

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	438	443	-1%
	Admits	66	71	-7%
	Discharges	63	75	-16% ▼
	Service Hours	1,182	847	40% ▲
	S.Rehab/PHP/IOP	18,138	18,813	-4%

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

## Consumer Satisfaction Survey

(Based on 106 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Access		93%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		84%	80%	83%

Satisfied %    Goal %    0-80%    80-100%    Goal Met    Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Social Rehabilitation		372	69.8%
Employment Services		107	20.1%
Education Support		37	6.9%
Case Management		17	3.2%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	22	5%	8%	Male	273	62%	58%
26-34	66	15%	18%	Female	165	38%	42%
35-44	89	20%	24%	Transgender/Other	1	0%	0%
45-54	79	18%	18%	Race			
55-64	118	27%	20%	White/Caucasian	213	49%	59%
65+	64	15%	12%	Black/African American	166	38%	17%
Ethnicity				Other	37	8%	12%
Non-Hispanic	341	78%	64%	Multiple Races	9	2%	1%
Hisp-Puerto Rican	59	13%	10%	Unknown	6	1%	9%
Hispanic-Other	24	5%	11%	Asian	5	1%	1%
Unknown	11	3%	14%	Am. Indian/Native Alaskan	1	0%	1%
Hispanic-Mexican	2	0%	1%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban	1	0%	0%				

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	12	42% <span style="color: green;">▲</span>
Admits	6	2	200% <span style="color: green;">▲</span>
Discharges	-	1	-100% <span style="color: red;">▼</span>
Service Hours	127	43	195% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 10%; background-color: orange;"></div>	9	53%	35%	43%	18% <span style="color: green;">▲</span>

## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%; background-color: orange;"></div>	17	100%	90%	90%	10% <span style="color: green;">▲</span>

## Data Submission Quality

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

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div style="width: 100%; background-color: grey;"></div>	<div style="width: 100%; background-color: grey;"></div>	<div style="width: 100%; background-color: grey;"></div>	100%
Discharges	<div style="width: 100%; background-color: grey;"></div>	<div style="width: 100%; background-color: grey;"></div>	<div style="width: 100%; background-color: grey;"></div>	0%
Services	<div style="width: 100%; background-color: grey;"></div>	<div style="width: 100%; background-color: grey;"></div>	<div style="width: 100%; background-color: grey;"></div>	100%

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 37 Active Employment Services Programs

█ 1 or more Records Submitted to DMHAS

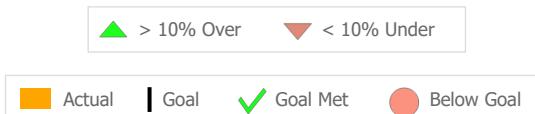
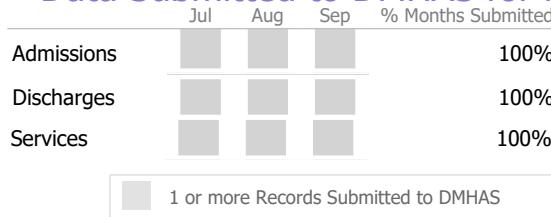
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	80	-28%	▼
Admits	14	17	-18%	▼
Discharges	15	23	-35%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	4,311	6,578	-34%	▼

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	100%	90%	66%	10%

## Data Submitted to DMHAS for Month



\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	178	155	14%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	84%	15% ▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	8	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	1	1	1	100%

▲ &gt; 10% Over   ▼ &lt; 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	9	8	13%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	253	275	-8%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	9	100%	85%	91%	15%	▲

## Service Utilization

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

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	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%

▲ &gt; 10% Over   ▼ &lt; 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

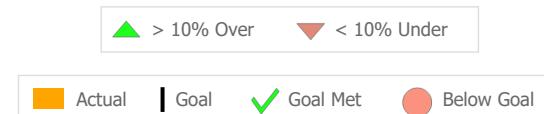
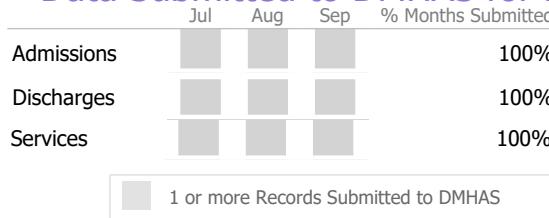
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	317	309	3%
Admits	25	32	-22% ▼
Discharges	28	38	-26% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	13,827	12,235	13% ▲

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	99%	293	99%	90%	66%	9%

## Data Submitted to DMHAS for Month



\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	27	37%	▲
Admits	6	6	0%	
Discharges	6	2	200%	▲
Service Hours	191	92	107%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	   	25	68%	35%	79%	33% 

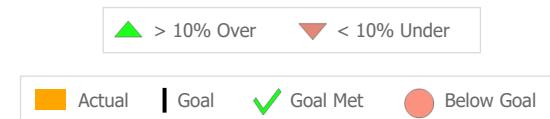
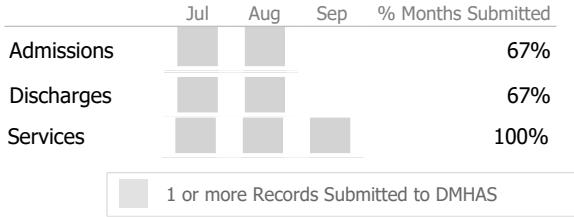
## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	   	31	100%	90%	97%	10% 

## Data Submission Quality

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

## Data Submitted to DMHAS for Month



\* State Avg based on 5 Active Education Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	66	36%	▲
Admits	14	13	8%	
Discharges	14	11	27%	▲
Service Hours	434	282	54%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	37%	35%	43%	2%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		76	100%	90%	90%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	91%
✓ On-Time Periodic 6 Month Updates	93%	87%

## Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ &gt; 10% Over   ▼ &lt; 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 37 Active Employment Services Programs