

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	487	451	8%
	Admits	60	53	13% ▲
	Discharges	37	46	-20% ▼
	Service Hours	1,857	1,919	-3%
	S.Rehab/PHP/IOP	1,409	1,441	-2%

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

Consumer Satisfaction Survey (Based on 100 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		95%	80%	88%
✓ Outcome		86%	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	207	38.7%
	Social Rehabilitation	207	38.7%
	Community Support	121	22.6%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	19	4%	8%	Male	269	55%	58%
26-34	64	13%	18%	Female	218	45%	42%
35-44	89	18%	24%	Transgender/Other			0%
45-54	95	20%	18%				
55-64	140	29%	20%				
65+	79	16%	12%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	290	60%	64%	White/Caucasian	291	60%	59%
Hispanic-Other	184	38% ▲	11%	Black/African American	107	22%	17%
Hisp-Puerto Rican	10	2%	10%	Other	37	8%	12%
Hispanic-Cuban	1	0%	0%	Multiple Races	33	7%	1%
Hispanic-Mexican	1	0%	1%	Asian	12	2%	1%
Unknown	1	0% ▼	14%	Am. Indian/Native Alaskan	7	1%	1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	3	-	
Discharges	-	-	
Service Hours	54	53	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div></div>	7	78%	85%	91%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	9	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div> 100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div> 100%	76%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>		<div></div>	67%
Discharges				0%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS



\* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	39	-10% ▼
Admits	1	5	-80% ▼
Discharges	1	4	-75% ▼
Service Hours	181	203	-10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Stable Living Situation	<div></div>	29	83%	85%	84%	-2%

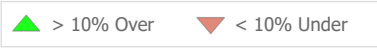
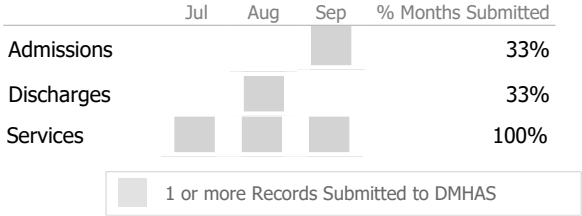
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	34	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div></div> 95%	98%
On-Time Periodic		
✓ 6 Month Updates	<div></div> 100%	77%

Data Submitted to DMHAS for Month



\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	123	-2%
Admits	3	3	0%
Discharges	6	9	-33% ▼
Service Hours	1,224	1,239	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	91%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	86%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	5	83%	65%	61%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	115	95%	60%	79%	35% ▲
Improved/Maintained Function Score	<div><div></div></div>	114	100%	65%	51%	35% ▲
Stable Living Situation	<div><div></div></div>	118	98%	80%	86%	18% ▲
Employed	<div><div></div></div>	23	19%	20%	15%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	116	100%	90%	94%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div><div></div></div>	<div><div></div></div>		67%
Discharges	<div><div></div></div>		<div><div></div></div>	67%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal  Goal Met  Below Goal

\* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	9	33% ▲
Admits	4	-	
Discharges	2	-	
Service Hours	26	50	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	11	92%	85%	84%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	10	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■	■	67%
Discharges		■	■	67%
Services	■	■	■	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	57	84	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	15	94%	85%	91%	9%

Service Utilization

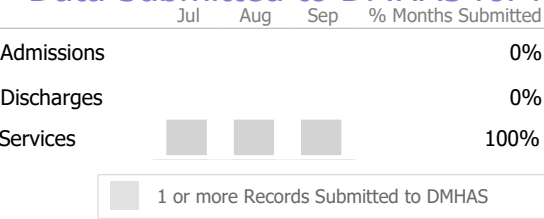
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	16	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	93% 76%

Data Submitted to DMHAS for Month



\* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	181	14% ▲
Admits	17	12	42% ▲
Discharges	14	6	133% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,409	1,441	-2%

Service Utilization



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges		<div></div>		33%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	1	-	
Discharges	-	-	
Service Hours	33	20	70% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	8	89%	85%	84%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	7	78%	90%	86%	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div><div></div></div>			33%
Discharges				0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

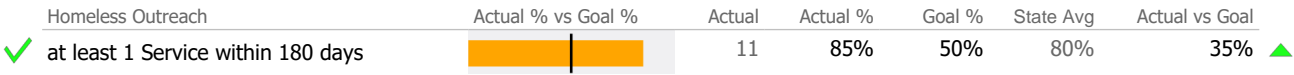
\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	99	84	18%	▲
Admits	13	26	-50%	▼
Discharges	10	19	-47%	▼
Service Hours	190	169	13%	▲

Service Engagement



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS



\* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	54	63	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	7	100%	85%	84%	15% ▲

Service Utilization

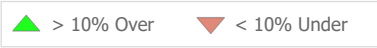
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	7	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 77%

Data Submitted to DMHAS for Month



\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	4	125% ▲
Admits	2	-	
Discharges	4	-	
Service Hours	10	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div><div></div></div>	2	100%	50%	80%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>		67%
Discharges			<div></div>	33%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

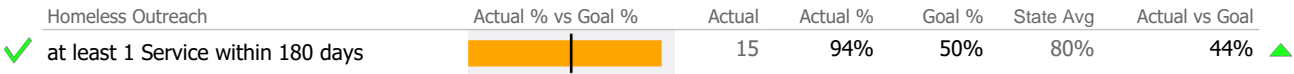
Actual | Goal ✓ Goal Met  Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

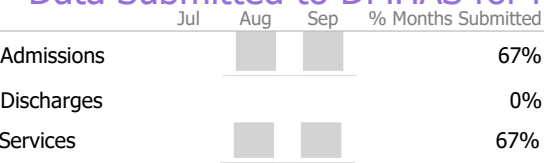
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	-	-	
Service Hours	27	-	

Service Engagement



Data Submitted to DMHAS for Month



1 or more Records Submitted to DMHAS



\* State Avg based on 46 Active Outreach & Engagement Programs