

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

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 (Based on 71 FY24 Surveys)

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

Client Demographics

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%

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

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%

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
<div>●</div> Stable Living Situation	<div><div></div></div>	19	83%	85%	84%	-2%

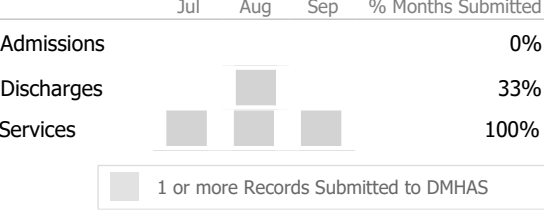
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<div>✓</div> Clients Receiving Services	<div><div></div></div>	21	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	93% 98%
On-Time Periodic		
<div>●</div> 6 Month Updates	<div><div></div></div>	68% 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	30	14	114% ▲
Admits	2	4	-50% ▼
Discharges	-	1	-100% ▼
Service Hours	88	59	51% ▲

Data Submission Quality

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

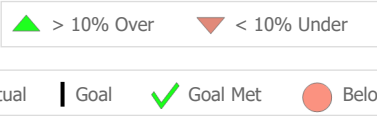
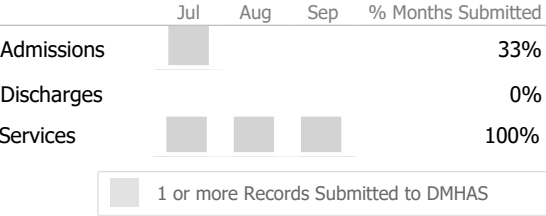
Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	29	97%	90%	86%	7%

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	17	17	0%
Admits	-	-	
Discharges	-	-	
Service Hours	11	9	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	16	94%	85%	84%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>	11	65%	90%	86%	-25% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div></div>	<div></div>		67%

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	15	15	0%
Admits	-	-	
Discharges	-	-	
Service Hours	11	25	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 90%	98%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 14%	77%

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<div>Clients Receiving Services</div>	<div><div></div></div>	15	100%	90%	86%	10%

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 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	13	13	1%

Data Submission Quality

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

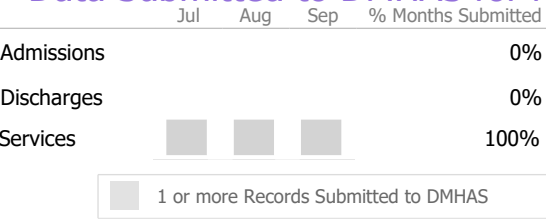
Recovery

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

Service Utilization

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

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div> 100%	76%

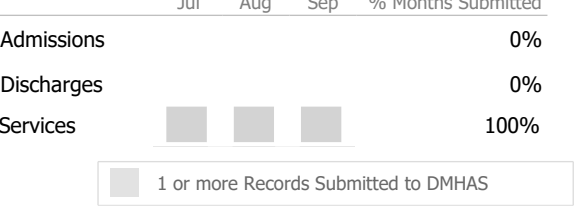
Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	15	100%	90%	89%	10%

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	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	<div><div></div></div>	1	33%	50%	80%	-17% ▼

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 46 Active Outreach & 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	<div><div></div></div>	17	94%	85%	84%	9%

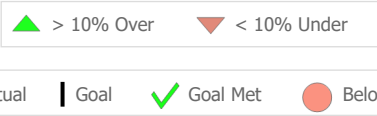
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	18	100%	90%	86%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month

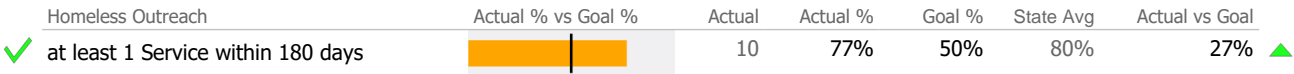


\* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

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

Service Engagement



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>	67%
Services	<div></div>	<div></div>	<div></div>	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	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	<div><div></div></div>	7	100%	50%	80%	50% ▲

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>	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 46 Active Outreach & Engagement Programs