

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↙ ↘ ↘ ↘ ↘	Unique Clients	88	96	-8%
↙ ↘ ↘ ↘ ↘	Admits	13	17	-24% ▼
↙ ↘ ↘ ↘ ↘	Discharges	13	18	-28% ▼
↙ ↘ ↘ ↘ ↘	Service Hours	63	77	-18% ▼
↙ ↘ ↘ ↘ ↘	Bed Days	3,053	2,599	17% ▲

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

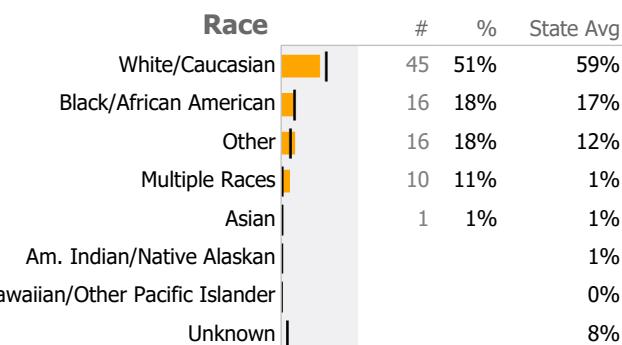
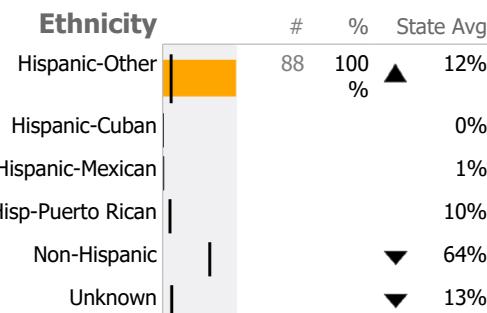
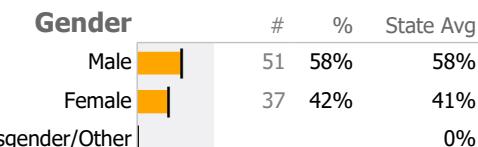
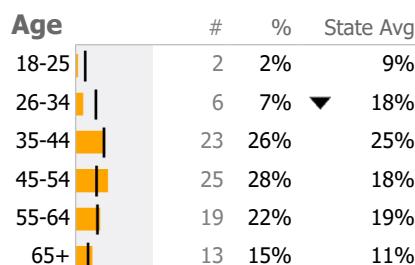
Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	80%	80%	80%	93%
● Participation in Treatment	77%	80%	80%	92%
● General Satisfaction	76%	80%	80%	92%
● Overall	76%	80%	80%	91%
● Access	71%	80%	80%	88%
● Respect	69%	80%	80%	91%
● Outcome	61%	80%	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	46	51.1%
Mental Health	Case Management	44	48.9%



■ 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	-	-	
Discharges	-	-	
Service Hours	11	14	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 85%;"></div></div>	10	100%	85%	85%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 90%;"></div></div>	10	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 96%;"></div> 96%	96%
On-Time Periodic 6 Month Updates	<div style="width: 70%;"></div> 70%	81%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	<div style="width: 0%;"></div> 0%
Discharges	<div style="width: 0%;"></div> 0%
Services	<div style="width: 100%;"></div> 100%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

■ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% 
Admits	-	-	
Discharges	-	-	
Service Hours	37	55	-33% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	95%	85%	86%	10%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	95%	90%	94%	5%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		95%	99%
On-Time Periodic	Actual	State Avg	
6 Month Updates		76%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	46	0%
Admits	13	17	-24% ▼
Discharges	12	18	-33% ▼
Bed Days	3,053	2,599	17% ▲

Data Submitted to DMHAS for Month



* State Avg based on 5 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	10	▼
Admits	-	-	
Discharges	-	-	
Service Hours	-	3	-100% ▼

Data Submitted to DMHAS for Month

Jul Aug Sep % 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 53 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	11	27% ▲
Admits	-	-	
Discharges	1	-	
Service Hours	15	5	

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%	92%	-50% ▼

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		0%
Discharges		33%
Services		100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Outreach & Engagement Programs