

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	714	685	4%
	Admits	99	70	41%
	Discharges	100	77	30%
	Service Hours	19,339	20,922	-8%
	S.Rehab/PHP/IOP	4,557	4,818	-5%

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

## Consumer Satisfaction Survey

(Based on 215 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
● Outcome		78%	80%	83%
● Access		76%	80%	88%

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	453	55.2%
	Social Rehabilitation	230	28.0%
	Community Support	137	16.7%

Age	#	%	State Avg
18-25	16	2%	8%
26-34	70	10%	19%
35-44	111	16%	25%
45-54	145	20%	18%
55-64	234	33%	18%
65+	138	19%	11%

Gender	#	%	State Avg
Male	471	66%	59%
Female	243	34%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	536	75%	64%
Hisp-Puerto Rican	138	19%	10%
Hispanic-Other	30	4%	11%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	4	1%	0%
Unknown	1	0%	14%

Race	#	%	State Avg
Black/African American	306	43%	17%
White/Caucasian	299	42%	58%
Other	103	14%	12%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Asian	1	0%	1%
Multiple Races			1%
Unknown			9%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	57	0%
Admits	5	3	67% 
Discharges	6	6	0%
Service Hours	1,483	1,477	0%

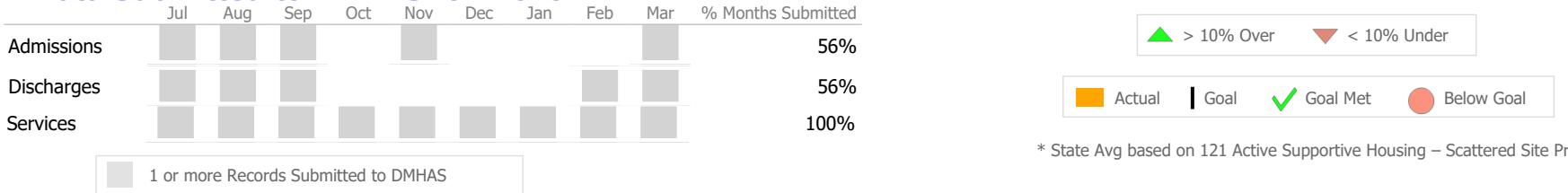
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		54	95%	85%	83%	10%
<b>Service Utilization</b>						
✓ Clients Receiving Services		51	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 97%
✓ On-Time Periodic 6 Month Updates		90% 81%

## Data Submitted to DMHAS for Month



\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	1	-	
Discharges	1	1	0%
Service Hours	375	578	-35% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	19	95%	85%	83%	10%	

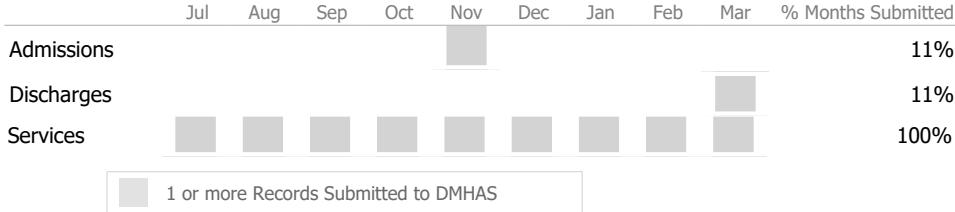
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	19	100%	90%	94%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic		
✓ 6 Month Updates	94%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	17	-12%	▼
Admits	-	2	-100%	▼
Discharges	2	2	0%	
Service Hours	279	191	46%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	87%	13	87%	85%	83%	2%

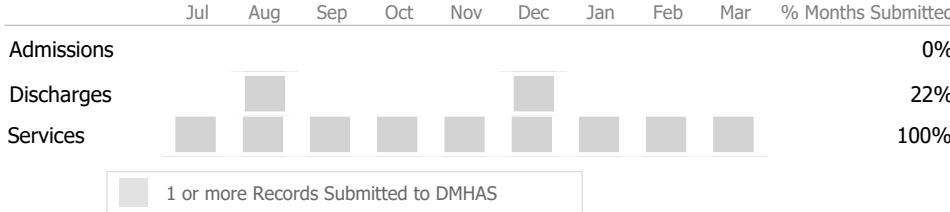
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	13	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
✓ On-Time Periodic 6 Month Updates	100%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	31	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	700	869	-19% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	30	97%	85%	83%	12%	▲

