

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

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 213 | 201 | 6% |
| | Admits | 23 | 35 | -34% ▼ |
| | Discharges | 19 | 28 | -32% ▼ |
| | Service Hours | 1,166 | 1,389 | -16% ▼ |

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

Consumer Satisfaction Survey (Based on 75 FY24 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | | 100% | 80% | 92% |
| ✓ Overall | | 99% | 80% | 91% |
| ✓ Quality and Appropriateness | | 99% | 80% | 93% |
| ✓ Access | | 97% | 80% | 88% |
| ✓ Respect | | 96% | 80% | 91% |
| ✓ Outcome | | 92% | 80% | 83% |
| ✓ Participation in Treatment | | 86% | 80% | 92% |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---------------|---------------------|-----|-------|
| Mental Health | Employment Services | 152 | 71.4% |
| | Case Management | 61 | 28.6% |

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | 7 | 3% | 8% |
| 26-34 | 42 | 20% | 18% |
| 35-44 | 47 | 22% | 24% |
| 45-54 | 45 | 21% | 18% |
| 55-64 | 55 | 26% | 20% |
| 65+ | 16 | 8% | 12% |

| Gender | # | % | State Avg |
|-------------------|-----|-------|-----------|
| Male | 145 | 68% | 58% |
| Female | 65 | 31% ▼ | 42% |
| Transgender/Other | 3 | 1% | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-------|-----------|
| Non-Hispanic | 185 | 87% ▲ | 64% |
| Hisp-Puerto Rican | 18 | 8% | 10% |
| Hispanic-Other | 8 | 4% | 11% |
| Hispanic-Mexican | 2 | 1% | 1% |
| Hispanic-Cuban | | | 0% |
| Unknown | | | 14% ▼ |

| Race | # | % | State Avg |
|---------------------------------|----|-------|-----------|
| Black/African American | 97 | 46% ▲ | 17% |
| White/Caucasian | 83 | 39% ▼ | 59% |
| Other | 21 | 10% | 12% |
| Multiple Races | 6 | 3% | 1% |
| Asian | 2 | 1% | 1% |
| Unknown | 2 | 1% | 9% |
| 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 | 54 | 68 | -21% | ▼ |
| Admits | 2 | 16 | -88% | ▼ |
| Discharges | 7 | 16 | -56% | ▼ |
| Service Hours | 250 | 588 | -57% | ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 98% | 91% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 88% | 87% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 100% |
| Services | | | | 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 | | 25 | 46% | 35% | 43% | 11% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 46 | 98% | 90% | 90% | 8% |

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 81 | 69 | 17% ▲ |
| Admits | 11 | 6 | 83% ▲ |
| Discharges | 9 | 4 | 125% ▲ |
| Service Hours | 766 | 665 | 15% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 99% | 91% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 87% |

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

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 28 | 34% | 35% | 43% | -1% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 71 | 96% | 90% | 90% | 6% |

< 10% Under > 10% Over

Actual Goal Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 18 | 20 | -10% |
| Admits | 1 | 5 | -80% ▼ |
| Discharges | 3 | - | |
| Service Hours | 151 | 136 | 11% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|-----------------------------|-----------|
| Valid NOMS Data | <div><div></div></div> 100% | 91% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | <div><div></div></div> 100% | 87% |

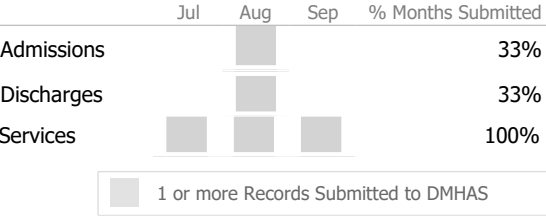
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| Employed | <div><div></div></div> | 6 | 33% | 35% | 43% | -2% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|------------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | <div><div></div></div> | 15 | 100% | 90% | 90% | 10% |

Data Submitted to DMHAS for Month



* State Avg based on 37 Active Employment Services Programs

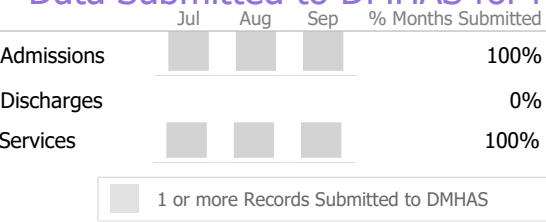
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 61 | 45 | 36% ▲ |
| Admits | 9 | 8 | 13% ▲ |
| Discharges | - | 8 | -100% ▼ |
| Service Hours | - | - | |

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> | 9 | 100% | 50% | 80% | 50% ▲ |

Data Submitted to DMHAS for Month



* State Avg based on 46 Active Outreach & Engagement Programs