

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	116	72	61%
	Admits	82	44	86%
	Discharges	81	36	125%
	Service Hours	1,523	3,425	-56%

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

Consumer Satisfaction Survey

(Based on 27 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Access		89%	80%	88%
✓ Outcome		81%	80%	83%
● Overall		78%	80%	91%
● 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	#	%
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Mental Health

Case Management		116	100.0%
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Client Demographics

Age	#	%	State Avg
18-25	8	7%	10%
26-34	14	12%	22%
35-44	30	26%	23%
45-54	31	27%	18%
55-64	24	21%	18%
65+	9	8%	8%

Gender	#	%	State Avg
Female	100	88%	41%
Male	14	12%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	87	75%	68%
Hispanic-Other	24	21%	9%
Hisp-Puerto Rican	5	4%	11%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Unknown		12%	

Race	#	%	State Avg
Black/African American	67	58%	17%
White/Caucasian	38	33%	61%
Multiple Races	8	7%	1%
Other	2	2%	13%
Asian	1	1%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

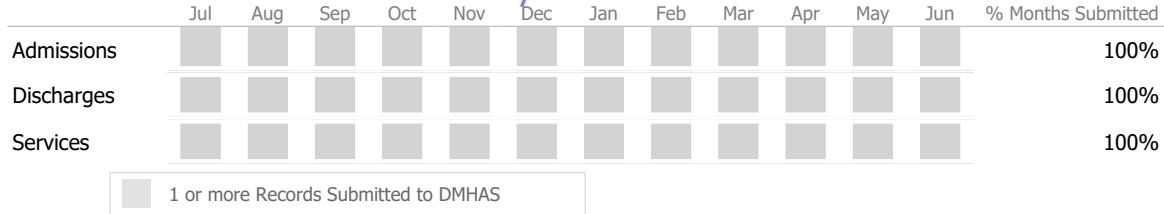
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	54	78% ▲
Admits	79	39	103% ▲
Discharges	79	36	119% ▲
Service Hours	1,004	3,122	-68% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	78	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	21	18	17%	▲
Admits	3	5	-40%	▼
Discharges	2	-		
Service Hours	519	303	71%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	21	100%	85%	95%	15%

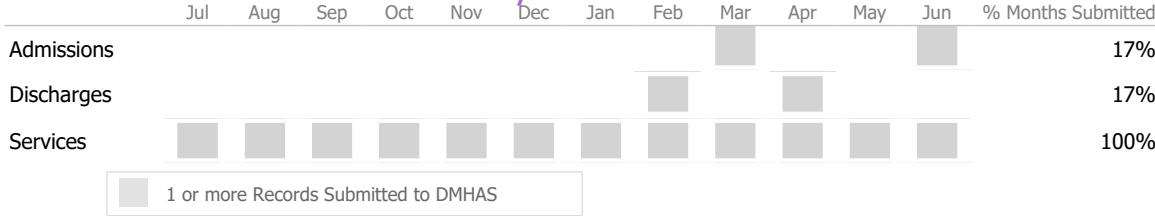
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic		
✓ 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