## Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	85%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	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%

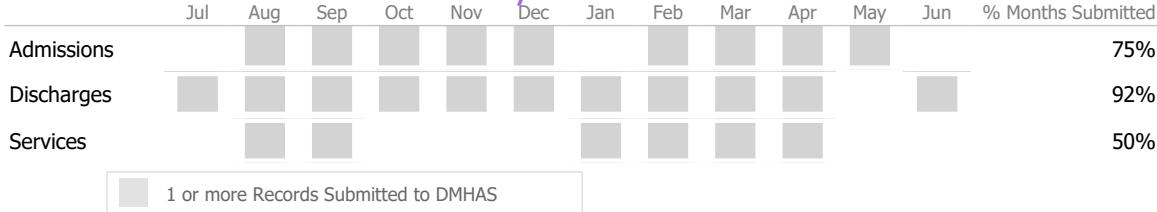
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		20	53%	65%	56%	-12% ▼
Recovery						
✓ Social Support		128	93%	60%	80%	33% ▲
✓ Stable Living Situation		127	92%	80%	87%	12% ▲
✓ Employed		27	20%	20%	14%	0%

## Service Utilization

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

## Data Submitted to DMHAS by Month



&gt; 10% Over &lt; 10% Under

\* State Avg based on 38 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	29	-14%	▼
Admits	4	7	-43%	▼
Discharges	7	7	0%	
Service Hours	475	468	1%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	25	96%	85%	95%	11%	▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	19	100%	90%	98%	10%	

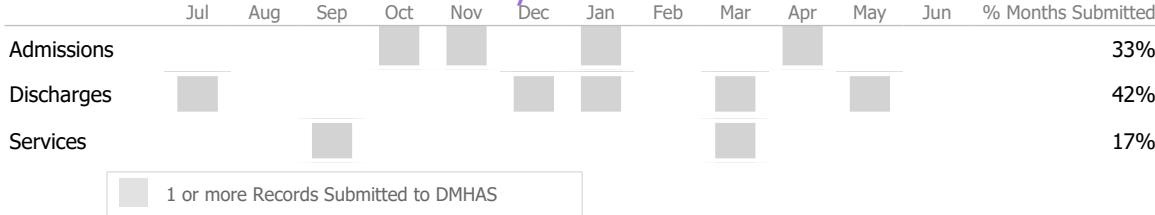
## Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	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	34	35	-3%
Admits	-	-	
Discharges	7	1	600% <span style="color: green;">▲</span>
Service Hours	375	554	-32% <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%	87%	12% <span style="color: green;">▲</span>

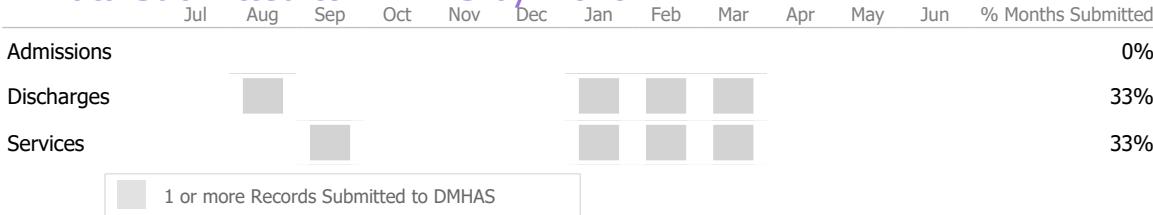
## Service Utilization

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>	74% <span style="color: orange;">█</span>

## 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	15	15	0%
Admits	2	-	
Discharges	2	2	0%
Service Hours	540	344	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%;"> </span>	15	100%	85%	95%	15% <span style="color: green;">▲</span>

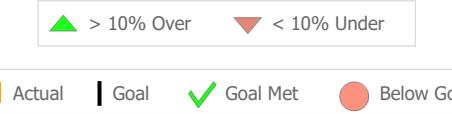
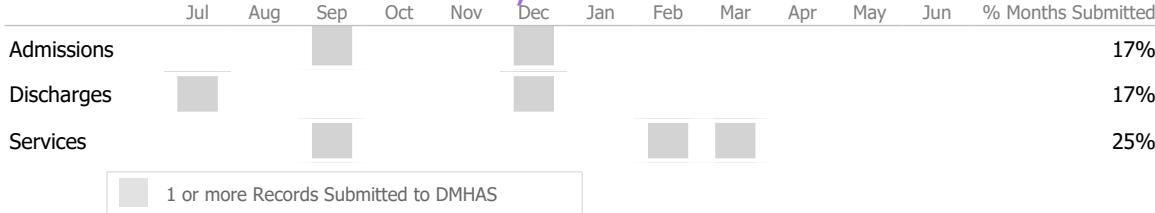
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 13%;"> </span>	13	100%	90%	98%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;"> </span>	100%
		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<span style="width: 92%;"> </span>	92%
		88%

## Data Submitted to DMHAS by Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	2	2	0%
Discharges	4	1	300% <span style="color: green;">▲</span>
Service Hours	403	141	186% <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: 10%;">10%</span>	10	91%	85%	95%	6%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 7%;">7%</span>	7	100%	90%	98%	10%

## 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>	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	9	10	-10%
Admits	-	-	
Discharges	1	1	0%
Service Hours	511	291	76% 

## 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		8	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	9	10	-10%
Admits	-	-	
Discharges	1	1	0%
Service Hours	265	294	-10%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	87%	15% 

## Service Utilization

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

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	96%
On-Time Periodic			
✓ 6 Month Updates		88%	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

 1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	8	-38%	▼
Admits	1	4	-75%	▼
Discharges	-	4	-100%	▼
Service Hours	94	67	40%	▲

## 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%	98%	10% ▲

## Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	80%	88%

## 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	158	197	-20%	▼
Admits	37	77	-52%	▼
Discharges	159	77	106%	▲
Service Hours	2,590	4,723	-45%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		64	40%	35%	47%	5%

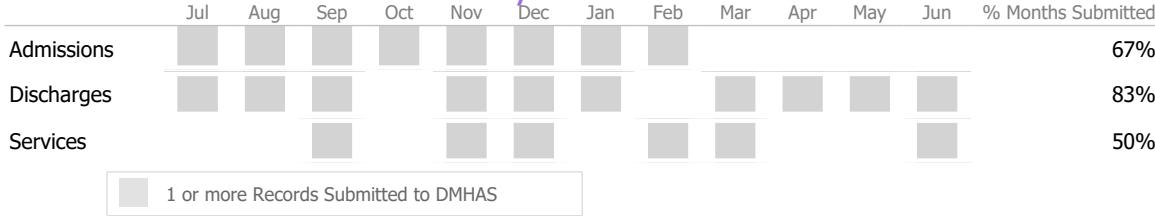
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	96%	10%

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		96%	92%
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 39 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	165	-8%
Admits	17	14	21% <span style="color: green;">▲</span>
Discharges	25	31	-19% <span style="color: red;">▼</span>
Service Hours	1,866	1,818	3%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 100%;">100%</span>	143	95%	85%	87%	10%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 100%;">100%</span>	125	99%	90%	97%	9%

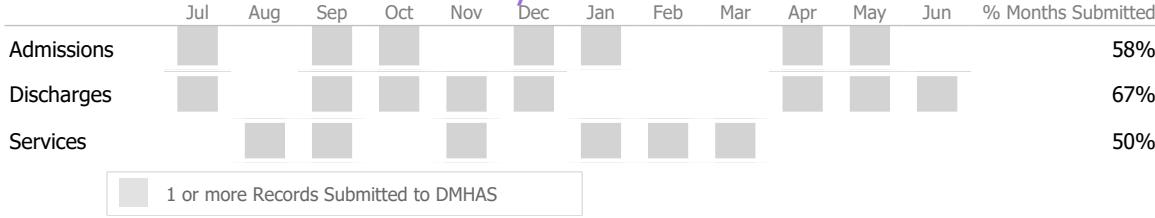
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 98%;">98%</span>	96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	<span style="width: 69%;">69%</span>	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

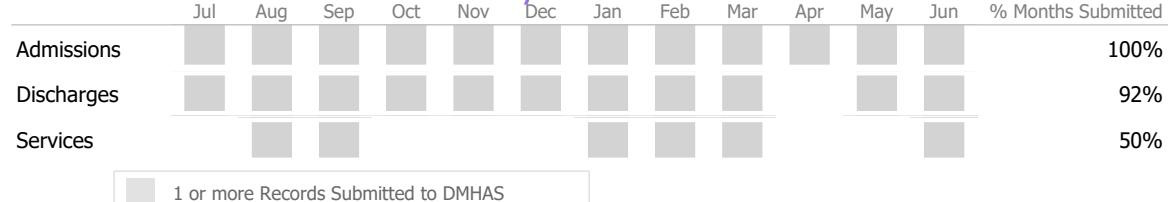
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	246	300	-18%	▼
Admits	66	54	22%	▲
Discharges	69	116	-41%	▼
Service Hours	12,930	27,729	-53%	▼
Social Rehab/PHP/IOP Days	8,104	3,543	129%	▲

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
						Actual vs Goal
Clients Receiving Services	96%	178	96%	90%	75%	6%

## 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	30	42	-29% ▼
Admits	7	1	600% ▲
Discharges	4	19	-79% ▼
Service Hours	317	276	15% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 28%;"> </span>	28	93%	85%	87%	8%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 25%;"> </span>	25	96%	90%	97%	6%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 100%;"> </span>	100%
On-Time Periodic		
✓ 6 Month Updates	<span style="width: 96%;"> </span>	96%

## 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	34	48	-29%	▼
Admits	2	5	-60%	▼
Discharges	2	16	-88%	▼
Service Hours	1,075	866	24%	▲

## 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%	98%	10%	

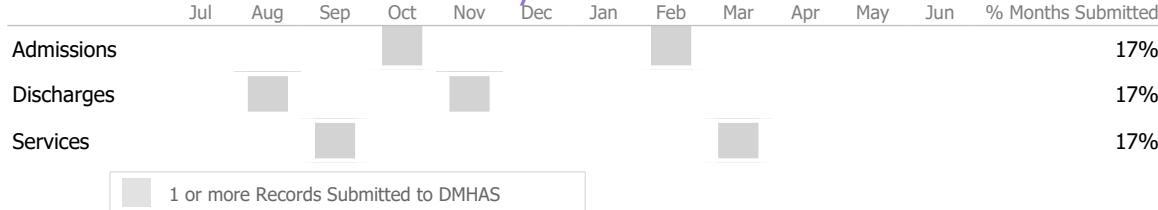
## Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	81%	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