

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |   |
|---------------|----------------|--------|----------|------------|---|
|               | Unique Clients | 118    | 101      | 17%        | ▲ |
|               | Admits         | 25     | 16       | 56%        | ▲ |
|               | Discharges     | 13     | 12       | 8%         |   |
|               | Service Hours  | 1,100  | 942      | 17%        | ▲ |

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

### Clients by Level of Care

| Program Type         | Level of Care Type | #   | %      |
|----------------------|--------------------|-----|--------|
| <b>Mental Health</b> | Case Management    | 118 | 100.0% |

### Consumer Satisfaction Survey

(Based on 56 FY19 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Access                      |                      | 95%         | 80%    | 88%       |
| ✓ General Satisfaction        |                      | 93%         | 80%    | 92%       |
| ✓ Overall                     |                      | 91%         | 80%    | 91%       |
| ✓ Quality and Appropriateness |                      | 91%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 89%         | 80%    | 92%       |
| ✓ Outcome                     |                      | 87%         | 80%    | 83%       |
| ✓ Recovery                    |                      | 85%         | 80%    | 79%       |
| ✓ Respect                     |                      | 83%         | 80%    | 91%       |

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

### Client Demographics

| Age   | #  | %   | State Avg |
|-------|----|-----|-----------|
| 18-25 | 2  | 2%  | 10%       |
| 26-34 | 18 | 15% | 23%       |
| 35-44 | 23 | 19% | 22%       |
| 45-54 | 31 | 26% | 20%       |
| 55-64 | 31 | 26% | 19%       |
| 65+   | 13 | 11% | 7%        |

| Gender      | #  | %   | State Avg |
|-------------|----|-----|-----------|
| Male        | 68 | 58% | 60%       |
| Female      | 50 | 42% | 40%       |
| Transgender |    |     | 0%        |

| Ethnicity         | #  | %   | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic      | 76 | 64% | 70%       |
| Hisp-Puerto Rican | 27 | 23% | ▲ 12%     |
| Hispanic-Other    | 12 | 10% | 8%        |
| Unknown           | 3  | 3%  | 9%        |
| Hispanic-Cuban    |    |     | 0%        |
| Hispanic-Mexican  |    |     | 1%        |

| Race                            | #  | %   | State Avg |
|---------------------------------|----|-----|-----------|
| Black/African American          | 55 | 47% | ▲ 17%     |
| White/Caucasian                 | 51 | 43% | ▼ 63%     |
| Other                           | 10 | 8%  | 13%       |
| Asian                           | 1  | 1%  | 1%        |
| Unknown                         | 1  | 1%  | 5%        |
| Am. Indian/Native Alaskan       |    |     | 1%        |
| Multiple Races                  |    |     | 1%        |
| Hawaiian/Other Pacific Islander |    |     | 0%        |

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

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 20     | 21       | -5%        |
| Admits         | 1      | 2        | -50% ▼     |
| Discharges     | 1      | 2        | -50% ▼     |
| Service Hours  | 329    | 232      | 42% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 17     | 85%      | 85%    | 90%       | 0%             |

### Service Utilization

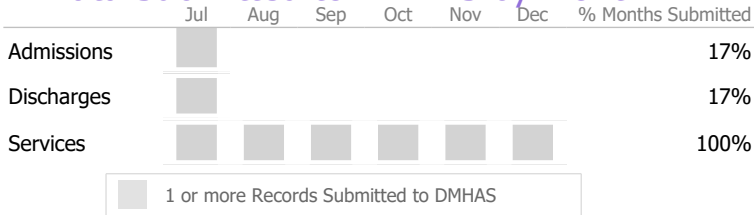
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 19     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 82%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 17     | 18       | -6%        |
| Admits         | -      | 1        | -100% ▼    |
| Discharges     | -      | 3        | -100% ▼    |
| Service Hours  | 266    | 189      | 40% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 15     | 88%      | 85%    | 90%       | 3%             |

### Service Utilization

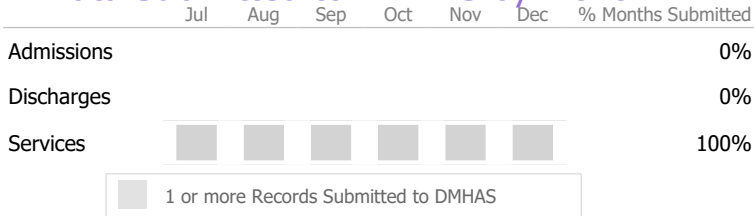
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 17     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates |        | 82%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 24     | 24       | 0%         |
| Admits         | 1      | 2        | -50% ▼     |
| Discharges     | 3      | -        |            |
| Service Hours  | 178    | 233      | -24% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 24     | 100%     | 85%    | 90%       | 15% ▲          |

### Service Utilization

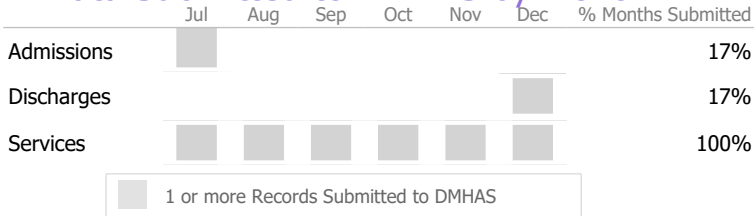
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services      |                    | 22     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 82%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 35     | 15       | 133% ▲     |
| Admits         | 17     | -        |            |
| Discharges     | 3      | -        |            |
| Service Hours  | 243    | 113      | 116% ▲     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 34     | 97%      | 85%    | 90%       | 12% ▲          |

### Service Utilization

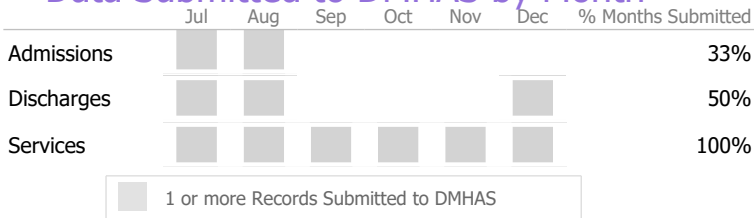
|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 32     | 100%     | 90%    | 95%       | 10%            |

### Data Submission Quality

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

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 82%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 22     | 23       | -4%        |
| Admits         | 6      | 11       | -45% ▼     |
| Discharges     | 6      | 7        | -14% ▼     |
| Service Hours  | 84     | 175      | -52% ▼     |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Stable Living Situation         |                    | 17     | 77%      | 85%    | 89%       | -8%            |

### Service Utilization

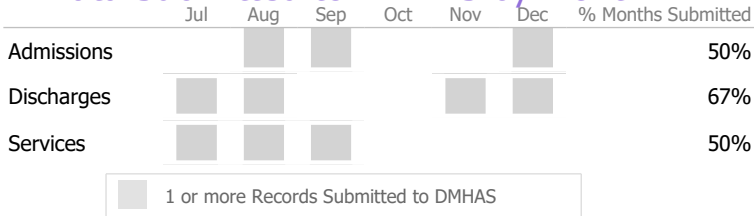
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services      |                    | 12     | 75%      | 90%    | 95%       | -15% ▼         |

### Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data |        | 90%       |

| On-Time Periodic  | Actual | State Avg |
|-------------------|--------|-----------|
| ● 6 Month Updates |        | 91%       |

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs