

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	295	271	9%
	Admits	190	118	61%
	Discharges	197	129	53%
	Service Hours	1,322	1,769	-25%
	Bed Days	13,878	12,172	14%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Participation in Treatment		90%	80%	92%
✓ Access		89%	80%	88%
● Outcome		78%	80%	83%
● Recovery		75%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Residential Services	112	33.2%
	Case Management	57	16.9%
Mental Health			
	Case Management	123	36.5%
	Crisis Services	30	8.9%
	Residential Services	15	4.5%

Client Demographics

Age	#	%	State Avg
	18-25	7	2%
26-34	49	17%	22%
35-44	67	23%	23%
45-54	79	27%	18%
55-64	71	24%	18%
65+	22	7%	8%

Ethnicity	#	%	State Avg
	Non-Hispanic	244	83%
Hispanic-Other	37	13%	9%
Hisp-Puerto Rican	14	5%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Unknown		12%	

Gender	#	%	State Avg
	Female	163	56%
Male	130	44%	59%
Transgender			0%

Race	#	%	State Avg
	Black/African American	152	52%
White/Caucasian	118	40%	61%
Other	12	4%	13%
Multiple Races	9	3%	1%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	0%	0%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown			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	17	18	-6% ▼
Admits	1	3	-67% ▼
Discharges	3	2	50% ▲
Service Hours	195	226	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	76%	13	85%	87%	-9%	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100%	14	90%	97%	10%		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic		
6 Month Updates	64%	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	30	27	11% ▲
Admits	22	22	0%
Discharges	22	21	5% ▲
Bed Days	2,594	2,747	-6% ▼

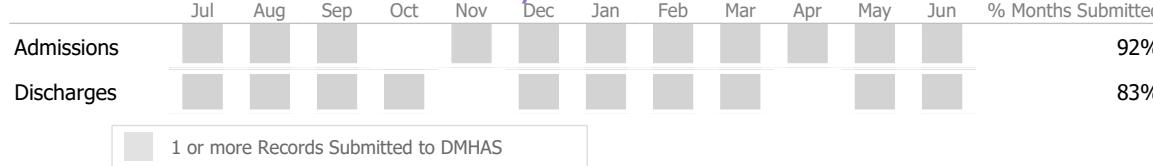
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge	Yellow	22	100%	85%	89%	15% ▲						
✓ Follow-up within 30 Days of Discharge	Yellow	14	93%	90%	80%	3% ▲						

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
									Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	Yellow	10	221 days	0.2	71%	90%	49%	-19% ▼						

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Yellow Actual Grey Goal Green Goal Met Red Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	1	1	0%
Service Hours	117	150	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% ▲	10	100%	85%	87%	15% ▲

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	96%	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

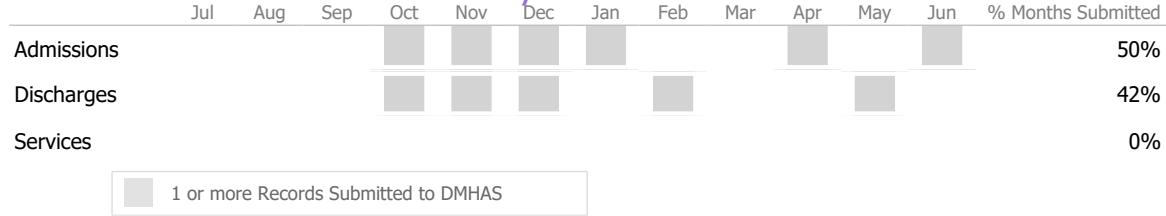
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	50	-18% ▼
Admits	24	6	300% ▲
Discharges	25	33	-24% ▼
Service Hours	44	191	-77% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		19	79%	50%	93%	29% ▲

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	15	20	-25%	▼
Admits	6	17	-65%	▼
Discharges	7	11	-36%	▼
Bed Days	2,930	1,806	62%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
Treatment Completed Successfully	<div style="width: 71%; background-color: #ff9900; height: 10px;"></div>	5	71%	85%	40%	-14%	▼	
Follow-up within 30 Days of Discharge	<div style="width: 20%; background-color: #ff9900; height: 10px;"></div>	1	20%	90%	25%	-70%	▼	

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
Self Help	<div style="width: 53%; background-color: #ff9900; height: 10px;"></div>	8	53%	60%	36%	-7%		

Bed Utilization

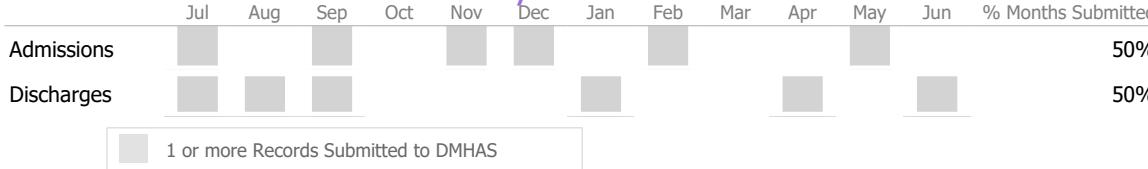
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal				
									Actual % vs Goal %	Actual	Actual %	Goal %
Avg Utilization Rate	<div style="width: 89%; background-color: #99ff99; height: 10px;"></div>	9	444 days	0.2	89%	90%	84%	-1%				



Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 99%; background-color: #ff9900; height: 10px;"></div>	99%
On-Time Periodic 6 Month Updates	<div style="width: 50%; background-color: #ff9900; height: 10px;"></div>	75%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active AIDS Residential Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	24	8%
Admits	4	2	100% ▲
Discharges	4	2	100% ▲
Service Hours	221	454	-51% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	█	21	81%	85%	87%	-4%

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	█	97% 96%
On-Time Periodic 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	21	21	0%
Admits	1	3	-67% ▼
Discharges	3	1	200% ▲
Service Hours	241	321	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	86%	18	86%	85%	87%	1%

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	96%
On-Time Periodic		
✓ 6 Month Updates	94%	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	9	11	-18%	▼
Admits	1	2	-50%	▼
Discharges	2	3	-33%	▼
Service Hours	66	123	-46%	▼

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
100%	7	100%	90%	97%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic		

On-Time Periodic	Actual	State Avg
6 Month Updates	43%	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	97	65	49%	▲
Admits	84	56	50%	▲
Discharges	76	51	49%	▲
Bed Days	5,342	4,245	26%	▲

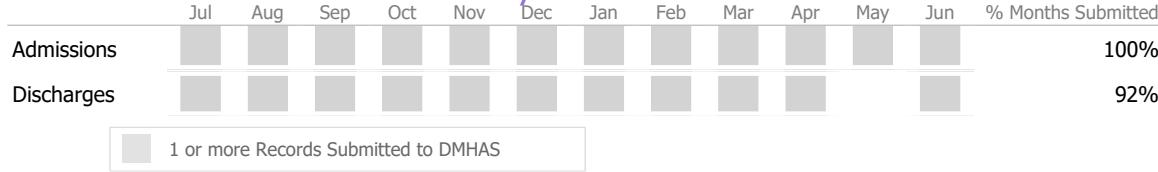
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	80%	85%	79%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	79 days	0.2	67%	90%	64%	-23% 

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

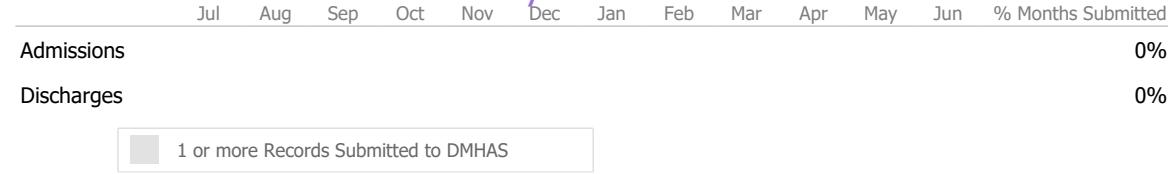
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 4 Active Shelter Programs

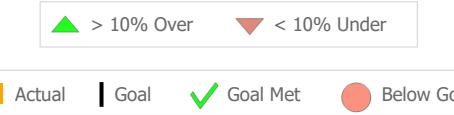
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	21	171%	▲
Admits	40	4	900%	▲
Discharges	49	2	2350%	▲
Service Hours	438	303	44%	▲

Data Submission Quality

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

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Supportive Housing – Scattered Site Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic		
6 Month Updates	N/A	90%
Co-occurring		
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	90%

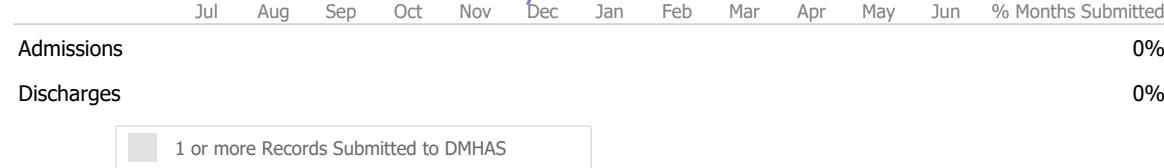
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	N/A	N/A	0%	90%	91%	-90%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ■ Goal Met ■ Below Goal

* State Avg based on 30 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	11	36% ▲
Admits	6	3	100% ▲
Discharges	5	2	150% ▲
Bed Days	3,012	3,374	-11% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 40%;"><div style="width: 80%; background-color: orange;"></div></div>	4	80%	60%	70%	20%
✓ Follow-up within 30 Days of Discharge	<div style="width: 40%;"><div style="width: 100%; background-color: orange;"></div></div>	4	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div style="width: 14%;"></div></div>	14	93%	60%	84%	33% ▲
Stable Living Situation	<div><div style="width: 15%;"></div></div>	15	100%	95%	93%	5% ▲
Employed	<div><div style="width: 0%;"></div></div>	0	0%	25%	12%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div style="width: 98%;"></div></div> 98%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div style="width: 100%;"></div></div> 100%	91%

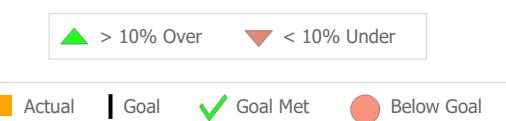
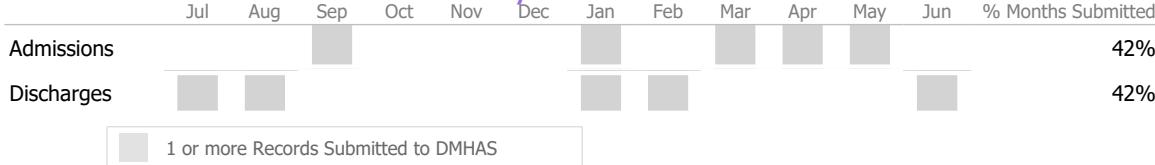
Co-occurring		Actual	State Avg
MH Screen Complete		83%	98%
SA Screen Complete		67%	89%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	665 days	0.3	69%	90%	91%	-21%

Data Submitted to DMHAS by Month



* State Avg based on 81 Active Supervised Apartments Programs