

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	533	541	-1%
	Admits	201	222	-9%
	Discharges	207	174	19%
	Service Hours	3,283	2,942	12%
	S.Rehab/PHP/IOP	54,756	55,489	-1%

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

## Consumer Satisfaction Survey

(Based on 106 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Access		93%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		84%	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>			
Social Rehabilitation		448	68.4%
Employment Services		144	22.0%
Education Support		45	6.9%
Case Management		18	2.7%

Age	#	%	State Avg
18-25	27	5%	8%
26-34	90	17%	19%
35-44	116	22%	25%
45-54	95	18%	18%
55-64	139	26%	18%
65+	66	12%	11%

## Gender

Gender	#	%	State Avg
Male	341	64%	59%
Female	192	36%	40%
Transgender/Other			0%

## Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	411	77%	64%
Hisp-Puerto Rican	76	14%	10%
Hispanic-Other	27	5%	11%
Unknown	14	3%	14%
Hispanic-Mexican	4	1%	1%
Hispanic-Cuban	1	0%	0%

## Client Demographics

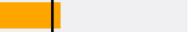
Race	#	%	State Avg
White/Caucasian	251	47%	58%
Black/African American	201	38%	17%
Other	59	11%	12%
Multiple Races	9	2%	1%
Unknown	6	1%	9%
Asian	5	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	12	12	0%
Discharges	10	8	25% 
Service Hours	277	214	29% 

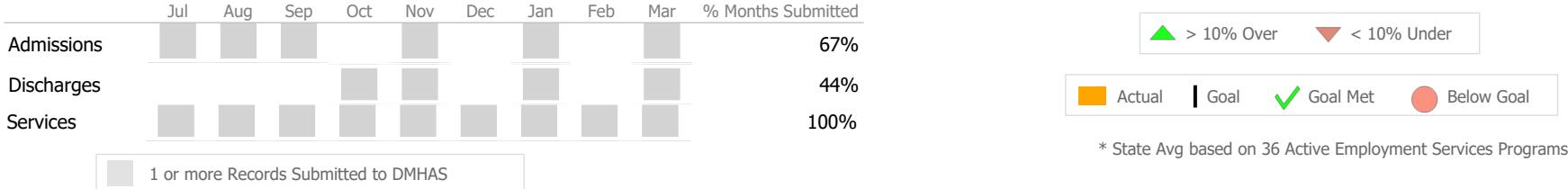
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	9	39%	35%	43%	4%
<b>Service Utilization</b>						
✓ Clients Receiving Services	 	13	100%	90%	98%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100% 92%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	 	100% 92%

## Data Submitted to DMHAS for Month



\* State Avg based on 36 Active Employment Services Programs

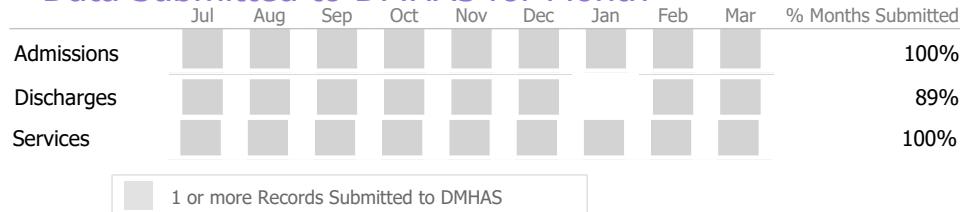
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	117	-20%	▼
Admits	50	54	-7%	
Discharges	55	43	28%	▲
Service Hours	-	-		
Social Rehab/PHP/IOP Days	12,291	17,834	-31%	▼

## Service Utilization

Measure	Actual	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
			Actual	Goal				
Clients Receiving Services	39	100%	90%	81%	100%	90%	81%	10%

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Service Hours	449	492	-9%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	90%	9	100%	85%	83%	15% ▲

