

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	224	238	-6%
	Admits	29	38	-24%
	Discharges	40	46	-13%
	Service Hours	1,616	2,135	-24%

> 10% Over 1 Yr Ago
 > 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%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Other	108	48.0%
	Housing Services	62	27.6%
	Case Management	37	16.4%
	Residential Services	18	8.0%

Client Demographics

Age	#	%	State Avg
18-25	96	43%	10%
26-34	30	13%	22%
35-44	17	8%	23%
45-54	27	12%	18%
55-64	38	17%	18%
65+	16	7%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	152	68%	68%
Hisp-Puerto Rican	54	24%	11%
Hispanic-Other	13	6%	9%
Unknown	4	2%	12%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban		0%	

Gender	#	%	State Avg
Male	120	54%	59%
Female	104	46%	41%
Transgender			0%

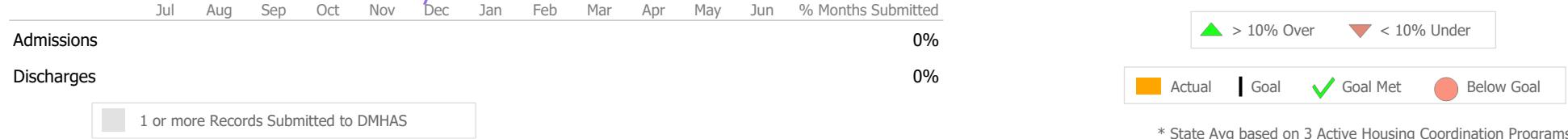
Race	#	%	State Avg
Black/African American	105	47%	17%
White/Caucasian	57	25%	61%
Other	48	21%	13%
Unknown	9	4%	6%
Asian	3	1%	1%
Am. Indian/Native Alaskan	1	0%	0%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%

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



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	2	2	0%
Discharges	2	3	-33% ▼
Service Hours	610	863	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	18	95%	85%	95%	95%	10%

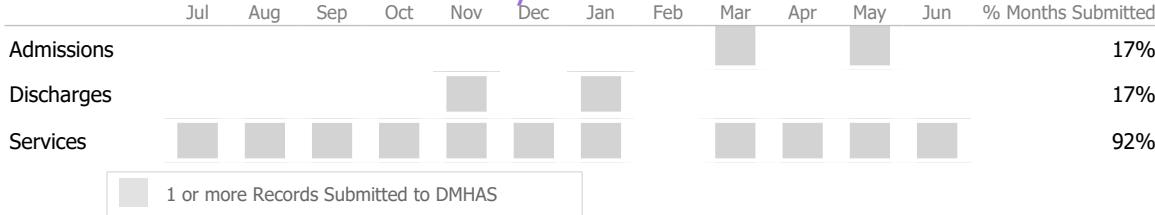
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	16	94%	90%	98%	98%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
On-Time Periodic		
6 Month Updates	87%	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	18	21	-14%	▼
Admits	2	5	-60%	▼
Discharges	2	5	-60%	▼
Service Hours	511	784	-35%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	96%
Co-occurring	Actual	State Avg
MH Screen Complete	0%	84%
SA Screen Complete	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%

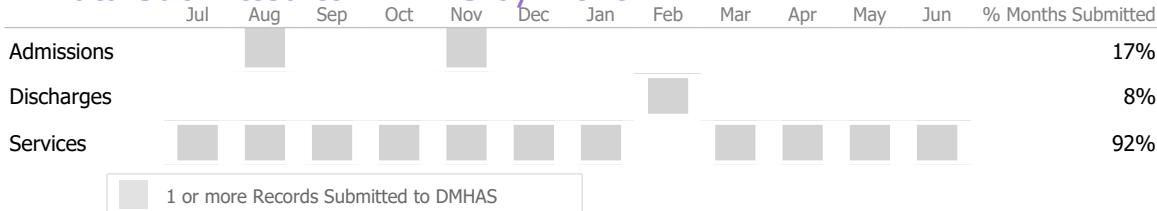
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	79%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	83%	60%	85%	23%
✓ Stable Living Situation		17	94%	85%	96%	9%
● Employed		4	22%	25%	16%	-3%

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

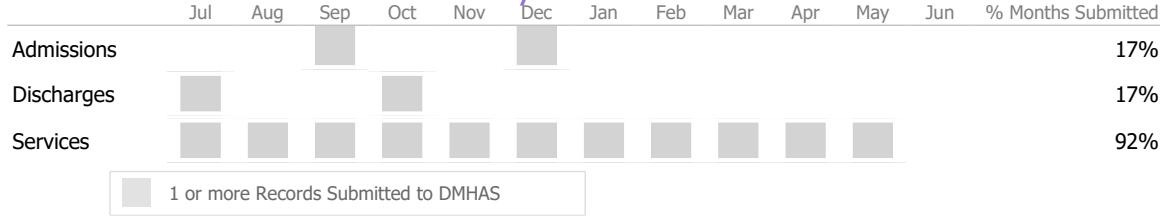
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Service Hours	132	268	-51% ▼

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%	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	4	4	0%
Discharges	4	4	0%
Service Hours	363	220	65% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	17	100%	85%	95%	15% ▲

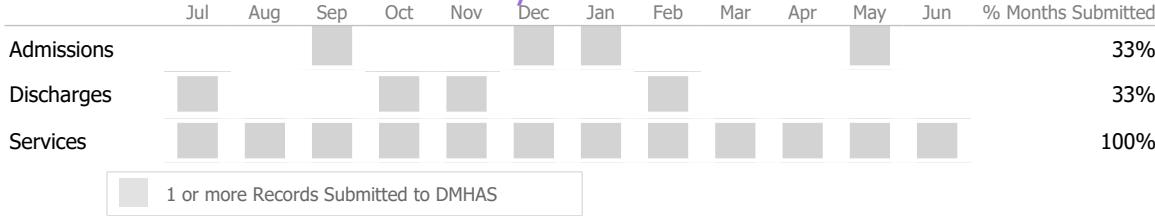
Service Utilization

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

Data Submission Quality

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

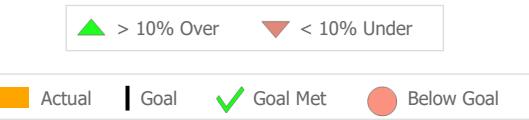
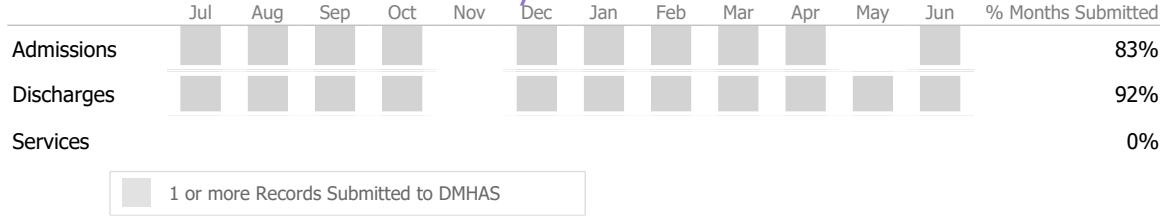
Actual Goal Goal Met Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	119	-9%
Admits	19	24	-21% ▼
Discharges	30	30	0%
Service Hours	-	-	

Data Submitted to DMHAS by Month



* State Avg based on 5 Active Fiduciary Programs

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