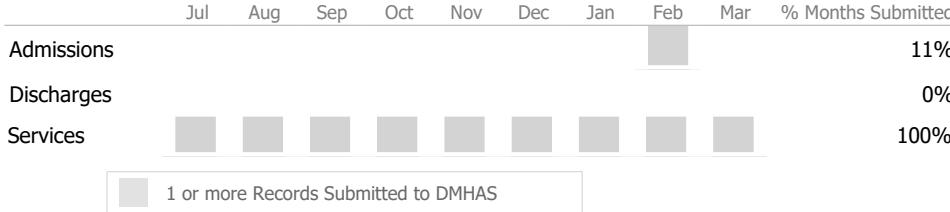
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	31	100%	90%	94%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic		
✓ 6 Month Updates	97%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	3	1	200% <span style="color: green;">▲</span>
Discharges	2	1	100% <span style="color: green;">▲</span>
Service Hours	802	716	12% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 100%;">100%</span>	18	100%	85%	83%	15% <span style="color: green;">▲</span>

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 100%;">100%</span>	16	100%	90%	94%	10% <span style="color: green;">▲</span>

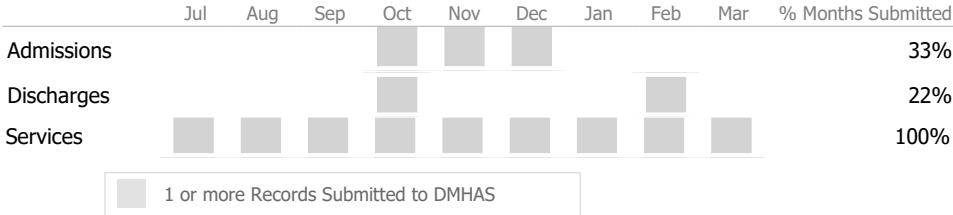
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 97%;">97%</span>	97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	<span style="width: 0%;">0%</span>	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

█ Actual   █ Goal   █ Goal Met   █ Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	25	-8%
Admits	1	1	0%
Discharges	5	3	67% <span style="color: green;">▲</span>
Service Hours	233	438	-47% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span style="width: 22%;">22</span>	22	96%	85%	83%	11% <span style="color: green;">▲</span>

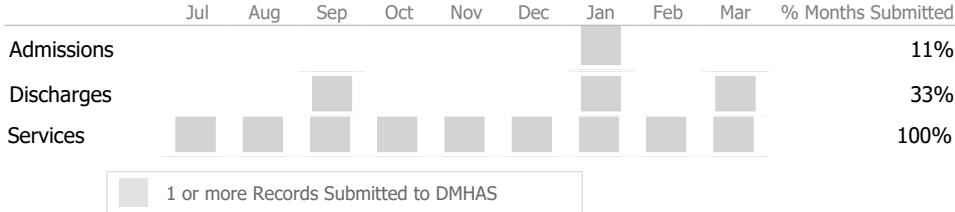
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 17%;">17</span>	17	94%	90%	94%	4% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<span style="width: 96%;">96%</span>	97%
On-Time Periodic ✓ 6 Month Updates	<span style="width: 88%;">88%</span>	81%

## Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under
█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	137	0%
Admits	25	32	-22% <span style="color: red;">▼</span>
Discharges	21	30	-30% <span style="color: red;">▼</span>
Service Hours	3,188	3,499	-9%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	87%

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

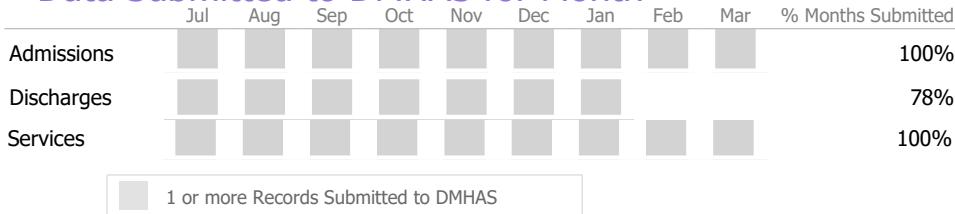
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 71%;"><div style="width: 65%;"></div></div>	15	71%	65%	61%	6%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 88%;"><div style="width: 60%;"></div></div>	120	88%	60%	80%	28% <span style="color: green;">▲</span>
✓ Improved/Maintained Function Score	<div style="width: 75%;"><div style="width: 65%;"></div></div>	91	75%	65%	55%	10%
✓ Stable Living Situation	<div style="width: 81%;"><div style="width: 80%;"></div></div>	111	81%	80%	88%	1%
● Employed	<div style="width: 18%;"><div style="width: 20%;"></div></div>	24	18%	20%	16%	-2%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 93%;"><div style="width: 90%;"></div></div>	108	93%	90%	98%	3%

## Data Submitted to DMHAS for Month

▲ > 10% Over   ▼ < 10% Under█ Actual   █ Goal   █ Goal Met   █ Below Goal

\* State Avg based on 33 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	335	634	-47% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	15%	24	100%	85%	88%	15% ▲

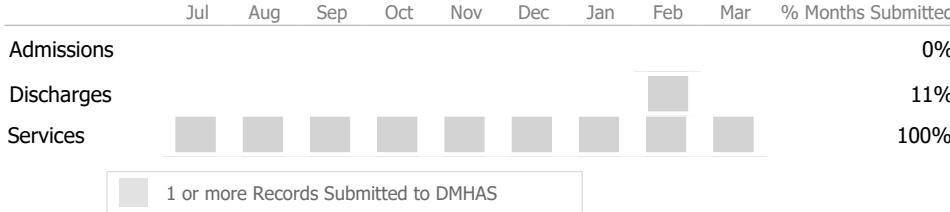
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	10%	23	100%	90%	92%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ On-Time Periodic 6 Month Updates	96%	76%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met   ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	-	1	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	358	726	-51% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	74% ▼	20	74%	85%	83%	-11% ▼

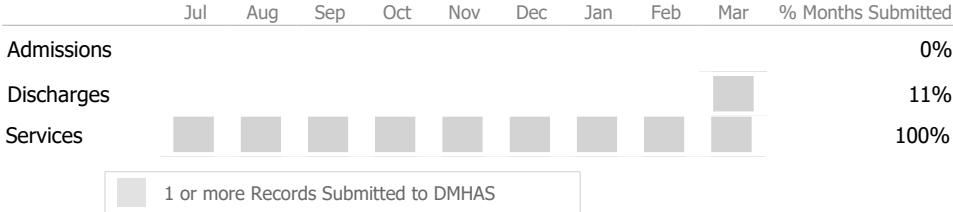
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100% ✓	100% □	26	100%	90%	94%	10% □

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95% □	97%
On-Time Periodic 6 Month Updates	54% □	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	263	564	-53% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	14	14	100%	85%	88%	15% ▲

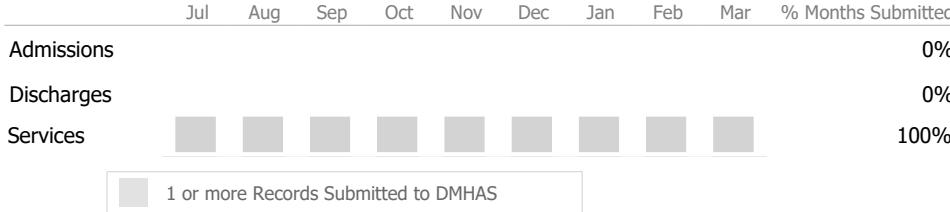
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	14	14	100%	90%	92%	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



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	194	130	49% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	88%	15% 

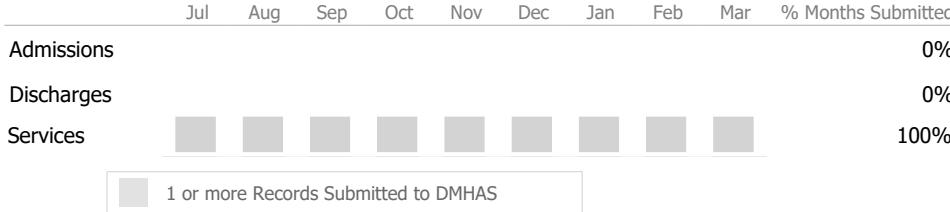
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	92%	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



