

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

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	#	%
Mental Health	Social Rehabilitation	372	69.8%
	Employment Services	107	20.1%
	Education Support	37	6.9%
	Case Management	17	3.2%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	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			0%
45-54	79	18%	18%				
55-64	118	27%	20%				
65+	64	15%	12%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	341	78%	▲ 64%	White/Caucasian	213	49%	59%
Hisp-Puerto Rican	59	13%	10%	Black/African American	166	38%	▲ 17%
Hispanic-Other	24	5%	11%	Other	37	8%	12%
Unknown	11	3%	▼ 14%	Multiple Races	9	2%	1%
Hispanic-Mexican	2	0%	1%	Unknown	6	1%	9%
Hispanic-Cuban	1	0%	0%	Asian	5	1%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Hawaiian/Other Pacific Islander	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% ▲
Admits	6	2	200% ▲
Discharges	-	1	-100% ▼
Service Hours	127	43	195% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	9	53%	35%	43%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	17	100%	90%	90%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges				0%
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 37 Active Employment Services Programs

Program Activity				Service Utilization						
Measure	Actual	1 Yr Ago	Variance %							
Unique Clients	58	80	-28% ▼	✓ Clients Receiving Services	<div><div></div></div>	43	100%	90%	66%	10%
Admits	14	17	-18% ▼							
Discharges	15	23	-35% ▼							
Service Hours	-	-								
Social Rehab/PHP/IOP Days	4,311	6,578	-34% ▼							

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

▲ > 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	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	<div></div>	8	100%	85%	84%	15% ▲

Service Utilization

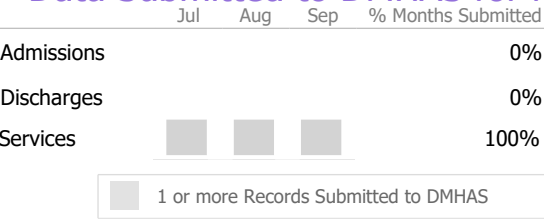
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	8	100%	90%	86%	10%

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% 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	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	<div><div></div></div>	9	100%	85%	91%	15% ▲

Service Utilization

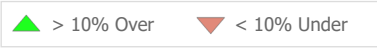
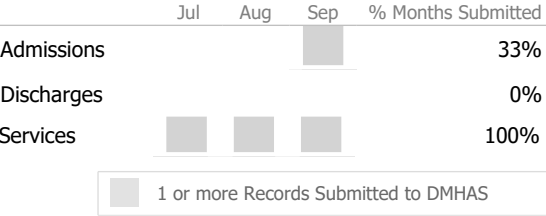
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	9	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 96%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	76%

Data Submitted to DMHAS for Month

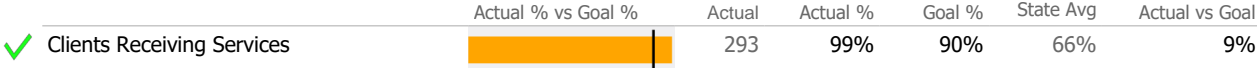


* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	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



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 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	<div><div></div></div>	25	68%	35%	79%	33% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	31	100%	90%	97%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month

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

Data Submission Quality

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

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div></div>	33	37%	35%	43%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	76	100%	90%	90%	10%

< 10% Under > 10% Over

Actual Goal Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs