

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	97	107	-9%
↓	Admits	17	29	-41% ▼
↑	Discharges	18	20	-10%
↓	Service Hours	77	156	-51% ▼
↑	Bed Days	2,691	2,591	4%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
General Satisfaction	78% 80% 92%	78%	80%	92%
Access	76% 80% 88%	76%	80%	88%
Quality and Appropriateness	74% 80% 93%	74%	80%	93%
Participation in Treatment	74% 80% 92%	74%	80%	92%
Overall	73% 80% 91%	73%	80%	91%
Respect	72% 80% 91%	72%	80%	91%
Outcome	58% 80% 83%	58%	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	53	53.0%
Addiction			
	Residential Services	47	47.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	3	3%	8%	Male	55	57%	58%
26-34	12	13%	18%	Female	42	43%	42%
35-44	25	26%	24%	Transgender/Other			0%
45-54	17	18%	18%				
55-64	21	22%	20%				
65+	18	19%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Hispanic-Other	96	99%	11% ▲	White/Caucasian	41	42%	59% ▼
Non-Hispanic	1	1%	64% ▼	Multiple Races	22	23%	1% ▲
Hispanic-Cuban			0%	Black/African American	20	21%	17%
Hispanic-Mexican			1%	Other	13	13%	12%
Hisp-Puerto Rican			10%	Asian	1	1%	1%
Unknown			14% ▼	Am. Indian/Native Alaskan			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	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	14	29	-52% ▼

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		9	100%	90%	86%	10%

Data Submission Quality

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

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 119 Active Supportive Housing – Scattered Site Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	23	4%
Admits	-	-	
Discharges	-	-	
Service Hours	55	47	18% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	88%	85%	91%	3%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	88%	90%	89%	-2%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		87%	98%
On-Time Periodic ✓ 6 Month Updates		88%	76%

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	47	48	-2%
Admits	17	20	-15% ▼
Discharges	18	18	0%
Bed Days	2,691	2,591	4%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	20	-40%	▼
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	5	40	-88%	▼

Service Engagement

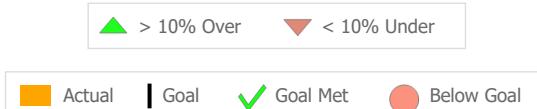
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	80%	-50% ▼

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 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	-	7	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	3	40	-92%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	80%	-50% ▼

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 46 Active Outreach & Engagement Programs