

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	2,099	2,103	0%
↓	Admits	809	873	-7%
↑	Discharges	1,179	500	136% ▲
↑	Service Hours	2,972	2,622	13% ▲
↑	Bed Days	6,711	6,502	3%

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

Consumer Satisfaction Survey

(Based on 263 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	94% 80% 93%	94%	80%	93%
✓ Respect	93% 80% 91%	93%	80%	91%
✓ Overall	93% 80% 91%	93%	80%	91%
✓ Access	93% 80% 88%	93%	80%	88%
✓ Participation in Treatment	93% 80% 92%	93%	80%	92%
✓ General Satisfaction	89% 80% 92%	89%	80%	92%
✓ Outcome	89% 80% 83%	89%	80%	83%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Lighter grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	1,410	66.6%
Mental Health			
	Case Management	214	10.1%
	Outpatient	182	8.6%
	Residential Services	66	3.1%
Addiction			
	Outpatient	122	5.8%
	Residential Services	62	2.9%
	Case Management	22	1.0%
Forensic MH			
	Forensics Community-based	26	1.2%
	Residential Services	11	0.5%
	Crisis Services	3	0.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	258	12%	8%	Male	1,407	67%	58%
26-34	578	28%	18%	Female	685	33%	42%
35-44	510	24%	24%	Transgender/Other	7	0%	0%
45-54	345	16%	18%	Race			
55-64	272	13%	20%	White/Caucasian	947	45%	59%
65+	136	6%	12%	Unknown	553	26%	9%
Ethnicity				Black/African American	406	19%	17%
Unknown	952	45%	14%	Other	147	7%	12%
Non-Hispanic	853	41%	64%	Multiple Races	19	1%	1%
Hispanic-Other	224	11%	11%	Am. Indian/Native Alaskan	13	1%	1%
Hisp-Puerto Rican	61	3%	10%	Asian	13	1%	1%
Hispanic-Mexican	8	0%	1%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban	1	0%	0%				

Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	1	2	-50% ▼
Discharges	-	1	-100% ▼
Service Hours	5	36	-87% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	10	91%	85%	84%	6%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	33%	4	36%	90%	86%	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ On-Time Periodic 6 Month Updates	80%	77%

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	8	9	-11%	▼
Admits	4	4	0%	
Discharges	2	6	-67%	▼
Bed Days	518	389	33%	▲

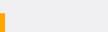
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	70%	57%	-20% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	25%	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100%
Valid TEDS Data		100%
On-Time Periodic 6 Month Updates		N/A
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis		100%

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
National Recovery Measures (NOMS)		8	100%	70%	94%	30% ▲
Abstinence/Reduced Drug Use		1	50%	95%	86%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	96 days	0.9	80%	90%	80%	-10%

 < 90%  90-110%  >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

* State Avg based on 2 Active Women's Recovery Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	-	-		
Bed Days	736	805	-9%	

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	N/A	96%	
On-Time Periodic 6 Month Updates	88%	91%	
Diagnosis Valid MH/SU Diagnosis	100%	99%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	82%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	56%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	82%	40% ▲
✓ Stable Living Situation		8	100%	90%	98%	10%
● Improved/Maintained Function Score		7	88%	95%	67%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	■ ■ ■	8	2,131 days	1.0	100%	90%	85%	10%



Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%



▲ > 10% Over ▼ < 10% Under



* State Avg based on 22 Active Group Home Programs

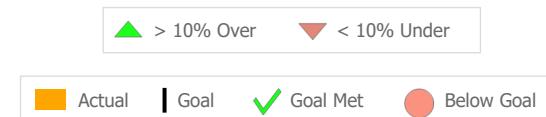
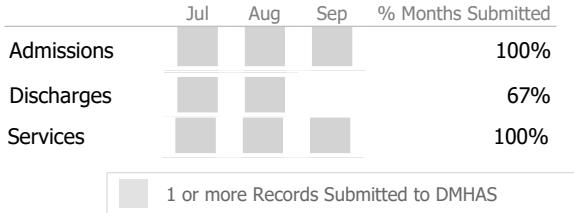
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	30	-13%	▼
Admits	5	12	-58%	▼
Discharges	2	7	-71%	▼
Service Hours	1,197	782	53%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	Nan
On-Time Periodic 6 Month Updates	0%	0%

Data Submitted to DMHAS for Month



* State Avg based on 1 Active Day Reporting Programs

Program Activity

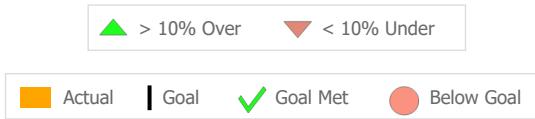
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

 1 or more Records Submitted to DMHAS



* State Avg based on 4 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	-	
Discharges	1	-	
Service Hours	30	38	-21% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	84%	15% 

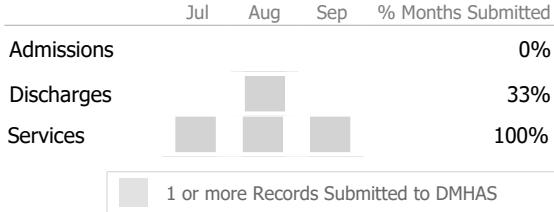
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	88%	90%	86%	-2%

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



 > 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	10	11	-9%
Admits	3	3	0%
Discharges	5	4	25% ▲
Bed Days	584	693	-16% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 60%;"><div style="width: 100%;"></div></div>	3	60%	70%	57%	-10% ▼
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	5	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 33%;"><div style="width: 100%;"></div></div>	1	33%	90%	25%	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 100%
Valid TEDS Data	<div style="width: 90%;"><div style="width: 100%;"></div></div>	90% 95%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"><div style="width: 100%;"></div></div>	N/A N/A
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	<div style="width: 90%;"><div style="width: 100%;"></div></div>	9	90%	70%	94%	20% ▲
✓ Improved/Maintained Function Score	<div style="width: 100%;"><div style="width: 100%;"></div></div>	5	100%	95%	86%	5% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 79%;"><div style="width: 100%;"></div></div>	8	118 days	0.8	79%	90%	80%	-11% ▼

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div style="width: 100%;"><div style="width: 100%;"></div></div>	<div style="width: 100%;"><div style="width: 100%;"></div></div>	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%
Discharges	<div style="width: 100%;"><div style="width: 100%;"></div></div>	<div style="width: 100%;"><div style="width: 100%;"></div></div>	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Women's Recovery Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	-	-	
Discharges	1	-	
Service Hours	121	150	-20% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	88%	85%	84%	3%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	86%	-3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
✓ 6 Month Updates		93%
Diagnosis		
✓ Valid MH/SU Diagnosis		100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
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	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	25	15	68% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% Over	7	100%	85%	91%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% Over	7	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				0%
Discharges				0%
Services	1 or more Records Submitted to DMHAS	1 or more Records Submitted to DMHAS	1 or more Records Submitted to DMHAS	100%

▲ > 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	11	20	-45% ▼
Admits	-	-	
Discharges	1	-	
Service Hours	39	40	-3% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	69%

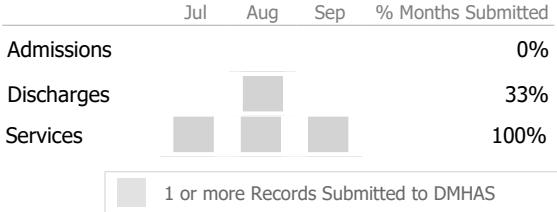
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	65%	-50% ▼
Recovery						
✓ Social Support		10	91%	60%	71%	31% ▲
✓ Stable Living Situation		11	100%	80%	78%	20% ▲
● Employed		2	18%	20%	14%	-2% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	77%	10% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	57	28	107% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	80%	8	89%	85%	84%	4%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	9	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ On-Time Periodic 6 Month Updates	89%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	1	2	3	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	25	29	-14%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	146	139	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	23	92%	85%	84%	7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	25	100%	90%	86%	10%	

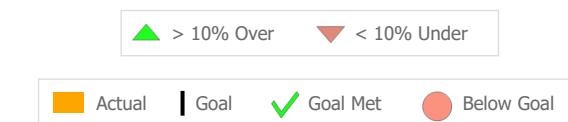
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	92%	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



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	1	0%
Discharges	1	-	
Service Hours	34	19	81% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 15%; background-color: orange;"></div>	15	94%	85%	91%	9%

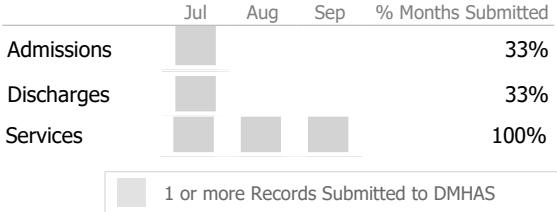
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 15%; background-color: orange;"></div>	15	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%; background-color: orange;"></div>	100%
✓ On-Time Periodic 6 Month Updates	<div style="width: 92%; background-color: orange;"></div>	92%

Data Submitted to DMHAS for Month



▲ > 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	30	40	-25%	▼
Admits	4	8	-50%	▼
Discharges	4	8	-50%	▼
Service Hours	173	177	-2%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	96%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	58%	-25% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	71%	60%	85%	11% ▲
✓ Stable Living Situation		28	90%	85%	96%	5%
● Employed		4	13%	25%	16%	-12% ▼
● Improved/Maintained Function Score		18	82%	95%	45%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	97%	10%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	177	3%
Admits	44	52	-15% ▼
Discharges	42	45	-7%
Service Hours	315	374	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	49%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	43%	18	43%	50%	46%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	62%	112	62%	60%	59%	2%
✓ Employed	30%	55	30%	30%	22%	0%
● Stable Living Situation	62%	113	62%	95%	68%	-33% ▼
● Improved/Maintained Function Score	30%	41	30%	75%	39%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	48%	67	48%	90%	75%	-42% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	68%	30	68%	75%	81%	-7%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	52	40%	▲
Admits	24	13	85%	▲
Discharges	24	13	85%	▲
Service Hours	201	86	133%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	100%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	33%	50%	51%	-17% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		47	64%	55%	24%	9%
Not Arrested		52	70%	75%	43%	-5%
Employed		28	38%	50%	22%	-12% ▼
Stable Living Situation		52	70%	95%	44%	-25% ▼
Self Help		25	34%	60%	12%	-26% ▼
Improved/Maintained Function Score		25	48%	75%	29%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	58%	90%	38%	-32% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		21	88%	75%	57%	13% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	1	-		
Discharges	-	1	-100%	▼
Service Hours	12	7	68%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	91%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	8	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			■	33%
Discharges	■	■		0%
Services	■	■	■	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	15	14	7%
Admits	3	1	200% ▲
Discharges	-	2	-100% ▼
Bed Days	1,283	1,190	8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	67%	93%
Diagnosis Valid MH/SU Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	71%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	65%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	17%	75%	47%	-58% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	15	1,820 days	1.0	93%	90%	90%	3%



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

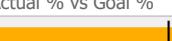
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	1	1	0%
Discharges	2	-	
Bed Days	1,044	1,100	-5%

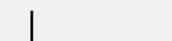
Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic 6 Month Updates	100%	88%
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	60%	72%	40% 
Follow-up within 30 Days of Discharge		2	100%	90%	78%	10% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	92%	60%	86%	32% 
Stable Living Situation		13	100%	95%	97%	5% 
Employed		1	8%	25%	11%	-17% 
Improved/Maintained Function Score		8	73%	95%	63%	-22% 

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	917 days	0.9	95%	90%	88%	5% 



Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		33%
Discharges		67%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under



* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	-	-	
Discharges	2	-	
Service Hours	100	126	-21% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	77%	85%	91%	-8%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		10	91%	90%	89%	1%

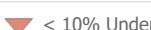
Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data		100% 98%
On-Time Periodic  6 Month Updates		91% 76%
Diagnosis  Valid MH/SU Diagnosis		100% 71%

Data Submitted to DMHAS for Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

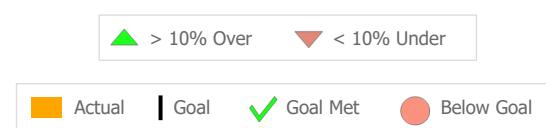
 Actual  Goal  Goal Met  Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,410	1,385	2%
Admits	619	700	-12% ▼
Discharges	1,025	336	205% ▲

Data Submitted to DMHAS for Month



* State Avg based on 6 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	47	-6%
Admits	26	28	-7%
Discharges	27	24	13% ▲
Bed Days	1,710	1,680	2% ▲

Discharge Outcomes

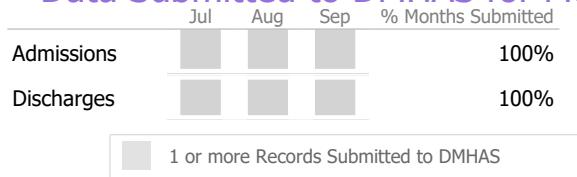
	Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

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

█ < 90%
 █ 90-110%
 █ > 110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	12	-17%	▼
Admits	-	2	-100%	▼
Discharges	-	-		
Service Hours	21	23	-6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	91%	5%

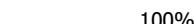
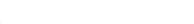
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	89%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ On-Time Periodic 6 Month Updates		90%

Data Submitted to DMHAS for Month

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

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

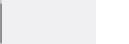
* State Avg based on 67 Active Supportive Housing – Development Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	4	5	-20% 
Discharges	2	6	-67% 
Bed Days	674	634	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 90%	91%
On-Time Periodic		
6 Month Updates	 0%	0%

Data Submitted to DMHAS for Month



* State Avg based on 2 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	2	-	
Discharges	2	-	
Service Hours	9	-	
Bed Days	162	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	12 Months Trend
							Actual % vs Goal %
No Re-admit within 30 Days of Discharge	100%	2	100%	85%	79%	15%	▲
Follow-up within 30 Days of Discharge	N/A	N/A	N/A	90%	57%	N/A	

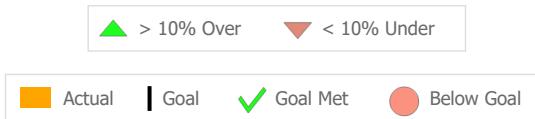
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	12 Months Trend
									Actual % vs Goal %
Avg Utilization Rate	▲	4	94 days	1.3	44%	90%	85%	-46%	▼

Data Submitted to DMHAS for Month



* State Avg based on 7 Active Respite Bed Programs



1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	4	25%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	7	6	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% Over	5	100%	85%	91%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	100% Over	4	80%	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			■	33%
Discharges	■	■		0%
Services	■	■	■	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		
Admits	36	-	
Discharges	10	-	
Service Hours	146	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		33	92%	50%	80%	42% 

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	30	32	-6%
Admits	1	-	
Discharges	2	-	
Service Hours	101	88	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	22	22	73%	85%	91%	-12% ▼

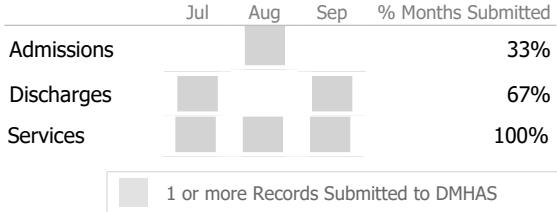
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	26	26	93%	90%	89%	3% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	70%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

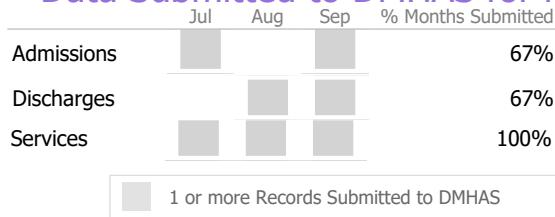
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	12	-	
Discharges	8	-	
Service Hours	47	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		12	100%	50%	68%	50% 

Data Submitted to DMHAS for Month

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

* State Avg based on 24 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	48	2%
Admits	12	12	0%
Discharges	13	11	18% ▲
Service Hours	79	82	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	92%
✓	Valid TEDS Data	100%	50%
On-Time Periodic			
●	6 Month Updates	0%	9%
Diagnosis			
✓	Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 15%;"></div>	2	15%	50%	51%	-35% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use	<div style="width: 39%;"></div>	19	39%	55%	24%	-16% ▼
● Not Arrested	<div style="width: 51%;"></div>	25	51%	75%	43%	-24% ▼
● Employed	<div style="width: 20%;"></div>	10	20%	50%	22%	-30% ▼
● Self Help	<div style="width: 24%;"></div>	12	24%	60%	12%	-36% ▼
● Stable Living Situation	<div style="width: 49%;"></div>	24	49%	95%	44%	-46% ▼
● Improved/Maintained Function Score	<div style="width: 30%;"></div>	12	30%	75%	29%	-45% ▼

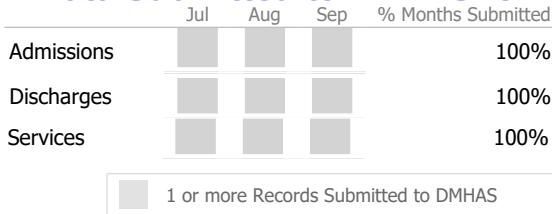
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 33%;"></div>	12	33%	90%	38%	-57% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Outpatient	<div style="width: 50%;"></div>	6	50%	75%	57%	-25% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	5	-	
Discharges	1	-	
Service Hours	108	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	70%	20%	33%	50% 
✓ Self Help		10	100%	60%	80%	40% 
✓ Stable Living Situation		8	80%	80%	83%	0% 
● Abstinence/Reduced Drug Use		0	0%	50%	88%	-50% 

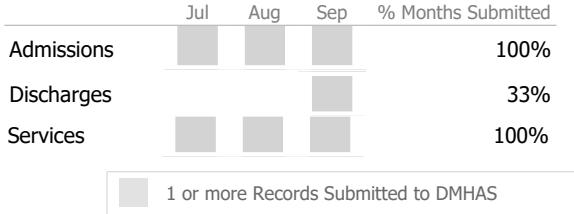
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 97%	89%
On-Time Periodic 6 Month Updates	 N/A	72%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 2 Active Intensive Case Management Programs