

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	230	236	-3%
	Admits	60	84	-29%
	Discharges	67	87	-23%
	Service Hours	2,301	2,848	-19%
	Bed Days	3,979	3,848	3%

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

Consumer Satisfaction Survey

(Based on 72 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		100%	80%	88%
✓ Overall		99%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Participation in Treatment		99%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		95%	80%	91%
✓ Outcome		93%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Employment Services		124	53.0%
Case Management		78	33.3%
Residential Services		21	9.0%
Recovery Support		11	4.7%

Client Demographics

Age	#	%	State Avg
18-25		47	20%
26-34		37	16%
35-44		43	19%
45-54		50	22%
55-64		40	17%
65+		13	6%

Gender	#	%	State Avg
Male		138	60%
Female		84	36%
Transgender/Other		9	4%

Ethnicity	#	%	State Avg
Non-Hispanic		178	77%
Hisp-Puerto Rican		30	13%
Hispanic-Other		17	7%
Hispanic-Mexican		4	2%
Hispanic-Cuban		1	0%
Unknown		1	0%

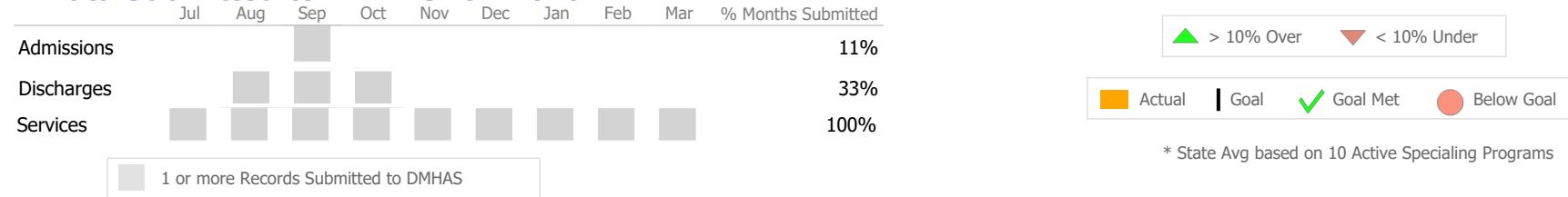
Race	#	%	State Avg
Black/African American		114	49%
White/Caucasian		66	29%
Other		41	18%
Asian		4	2%
Am. Indian/Native Alaskan		2	1%
Multiple Races		2	1%
Hawaiian/Other Pacific Islander		2	1%
Unknown		9	9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	18	-39% ▼
Admits	1	-	
Discharges	3	7	-57% ▼
Service Hours	1,447	1,478	-2%

Data Submitted to DMHAS for Month



Program Activity

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

Data Submitted to DMHAS for Month

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

Admissions 0%

▲ > 10% Over ▼ < 10% Under

Discharges 0%

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Fiduciary Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	12	17%	▲
Admits	4	5	-20%	▼
Discharges	3	5	-40%	▼
Bed Days	2,625	2,128	23%	▲

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	87%
On-Time Periodic 6 Month Updates	63%	94%
Diagnosis Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

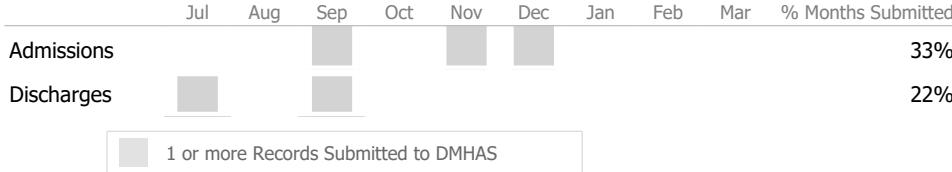
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	4	3	33%	▲
Discharges	5	3	67%	▲
Bed Days	1,354	1,720	-21%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
									Actual % vs Goal %
✓ Avg Utilization Rate	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal			

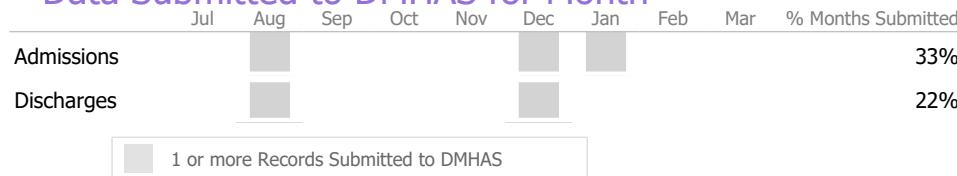
 < 90%
 90-110%
 >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	67%	94%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	5	8	-38% ▼
Discharges	8	10	-20% ▼
Service Hours	151	137	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	█	5	20%	35%	43%	-15% ▼

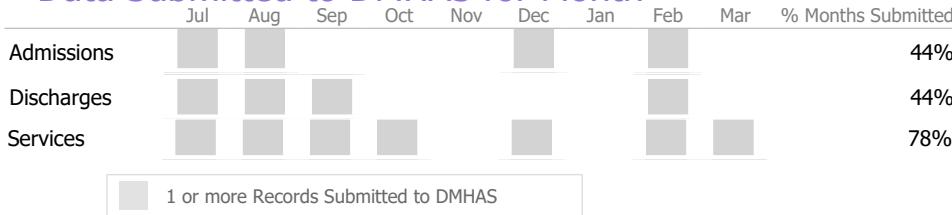
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	17	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	█	99% █
On-Time Periodic		
✓ 6 Month Updates	█	93% █

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Employment Services Programs

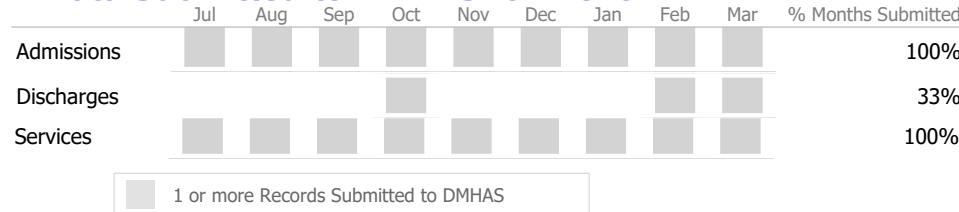
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	55	42% ▲
Admits	27	18	50% ▲
Discharges	10	21	-52% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 100%;"><div style="width: 27%;"></div></div>	27	100%	50%	93%	50% ▲

Data Submitted to DMHAS for Month


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

* State Avg based on 52 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	105	-16%	▼
Admits	15	37	-59%	▼
Discharges	34	30	13%	▲
Service Hours	690	1,039	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	33	37%	35%	43%	2%	

Service Utilization

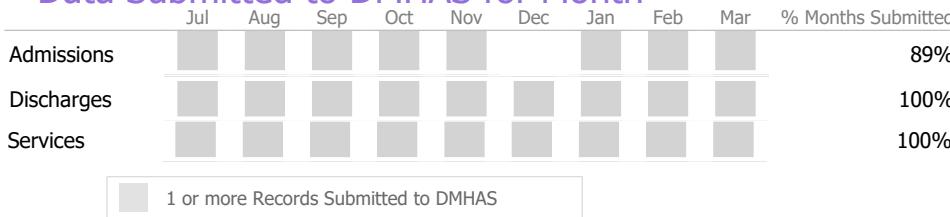
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	53	96%	90%	98%	6%	

Data Submission Quality

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

6 Month Updates	Actual	State Avg
✓ 6 Month Updates	96%	92%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 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	17	15	13%
Admits	4	7	-43% 
Discharges	4	4	0%
Service Hours	14	99	-86% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	35%	35%	43%	0%

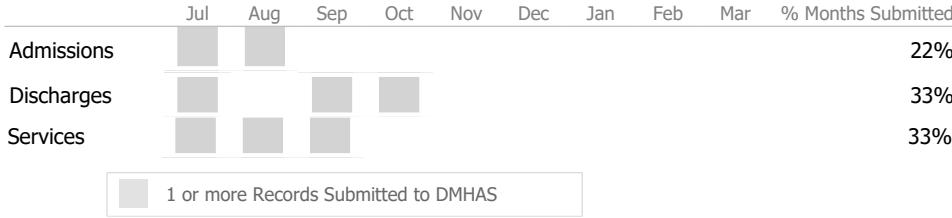
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		9	69%	90%	98%	-21% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
● 6 Month Updates		0% 

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 36 Active Employment Services Programs