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	290	370	-22% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% ▲	10	100%	85%	88%	15% ▲

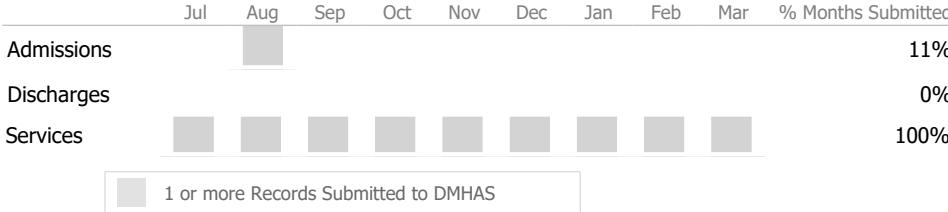
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% ▲	10	100%	90%	92%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic		
✓ 6 Month Updates	90%	76%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	10	40%	▲
Admits	5	2	150%	▲
Discharges	1	1	0%	
Service Hours	350	317	10%	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	71%	85%	83%	-14% ▼

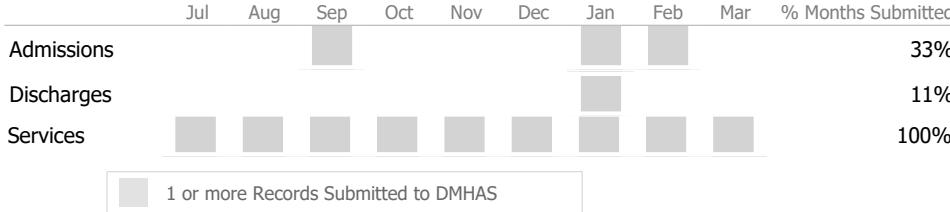
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		13	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	55%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

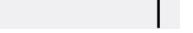
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	-	-	
Service Hours	-	-	

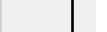
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	88%	15% 

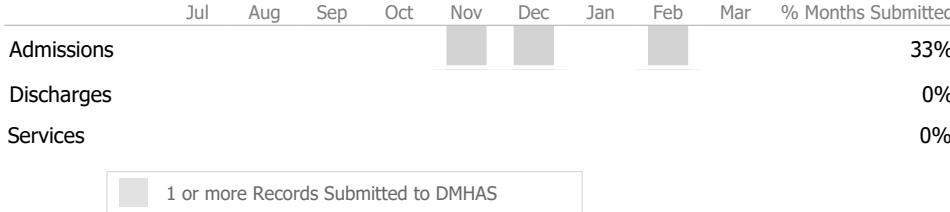
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	92%	-90% 

## Data Submission Quality

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

## Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	▲
Admits	3	1	200%	▲
Discharges	2	2	0%	
Service Hours	111	65	71%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	88%	15% ▲

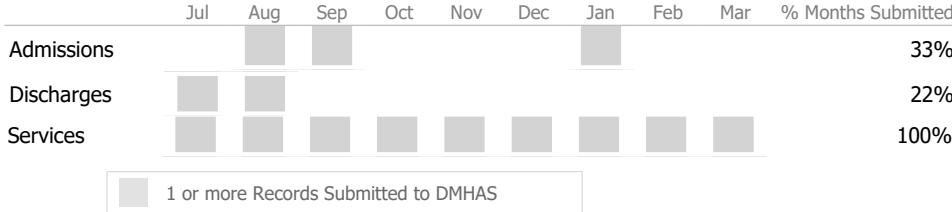
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	6	100%	90%	92%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic ✓ 6 Month Updates	100%	76%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met   ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	118	-7%
Admits	7	5	40% <span style="color: green;">▲</span>
Discharges	10	11	-9%
Service Hours	1,770	2,481	-29% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 101%; background-color: orange; height: 10px; display: inline-block;"></div>	101	92%	85%	83%	7%

