

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	210	155	35%	▲
	Admits	25	23	9%	
	Discharges	24	12	100%	▲
	Service Hours	328	286	15%	▲

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

### Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	97%   80%	97%	80%	91%
✓ Participation in Treatment	94%   80%	94%	80%	92%
✓ General Satisfaction	94%   80%	94%	80%	92%
✓ Overall	92%   80%	92%	80%	91%
✓ Access	92%   80%	92%	80%	88%
✓ Quality and Appropriateness	91%   80%	91%	80%	93%
✓ Outcome	88%   80%	88%	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>			
	Case Management	210	100.0%

Age	#	%	State Avg
18-25	3	1%	8%
26-34	13	6%	18%
35-44	37	18%	24%
45-54	57	27%	18%
55-64	73	35%	20%
65+	27	13%	12%

Ethnicity	#	%	State Avg
Hispanic-Other	204	97%	11%
Non-Hispanic	3	1%	64%
Unknown	3	1%	14%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Hisp-Puerto Rican		10%	

### Client Demographics

Gender	#	%	State Avg
Male	147	70%	58%
Female	62	30%	42%
Transgender/Other	1	0%	0%

Race	#	%	State Avg
Black/African American	108	51%	17%
White/Caucasian	54	26%	59%
Multiple Races	40	19%	1%
Other	5	2%	12%
Asian	2	1%	1%
Am. Indian/Native Alaskan	1	0%	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	23	21	10%
Admits	-	-	
Discharges	2	-	
Service Hours	58	56	4%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	83%	85%	84%	-2%

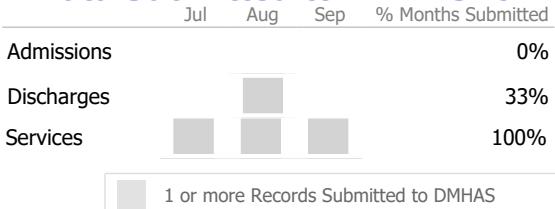
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		21	100%	90%	86%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
On-Time Periodic 6 Month Updates	68%	77%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	14	114%	▲
Admits	2	4	-50%	▼
Discharges	-	1	-100%	▼
Service Hours	88	59	51%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	70%	85%	84%	-15%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		29	97%	90%	86%	7%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic 6 Month Updates	89%	77%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 119 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	-	-	
Discharges	-	-	
Service Hours	11	9	24% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 16%; background-color: orange; height: 10px;"></div>	16	94%	85%	84%	9%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 11%; background-color: orange; height: 10px;"></div>	11	65%	90%	86%	-25% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 98%; background-color: orange; height: 10px;"></div>	98%
✓ On-Time Periodic 6 Month Updates	<div style="width: 88%; background-color: orange; height: 10px;"></div>	88%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<span style="background-color: #cccccc; border: 1px solid black; display: inline-block; width: 10px; height: 10px;"></span>	<span style="background-color: #cccccc; border: 1px solid black; display: inline-block; width: 10px; height: 10px;"></span>		67%

▲ > 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	15	15	0%
Admits	-	-	
Discharges	-	-	
Service Hours	11	25	-57% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Stable Living Situation		12	80%	85%	84%	-5%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		15	100%	90%	86%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%
On-Time Periodic  6 Month Updates		14%

## 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	10	10	0%
Admits	-	1	-100% 
Discharges	-	1	-100% 
Service Hours	13	13	1%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Stable Living Situation		8	80%	85%	84%	-5%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		10	100%	90%	86%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data		100% 98%
 On-Time Periodic 6 Month Updates		40% 77%

## 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	15	16	-6%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	37	58	-37% ▼

## Recovery

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

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	15	15	100%	90%	89%	10% ▲

## Data Submission Quality

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

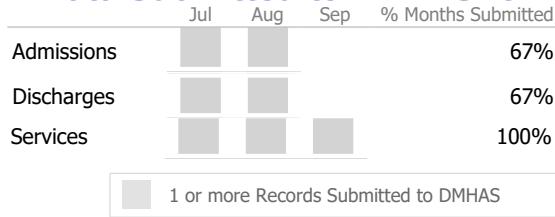
■ 1 or more Records Submitted to DMHAS

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	37	16%	▲
Admits	3	9	-67%	▼
Discharges	16	9	78%	▲
Service Hours	11	23	-52%	▼

**Service Engagement**

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		1	33%	50%	80%	-17% ▼

**Data Submitted to DMHAS for Month**


▲ &gt; 10% Over   ▼ &lt; 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	38	43	-11% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	17	94%	85%	84%	9%	

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	18	100%	90%	86%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic ✓ 6 Month Updates	83%	77%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	1	1	1	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

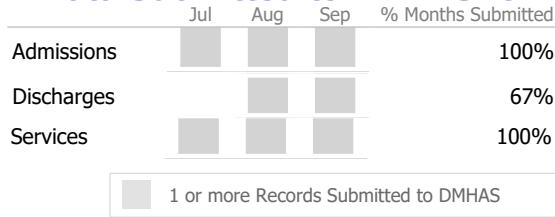
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	8	338%	▲
Admits	13	8	63%	▲
Discharges	3	-		
Service Hours	25	-		

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		10	77%	50%	80%	27% 

## Data Submitted to DMHAS for Month

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

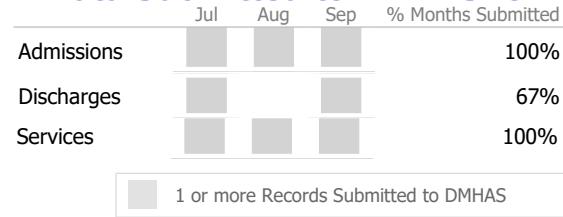
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	5	200%	▲
Admits	7	-		
Discharges	3	-		
Service Hours	35	-		

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	   	7	100%	50%	80%	50% 

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs