

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	203	194	5%
↘	Admits	26	32	-19% ▼
↗	Discharges	32	27	19% ▲
↘	Service Hours	888	1,041	-15% ▼
↗	Bed Days	1,294	1,222	6%

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

Consumer Satisfaction Survey

(Based on 72 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Overall		99%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Participation in Treatment		99%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		95%	80%	91%
✓ Outcome		93%	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			
Employment Services		116	56.6%
Case Management		60	29.3%
Residential Services		18	8.8%
Recovery Support		11	5.4%

Client Demographics

Age	#	%	State Avg
18-25	43	21%	▲ 8%
26-34	33	16%	18%
35-44	36	18%	24%
45-54	46	23%	18%
55-64	35	17%	20%
65+	9	4%	12%

Gender	#	%	State Avg
Male	120	59%	58%
Female	78	38%	42%
Transgender/Other	5	2%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	156	77%	▲ 64%
Hisp-Puerto Rican	27	13%	10%
Hispanic-Other	15	7%	11%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	▼ 14%

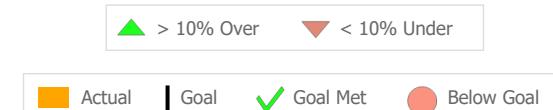
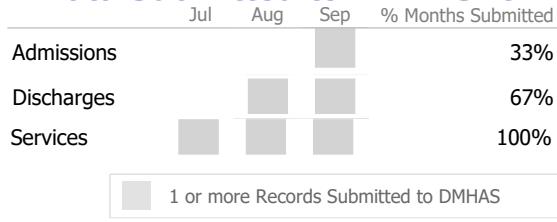
Race	#	%	State Avg
Black/African American	96	47%	▲ 17%
White/Caucasian	61	30%	▼ 59%
Other	35	17%	12%
Asian	4	2%	1%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Unknown	1	0%	9%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	18	-39%	▼
Admits	1	-		
Discharges	2	1	100%	▲
Service Hours	494	544	-9%	

Data Submitted to DMHAS for Month



* State Avg based on 10 Active Specialing Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	-	-
Admits	-	-	-
Discharges	-	-	-

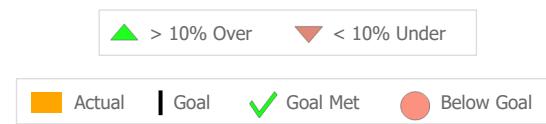
Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

 1 or more Records Submitted to DMHAS



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	1	1	0%	
Discharges	3	-		
Bed Days	805	670	20%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	72%	7%						
✓ Follow-up within 30 Days of Discharge		2	100%	90%	78%	10%						

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	86%	40% ▲
✓ Stable Living Situation		11	100%	95%	97%	5%
✓ Employed		3	27%	25%	11%	2%
● Improved/Maintained Function Score		2	29%	95%	63%	-66% ▼

Bed Utilization

● Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	State Avg	Actual vs Goal
									Actual % vs Goal %	Actual	State Avg	Actual vs Goal
● Avg Utilization Rate	■ ■ ■ ■ ■	10	454 days	0.9	88%	90%	88%	-2%				

■ < 90% ■ 90-110% ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	50%	88%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	91%	98%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ■ Goal Met ■ Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	6	33%	▲
Admits	2	-		
Discharges	3	-		
Bed Days	489	552	-11%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	33%	88%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
● Treatment Completed Successfully		1	33%	60%	72%	-27%	▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	86%	28% ▲
✓ Stable Living Situation		8	100%	95%	97%	5%
● Employed		0	0%	25%	11%	-25% ▼
● Improved/Maintained Function Score		3	50%	95%	63%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	350 days	0.6	106%	90%	88%	16% ▲



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	18	22%	▲
Admits	2	1	100%	▲
Discharges	1	2	-50%	▼
Service Hours	81	53	51%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Yellow	3	14%	35%	43%	-21%

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	Yellow	98%
On-Time Periodic	Yellow	91%

On-Time Periodic	Actual	State Avg
6 Month Updates	Yellow	75%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	Grey	Grey	Grey	67%
Discharges	Grey	Grey	Grey	33%
Services	Grey	Grey	Grey	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Yellow Actual | Grey Goal | Green Goal Met | Red Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	60	45	33%	▲
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		9	100%	50%	80%	50% 

Data Submitted to DMHAS for Month



▲ > 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	84	85	-1%
Admits	7	16	-56% ▼
Discharges	20	8	150% ▲
Service Hours	299	359	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	29	29	35%	35%	43%	0%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	59	59	92%	90%	90%	2%

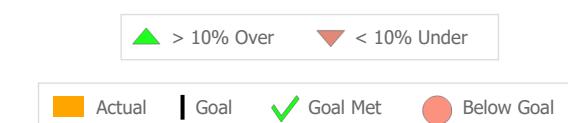
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	91%
✓ On-Time Periodic 6 Month Updates	90%	87%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS



* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	13	31%	▲
Admits	4	4	0%	
Discharges	3	2	50%	▲
Service Hours	14	47	-71%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	6	35%	35%	43%	0%	

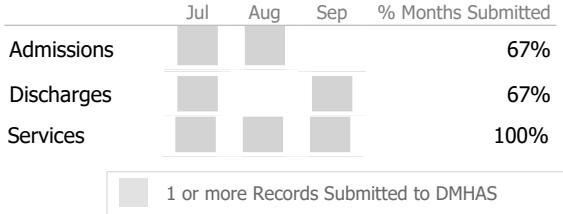
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	10	71%	90%	90%	-19%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	91%
On-Time Periodic 6 Month Updates	86%	87%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs