

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
Upward Trend	Unique Clients	487	451	8%
Upward Trend	Admits	60	53	13% ▲
Upward Trend	Discharges	37	46	-20% ▼
Upward Trend	Service Hours	1,857	1,919	-3%
Upward Trend	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	<div style="width: 98%;"><div style="width: 98%; background-color: orange;"></div></div>	98%	80%	93%
✓ General Satisfaction	<div style="width: 98%;"><div style="width: 98%; background-color: orange;"></div></div>	98%	80%	92%
✓ Overall	<div style="width: 98%;"><div style="width: 98%; background-color: orange;"></div></div>	98%	80%	91%
✓ Participation in Treatment	<div style="width: 97%;"><div style="width: 97%; background-color: orange;"></div></div>	97%	80%	92%
✓ Respect	<div style="width: 96%;"><div style="width: 96%; background-color: orange;"></div></div>	96%	80%	91%
✓ Access	<div style="width: 95%;"><div style="width: 95%; background-color: orange;"></div></div>	95%	80%	88%
✓ Outcome	<div style="width: 86%;"><div style="width: 86%; background-color: orange;"></div></div>	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%

Age	#	%	State Avg
18-25	19	4%	8%
26-34	64	13%	18%
35-44	89	18%	24%
45-54	95	20%	18%
55-64	140	29%	20%
65+	79	16%	12%

Gender	#	%	State Avg
Male	269	55%	58%
Female	218	45%	42%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	290	60%	64%
Hispanic-Other	184	38% ▲	11%
Hisp-Puerto Rican	10	2%	10%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Unknown	1	0% ▼	14%

Race	#	%	State Avg
White/Caucasian	291	60%	59%
Black/African American	107	22%	17%
Other	37	8%	12%
Multiple Races	33	7%	1%
Asian	12	2%	1%
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		7	78%	85%	91%	-7%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		9	100%	90%	89%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	67%
Discharges	1	1	1	0%
Services	1	1	1	100%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

1 or more Records Submitted to DMHAS

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	83%	29	83%	85%	84%	-2%

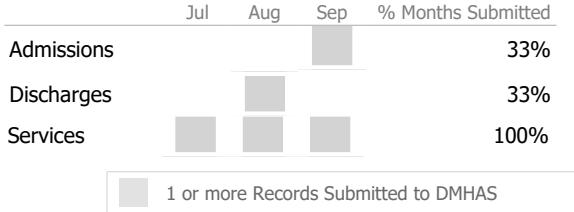
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100%	10%	34	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic 6 Month Updates	100%	77%

Data Submitted to DMHAS for Month



▲ > 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	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	100%	91%
On-Time Periodic 6 Month Updates	100%	86%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

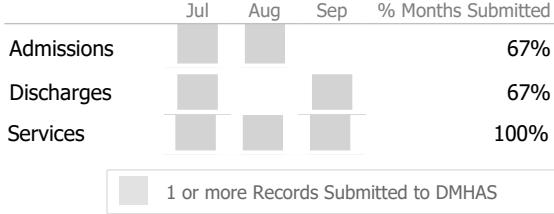
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 5%; background-color: orange; height: 10px;"></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 style="width: 115px; background-color: orange; height: 10px;"></div>	115	95%	60%	79%	35% ▲
✓ Improved/Maintained Function Score	<div style="width: 114px; background-color: orange; height: 10px;"></div>	114	100%	65%	51%	35% ▲
✓ Stable Living Situation	<div style="width: 118px; background-color: orange; height: 10px;"></div>	118	98%	80%	86%	18% ▲
● Employed	<div style="width: 23px; background-color: orange; height: 10px;"></div>	23	19%	20%	15%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 116px; background-color: orange; height: 10px;"></div>	116	100%	90%	94%	10%

Data Submitted to DMHAS for Month



▲ > 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	11	92%	85%	84%	7%	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	10	100%	90%	86%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic ✓ 6 Month Updates	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	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	15	94%	85%	91%	9%	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	16	100%	90%	89%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic ✓ 6 Month Updates	93%	76%

Data Submitted to DMHAS for 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 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

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		111	58%	90%	66%	-32%

Data Submitted to DMHAS for Month



▲ > 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		8	89%	85%	84%	4%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	78%	90%	86%	-12% 

Data Submission Quality

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS

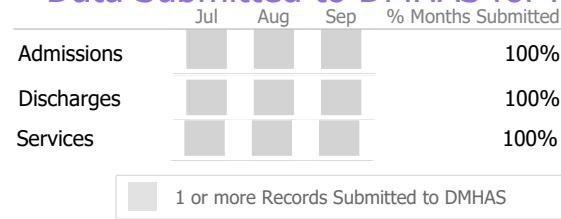
Program Activity

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

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		11	85%	50%	80%	35% 

Data Submitted to DMHAS for Month



▲ > 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	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	7	100%	85%	84%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	7	100%	90%	86%	10%	

Data Submission Quality

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

Data Submitted to DMHAS for 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 119 Active Supportive Housing – Scattered Site Programs

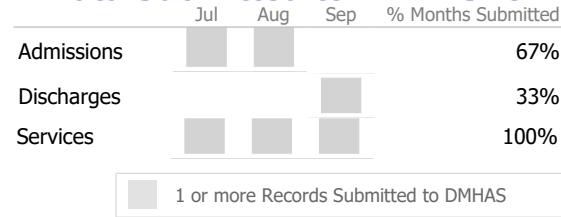
Program Activity

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	 	2	100%	50%	80%	50% 

Data Submitted to DMHAS for Month

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

* State Avg based on 46 Active Outreach & Engagement Programs

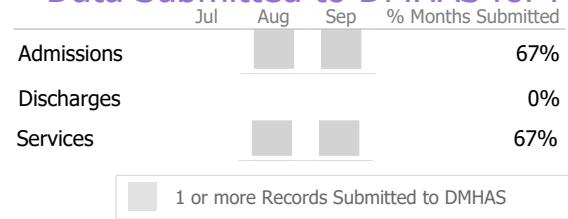
Program Activity

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

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		15	94%	50%	80%	44% 

Data Submitted to DMHAS for Month

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

* State Avg based on 46 Active Outreach & Engagement Programs