

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	38	34	12%	▲
	Admits	3	1	200%	▲
	Discharges		2	-100%	▼
	Service Hours	177	205	-14%	▼
▲ > 10% Over 1 Yr Ago			▼ > 10% Under 1Yr Ago		

### Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		95%	80%	91%
✓ Access		90%	80%	88%
● Outcome		70%	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	38	100.0%

### Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	2	5%	8%		Male	22	58%	59%
26-34	3	8%	19%	▼	Female	16	42%	41%
35-44	7	18%	25%		Transgender/Other			0%
45-54	9	24%	18%					
55-64	9	24%	19%					
65+	8	21%	11%					

Ethnicity	#	%	State Avg		Race	#	%	State Avg
Hispanic-Other	35	92%	11%	▲	Black/African American	24	63%	18%
Non-Hispanic	3	8%	64%	▼	White/Caucasian	8	21%	58%
Hispanic-Cuban			0%		Multiple Races	3	8%	1%
Hispanic-Mexican			1%		Other	3	8%	12%
Hisp-Puerto Rican			10%		Am. Indian/Native Alaskan			1%
Unknown			14%	▼	Asian			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	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	33	43	-23% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	80%	85%	89%	-5%

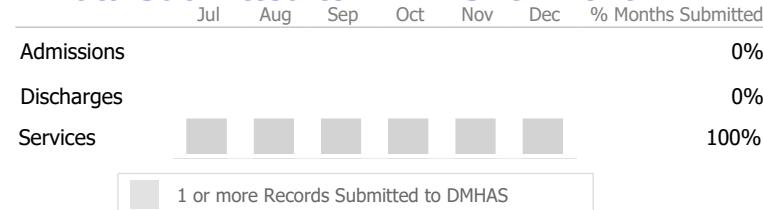
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	90%	90%	89%	0%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
On-Time Periodic 6 Month Updates	30%	80%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 68 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	15	20%	▲
Admits	3	1	200%	▲
Discharges	-	1	-100%	▼
Service Hours	122	125	-3%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	56%	85%	89%	-29% ▼

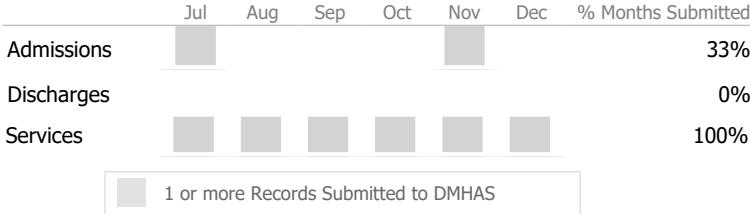
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	88%	90%	89%	-2%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	40%	80%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

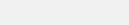
Actual | Goal | ✓ Goal Met | ● Below Goal

\* State Avg based on 68 Active Supportive Housing – Development Programs

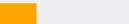
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1	2	-41% 

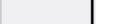
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	83%	-85% 

## Service Utilization

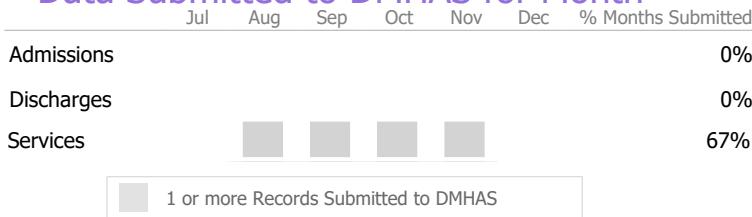
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		1	20%	90%	88%	-70% 

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	97%

On-Time Periodic	Actual	State Avg
 6 Month Updates	 0%	80%

## Data Submitted to DMHAS for Month



 > 10% Over    < 10% Under

 Actual    Goal    Goal Met    Below Goal

\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	4	25%	▲
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	21	34	-39%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	60%	85%	89%	-25%

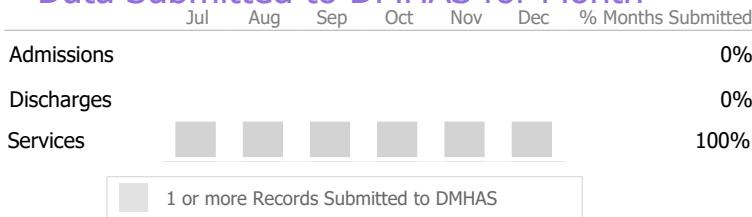
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		5	100%	90%	89%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	40%	80%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 68 Active Supportive Housing – Development Programs