

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	100	98	2%
	Admits	12	3	300%
	Discharges	33	11	200%
	Service Hours	811	1,210	-33%

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

## Consumer Satisfaction Survey

(Based on 30 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		93%	80%	88%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Overall		90%	80%	91%
✓ Respect		89%	80%	91%
● Outcome		79%	80%	83%
● Recovery		61%	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		100	100.0%
-----------------	--	-----	--------

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	2%	10%	Male	65	66%	59%
26-34	2	2%	22%	Female	34	34%	41%
35-44	16	16%	23%	Transgender			0%
45-54	26	26%	18%				
55-64	42	42%	18%				
65+	14	14%	8%				

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	80	80%	68%	Black/African American	53	53%	17%
Hispanic-Other	20	20%	9%	White/Caucasian	43	43%	61%
Hispanic-Cuban			0%	Multiple Races	3	3%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	1	1%	0%
Hisp-Puerto Rican			11%	Asian			1%
Unknown			12%	Hawaiian/Other Pacific Islander			0%
				Other			13%
				Unknown			6%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Service Hours	23	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	67%	85%	87%	-18% 

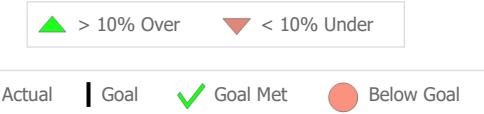
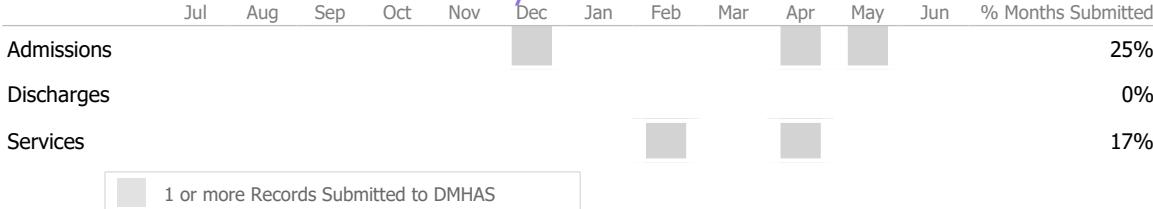
### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		3	100%	90%	97%	10% 

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	0%	85%

### Data Submitted to DMHAS by Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	250	284	-12% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	18	18	100%	85%	87%	15% ▲

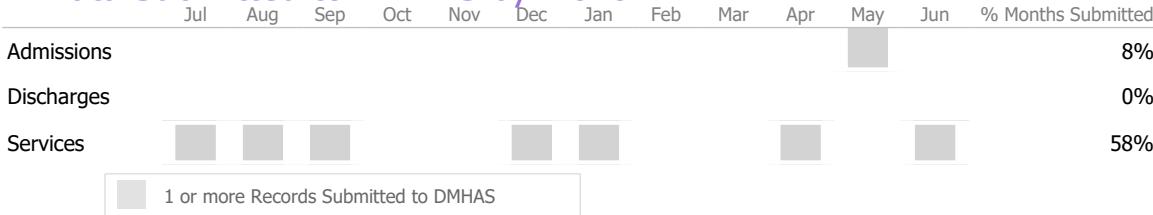
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	18	18	100%	90%	97%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	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	19	16	19%	▲
Admits	3	-		
Discharges	4	-		
Service Hours	140	281	-50%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	19	19	100%	85%	87%	15%

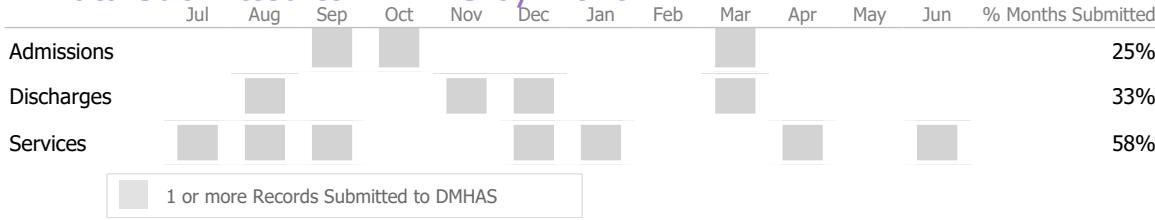
## Service Utilization

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	96%	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	20	18	11%	▲
Admits	4	1	300%	▲
Discharges	4	2	100%	▲
Service Hours	124	176	-30%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	19	95%	85%	95%	95%	10%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	16	100%	90%	98%	98%	10%

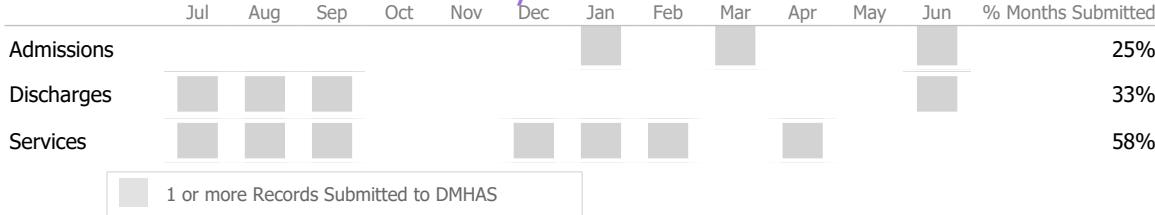
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	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	21	27	-22% ▼
Admits	-	-	
Discharges	21	6	250% ▲
Service Hours	83	175	-52% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	20	95%	85%	87%	10%	

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	20	100%	90%	97%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	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

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	1	1	0%
Discharges	4	2	100% <span style="color: green;">▲</span>
Service Hours	192	294	-35% <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>	19	100%	85%	87%	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>	15	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> 87%	96%
On-Time Periodic ✓ 6 Month Updates	<span style="color: orange;"> </span> 93%	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