

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	37	35	6%
	Admits	3	3	0%
	Discharges	2	3	-33%
	Service Hours	272	330	-18%
> 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%	40%
35-44	7	18%	25%		Transgender/Other			0%
45-54	9	24%	18%					
55-64	9	24%	18%					
65+	8	21%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Hispanic-Other	35	92%	11%		Black/African American	24	63%	17%
Non-Hispanic	3	8%	64%		White/Caucasian	8	21%	58%
Hispanic-Cuban			0%		Multiple Races	4	11%	1%
Hispanic-Mexican			1%		Other	2	5%	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	9	9	0%
Admits	-	-	
Discharges	2	-	
Service Hours	53	72	-27% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	88%	5%

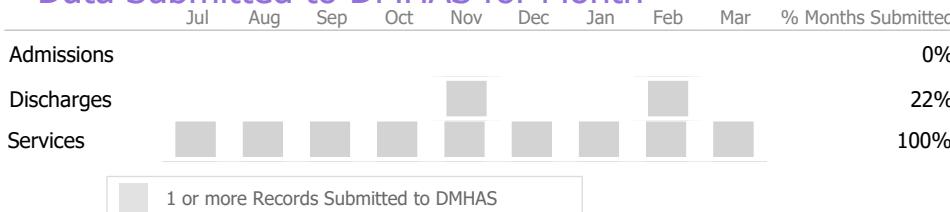
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	92%	-2%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
● 6 Month Updates		38%

## 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	18	15	20%	▲
Admits	3	1	200%	▲
Discharges	-	1	-100%	▼
Service Hours	180	206	-13%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div style="width: 72%; background-color: #ff9900; height: 10px;"></div>	13	72%	85%	88%	-13% <span style="color: #cc0000;">▼</span>

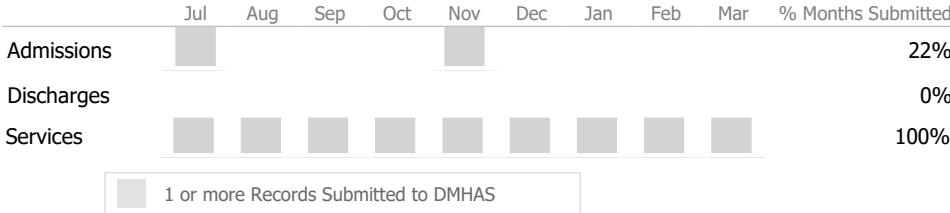
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 89%; background-color: #ff9900; height: 10px;"></div>	16	89%	90%	92%	-1% <span style="color: #cc0000;">▼</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 98%; background-color: #ff9900; height: 10px;"></div>	98%
On-Time Periodic		
6 Month Updates	<div style="width: 41%; background-color: #ff9900; height: 10px;"></div>	41%

## 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	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	2	3	-27% 

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	40%	85%	83%	-45% 

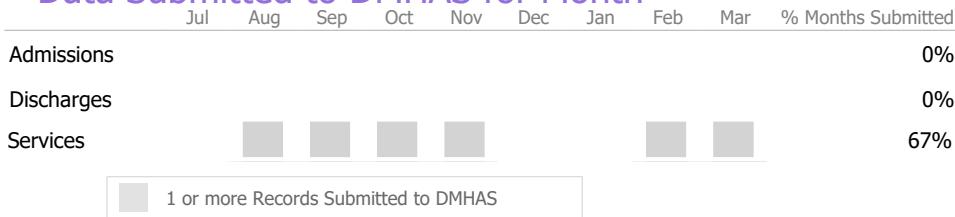
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	2	40%	90%	94%	-50% 	

## Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		93%	97%
On-Time Periodic			
6 Month Updates		60%	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	5	6	-17% <span style="color: red;">▼</span>
Admits	-	2	-100% <span style="color: red;">▼</span>
Discharges	-	2	-100% <span style="color: red;">▼</span>
Service Hours	36	48	-24% <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: 60%;">60%</span>	3	60%	85%	88%	-25% <span style="color: red;">▼</span>

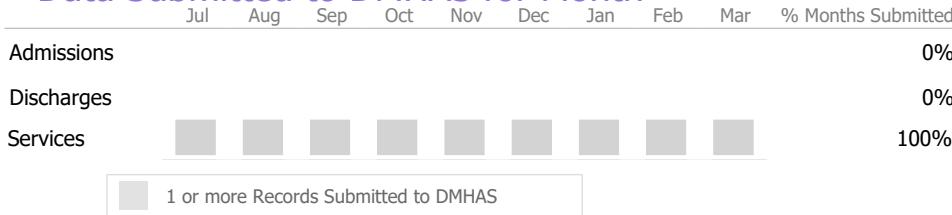
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="width: 100%;">100%</span>	5	100%	90%	92%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="width: 100%;">100%</span>	98%
On-Time Periodic 6 Month Updates	<span style="width: 20%;">20%</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