

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	238	212	12%	▲
	Admits	83	77	8%	
	Discharges	87	58	50%	▲
	Service Hours	2,853	2,610	9%	
	Bed Days	3,670	5,480	-33%	▼

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

Consumer Satisfaction Survey

(Based on 87 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		88%	80%	83%
✓ Recovery		85%	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

Employment Services		144	58.5%
Case Management		68	27.6%
Recovery Support		18	7.3%
Residential Services		16	6.5%

Client Demographics

Age

Age	#	%	State Avg
18-25	51	21%	▲ 9%
26-34	41	17%	20%
35-44	36	15%	25%
45-54	52	22%	18%
55-64	45	19%	19%
65+	13	5%	10%

Gender

Gender	#	%	State Avg
Male	143	60%	59%
Female	95	40%	40%
Transgender			0%

Race

Race	#	%	State Avg
Black/African American	119	50%	▲ 17%
White/Caucasian	76	32%	▼ 59%
Other	25	11%	12%
Asian	6	3%	1%
Multiple Races	5	2%	1%
Am. Indian/Native Alaskan	3	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Unknown	1	0%	9%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	196	82%	▲ 64%
Hisp-Puerto Rican	26	11%	10%
Hispanic-Other	11	5%	10%
Unknown	3	1%	14%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban		0%	

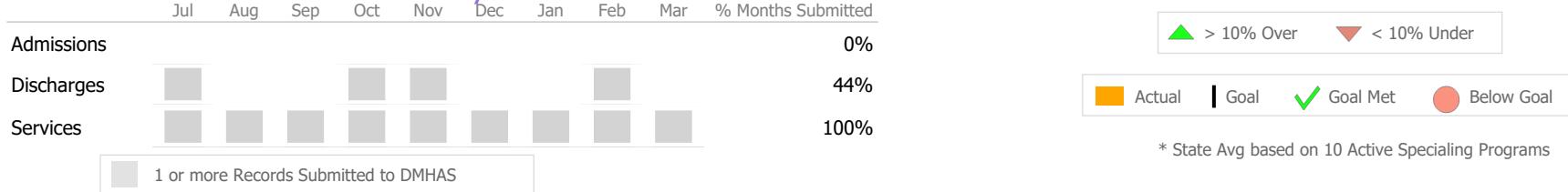
Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	23	-22%	▼
Admits	-	8	-100%	▼
Discharges	7	6	17%	▲
Service Hours	1,478	1,236	20%	▲

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	11	14	-21% ▼
Admits	4	3	33% ▲
Discharges	5	2	150% ▲
Bed Days	2,009	3,168	-37% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
Treatment Completed Successfully		2	40%	60%	66%	-20%	▼
Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	86%	31% ▲
✓ Employed		4	36%	25%	13%	11% ▲
✓ Stable Living Situation		11	100%	95%	95%	5%
● Improved/Maintained Function Score		3	30%	95%	63%	-65% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
									Actual
Avg Utilization Rate		10	549 days	0.4	73%	90%	90%	-17%	▼

 < 90%  90-110%  >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	80%	89%

Diagnosis

Valid Axis I Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

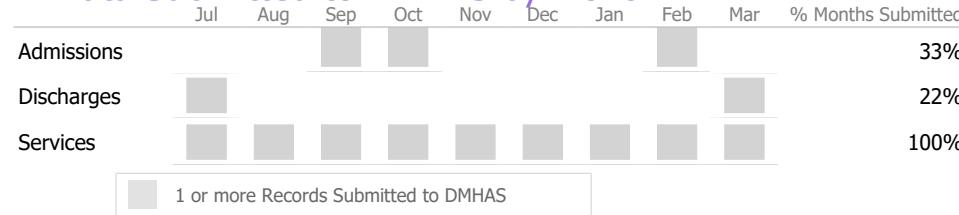
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	18	16	13%	▲
Admits	7	3	133%	▲
Discharges	7	6	17%	▲
Service Hours	95	191	-50%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		6	86%	50%	93%	36% 

Data Submitted to DMHAS by Month

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	11	-36%	▼
Admits	1	3	-67%	▼
Discharges	2	4	-50%	▼
Bed Days	1,661	2,312	-28%	▼

