

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	106	91	16%	▲
	Admits	30	32	-6%	
	Discharges	20	20	0%	
	Service Hours	156	26		
	Bed Days	10,436	8,196	27%	▲

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

Consumer Satisfaction Survey

(Based on 61 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Access		87%	80%	88%
✓ Participation in Treatment		86%	80%	92%
✓ General Satisfaction		85%	80%	92%
● Respect		78%	80%	91%
● Recovery		60%	80%	79%
● Outcome		58%	80%	83%

■ 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	60	55.0%
	Residential Services	49	45.0%

Client Demographics

Age	#	%	State Avg
18-25	4	4%	8%
26-34	17	16%	18%
35-44	23	22%	24%
45-54	26	25%	19%
55-64	21	20%	20%
65+	14	13%	11%

Gender	#	%	State Avg
Male	64	60%	58%
Female	42	40%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Hispanic-Other	95	90%	▲ 10%
Non-Hispanic	11	10%	▼ 66%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 11%
Unknown			▼ 13%

Race	#	%	State Avg
White/Caucasian	59	56%	60%
Multiple Races	26	25%	▲ 1%
Black/African American	19	18%	17%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Other			▼ 12%
Unknown			8%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	29	-	

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

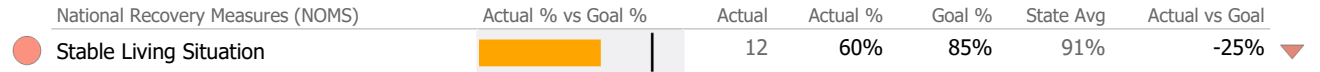
Actual | Goal Goal Met Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

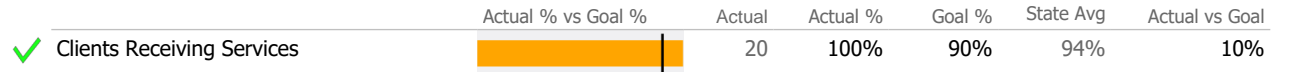
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	21	-5%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	47	5	

Recovery



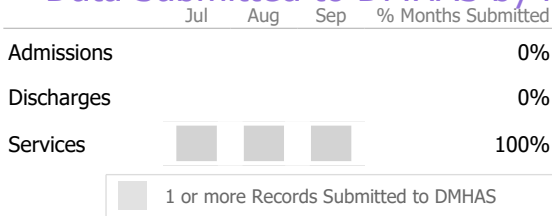
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

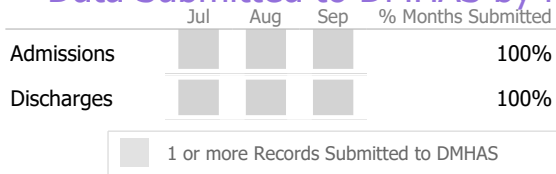
* State Avg based on 68 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	38	29% ▲
Admits	21	21	0%
Discharges	18	10	80% ▲
Bed Days	10,436	8,196	27% ▲

Data Submitted to DMHAS by Month



* State Avg based on 5 Active Shelter Programs

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

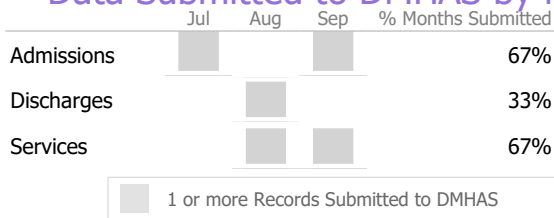
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	24	-13% ▼
Admits	2	3	-33% ▼
Discharges	1	6	-83% ▼
Service Hours	40	18	118% ▲

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%	89%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs

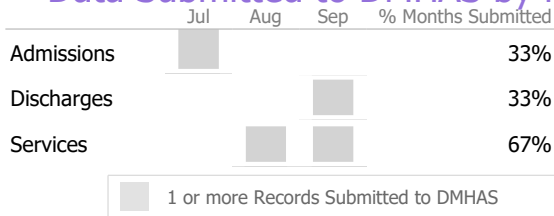
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	7	86% ▲
Admits	7	5	40% ▲
Discharges	1	2	-50% ▼
Service Hours	40	2	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	100%	50%	89%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs

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