

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	125	135	-7%
	Admits	56	63	-11%
	Discharges	66	61	8%
	Service Hours	179	452	-61%
	Bed Days	7,980	7,857	2%

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

Consumer Satisfaction Survey

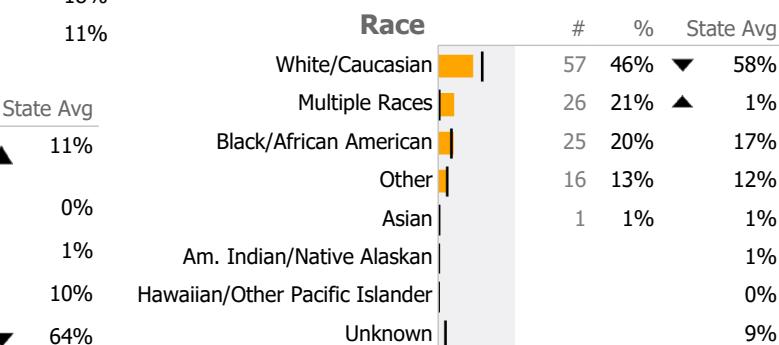
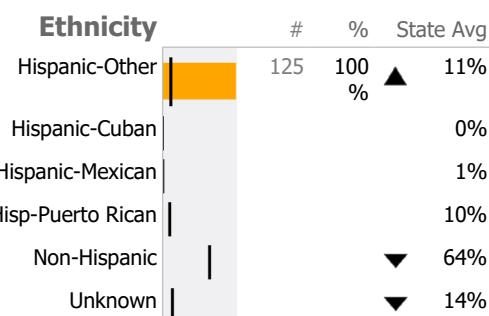
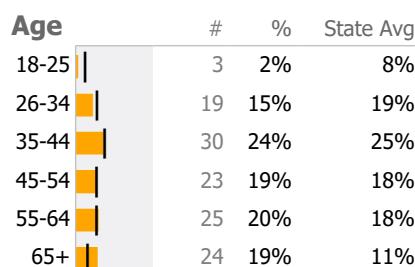
(Based on 60 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
General Satisfaction		78%	80%	92%
Access		76%	80%	88%
Quality and Appropriateness		74%	80%	93%
Participation in Treatment		74%	80%	92%
Overall		73%	80%	91%
Respect		72%	80%	91%
Outcome		58%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	74	56.5%
Mental Health	Case Management	57	43.5%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	1	-		
Discharges	-	1	-100%	▼
Service Hours	36	73	-51%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	83%	15% 

Service Utilization

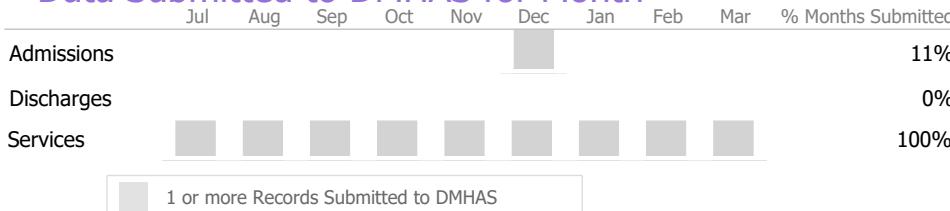
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	94%	10% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 91%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	 89%	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	25	25	0%
Admits	1	2	-50% ▼
Discharges	4	1	300% ▲
Service Hours	109	152	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	88%	22	88%	85%	88%	3%

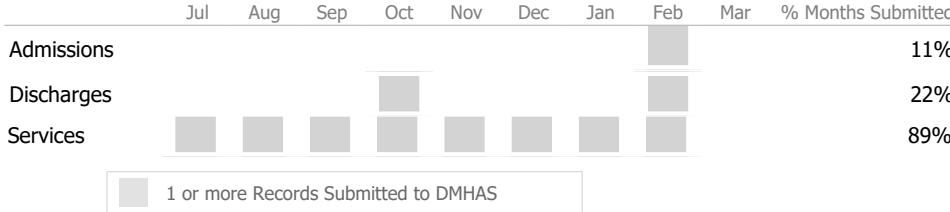
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	95%	20	95%	90%	92%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	98%
On-Time Periodic ✓ 6 Month Updates	90%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

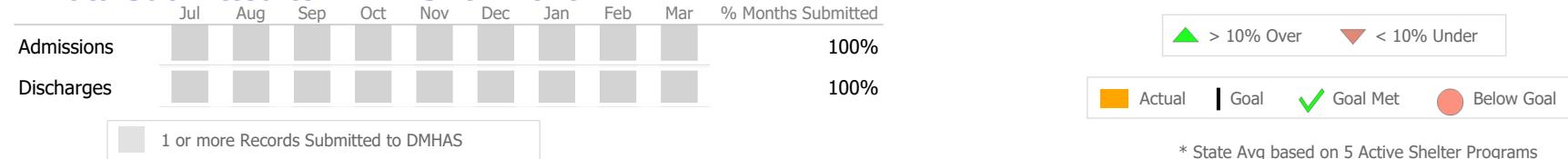
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	73	1%
Admits	46	49	-6%
Discharges	47	47	0%
Bed Days	7,980	7,857	2%

Data Submitted to DMHAS for Month



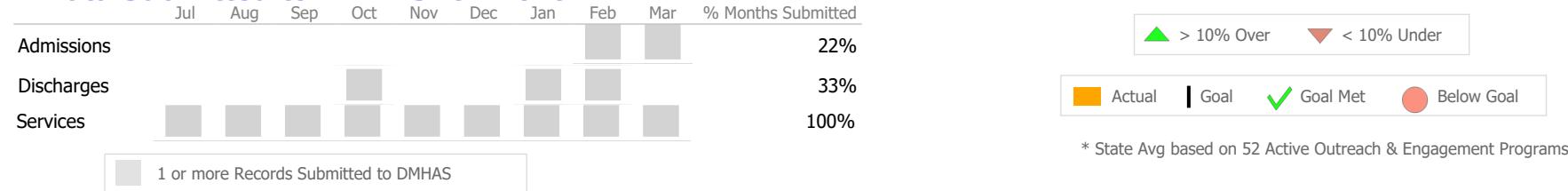
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	23	-13%	▼
Admits	8	5	60%	▲
Discharges	5	9	-44%	▼
Service Hours	22	123	-82%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	8	100%	50%	93%	50% 

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	-	7	-100%	▼
Discharges	10	3	233%	▲
Service Hours	12	104	-88%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS for Month

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

Admissions

0%

▲ > 10% Over ▼ < 10% Under

Discharges

33%

Actual Goal Goal Met Below Goal

Services

100%

* State Avg based on 52 Active Outreach & Engagement Programs

1 or more Records Submitted to DMHAS