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
Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	1	50%	60%	66%	-10%
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	1	100%	90%	83%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	Actual % vs Goal %	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal

< 90% 90-110% >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	89%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	60%	89%

Diagnosis

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	18	33%	▲
Admits	8	5	60%	▲
Discharges	11	1	1000%	▲
Service Hours	137	109	26%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	6	6	25%	35%	41%	-10%

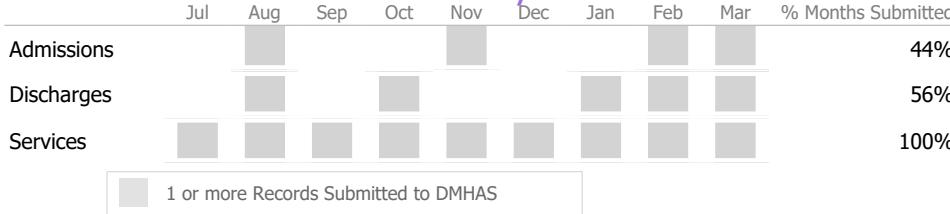
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	13	13	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	93%
On-Time Periodic		
✓ 6 Month Updates	100%	80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs

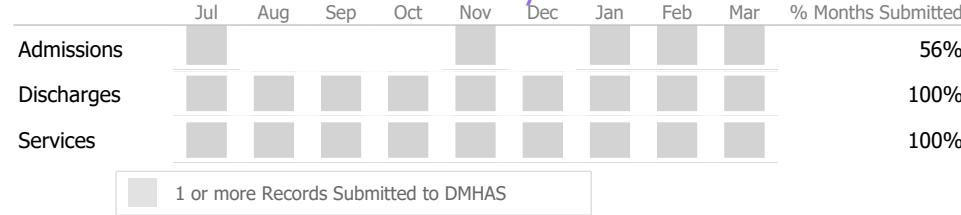
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	41	34% ▲
Admits	18	14	29% ▲
Discharges	21	6	250% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	18	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	97	11%	▲
Admits	39	33	18%	▲
Discharges	30	27	11%	▲
Service Hours	1,043	938	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		32	30%	35%	41%	-5%

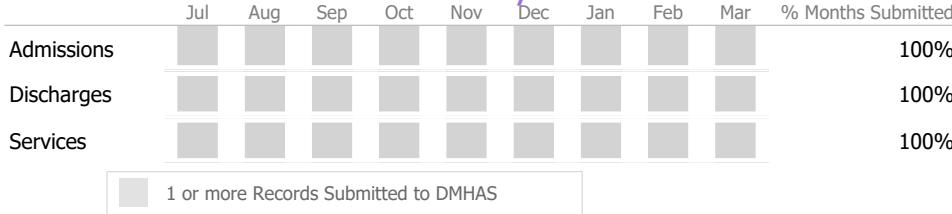
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		76	97%	90%	95%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	98%	80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	6	8	-25%	▼
Discharges	4	5	-20%	▼
Service Hours	99	132	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	67%	35%	41%	32% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10% 

Data Submission Quality

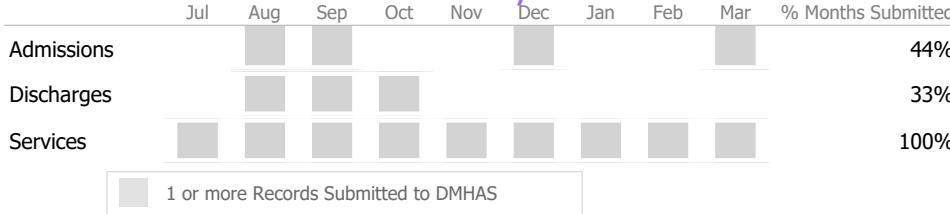
Data Entry

	Actual	State Avg
✓ Valid NOMS Data		100%

On-Time Periodic

	Actual	State Avg
✓ 6 Month Updates		100%

Data Submitted to DMHAS by Month



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 Actual  Goal  Goal Met  Below Goal

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