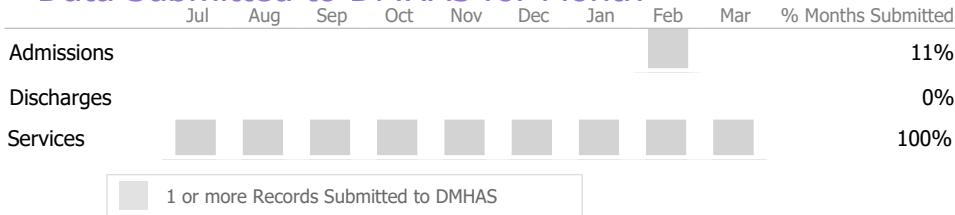
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	9	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



▲ &gt; 10% Over   ▼ &lt; 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	9	9	0%
Admits	1	1	0%
Discharges	2	1	100% <span style="color: green;">▲</span>
Service Hours	739	868	-15% <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: 100%;">100%</span>	9	100%	85%	88%	15% <span style="color: green;">▲</span>

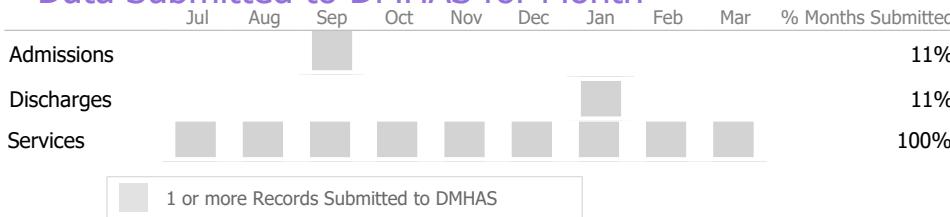
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span style="width: 100%;">100%</span>	7	100%	90%	92%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span style="width: 99%;">99%</span>	98%
On-Time Periodic		
✓ 6 Month Updates	<span style="width: 100%;">100%</span>	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	362	354	2%
Admits	72	80	-10%
Discharges	70	64	9%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	42,465	37,655	13% <span style="color: green;">▲</span>

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		294	100%	90%	81%	10%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

  1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	43	5%
Admits	14	23	-39% ▼
Discharges	17	16	6%
Service Hours	604	419	44% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	   	29	64%	35%	81%	29% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	   	28	100%	90%	99%	10% 

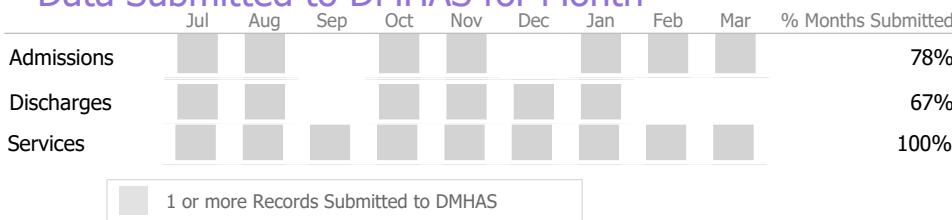
## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	   	99% 99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	   	86% 97%

## Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 5 Active Education Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	124	99	25%	▲
Admits	51	50	2%	
Discharges	53	40	33%	▲
Service Hours	1,215	949	28%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		40	31%	35%	43%	-4%

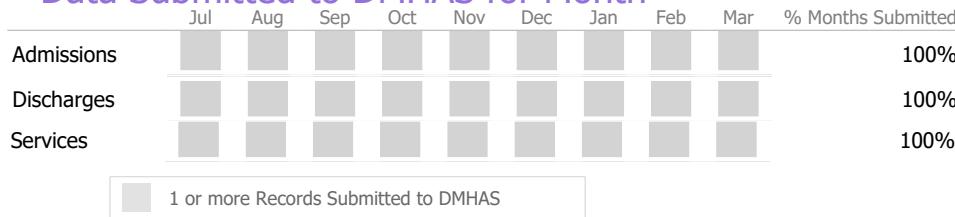
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		74	100%	90%	98%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic		
6 Month Updates	95%	92%

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over   ▼ &lt; 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 36 Active Employment Services Programs

## Program Activity

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

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	35%	43%	-35%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	92%

## Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 36 Active Employment Services Programs