

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

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 (Based on 60 FY24 Surveys)

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

Client Demographics

Age	#	%	State Avg
18-25	3	3%	8%
26-34	12	13%	18%
35-44	25	26%	24%
45-54	17	18%	18%
55-64	21	22%	20%
65+	18	19%	12%

Gender	#	%	State Avg
Male	55	57%	58%
Female	42	43%	42%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hispanic-Other	96	99%	▲ 11%
Non-Hispanic	1	1%	▼ 64%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			▼ 14%

Race	#	%	State Avg
White/Caucasian	41	42%	▼ 59%
Multiple Races	22	23%	▲ 1%
Black/African American	20	21%	17%
Other	13	13%	12%
Asian	1	1%	1%
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	<div><div></div></div>	8	89%	85%	84%	4%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	9	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 87%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></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	24	23	4%
Admits	-	-	
Discharges	-	-	
Service Hours	55	47	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 87%	98%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 88%	76%

Recovery

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

Service Utilization

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met

●

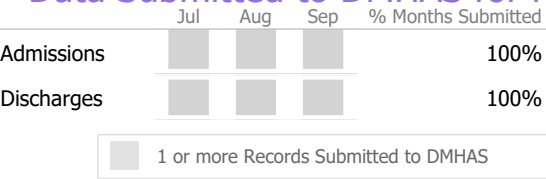
 Below Goal

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

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



* State Avg based on 4 Active Shelter Programs

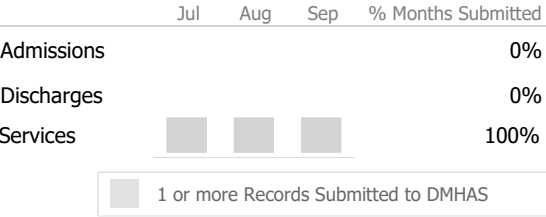
Program Activity

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	<div><div></div></div>	0	0%	50%	80%	-50% ▼

Data Submitted to DMHAS for Month



* State Avg based on 46 Active Outreach & Engagement Programs

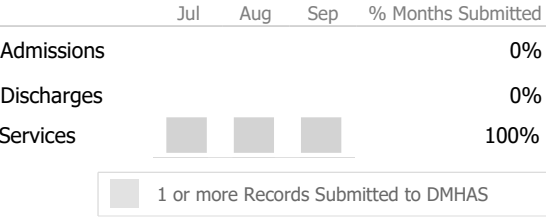
Program Activity

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	<div><div></div></div>	0	0%	50%	80%	-50% ▼

Data Submitted to DMHAS for Month



* State Avg based on 46 Active Outreach & Engagement Programs