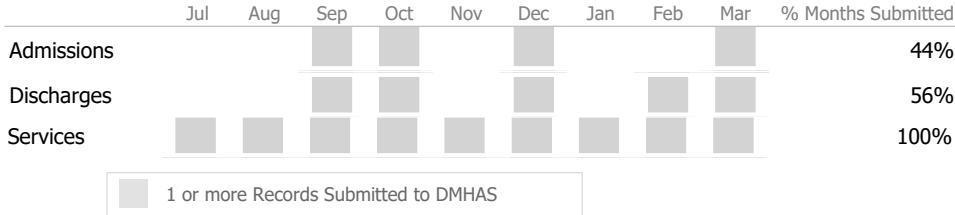
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%; background-color: orange; height: 10px; display: inline-block;"></div>	100	100%	90%	94%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%; background-color: orange; height: 10px; display: inline-block;"></div>	99%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 85%; background-color: orange; height: 10px; display: inline-block;"></div>	85%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

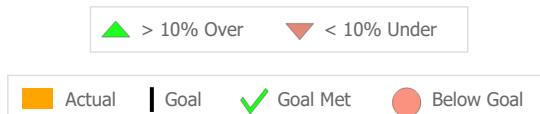
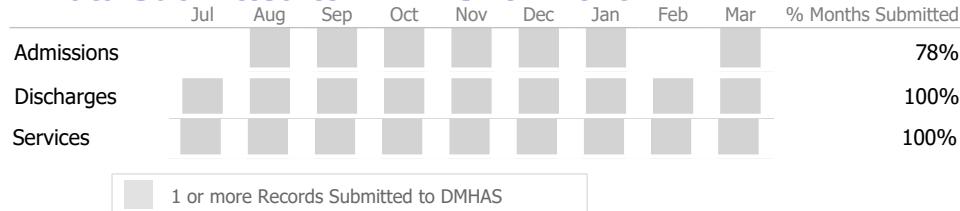
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	230	213	8%
Admits	32	14	129%
Discharges	39	13	200%
Service Hours	7,266	6,123	19%
Social Rehab/PHP/IOP Days	4,557	4,818	-5%

## Service Utilization



## Data Submitted to DMHAS for Month



\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	26	15%	▲
Admits	4	1	300%	▲
Discharges	6	-		
Service Hours	355	498	-29%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	30	100%	85%	83%	15%	▲

## Service Utilization

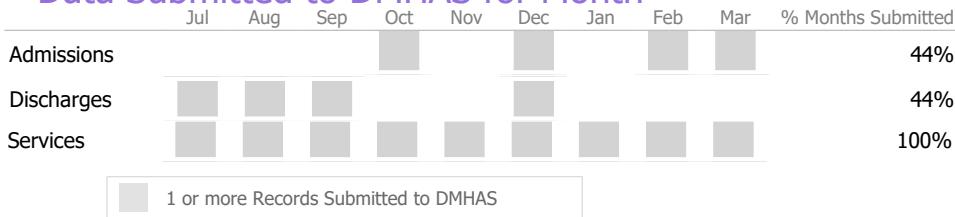
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	24	100%	90%	94%	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic		

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	90%	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

Actual    Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	37	3%
Admits	3	5	-40% ▼
Discharges	3	2	50% ▲
Service Hours	988	1,247	-21% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 35%;"><div style="width: 92%;"></div></div>	35	92%	85%	88%	7%

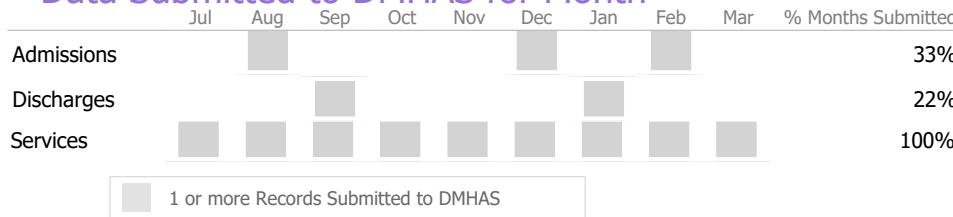
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 35%;"><div style="width: 100%;"></div></div>	35	100%	90%	92%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 98%;"></div></div>	100% 98%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 85%;"><div style="width: 76%;"></div></div>	85% 76%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs