

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	471	434	9%
	Admits	203	189	7%
	Discharges	226	219	3%
	Service Hours	1,396	1,889	-26% ▼
	Bed Days	7,344	3,938	86% ▲

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

### Consumer Satisfaction Survey

(Based on 95 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Access		95%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	80%	79%

■ 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	444	79.6%
<b>Addiction</b>	Residential Services	114	20.4%

### Client Demographics

Age	#	%	State Avg
18-25	7	1%	9%
26-34	56	12%	21%
35-44	113	24%	23%
45-54	126	27%	19%
55-64	124	26%	19%
65+	44	9%	9%

Gender	#	%	State Avg
Male	353	75%	▲ 59%
Female	118	25%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	404	86%	▲ 68%
Hispanic-Other	67	14%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 11%
Unknown			▼ 11%

Race	#	%	State Avg
White/Caucasian	220	47%	▼ 62%
Black/African American	216	46%	▲ 17%
Other	20	4%	13%
Multiple Races	8	2%	1%
Unknown	3	1%	6%
Hawaiian/Other Pacific Islander	2	0%	0%
Am. Indian/Native Alaskan	1	0%	0%
Asian	1	0%	1%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	97	91	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	94%	15% ▲

### Service Utilization

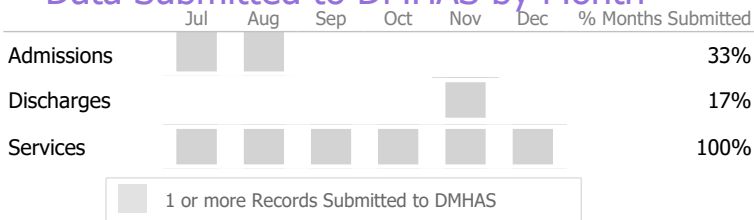
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	-	1	-100% ▼
Discharges	3	1	200% ▲
Service Hours	59	5	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	94%	7%

### Service Utilization

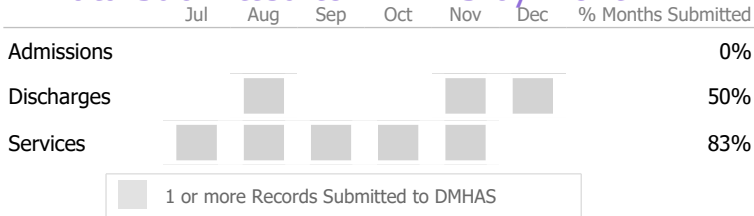
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	78%	90%	95%	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	25	29	-15% ▼

### 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

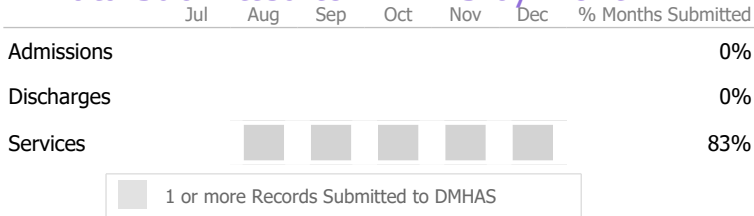
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	48	-23% ▼
Admits	1	3	-67% ▼
Discharges	4	10	-60% ▼
Service Hours	204	274	-26% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		36	95%	85%	88%	10%

### Service Utilization

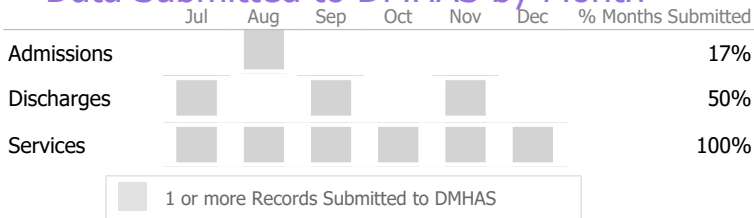
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		30	88%	90%	96%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	27	-11% ▼
Admits	1	3	-67% ▼
Discharges	2	3	-33% ▼
Service Hours	107	177	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	88%	85%	88%	3%

### Service Utilization

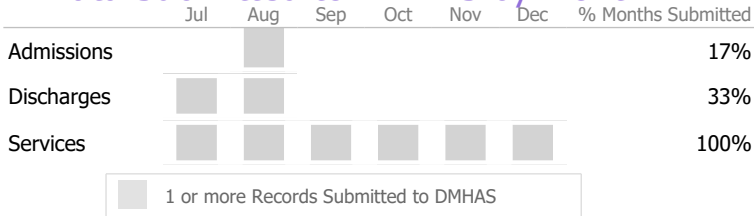
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		19	86%	90%	96%	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	58	95	-39% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	94%	15% ▲

### Service Utilization

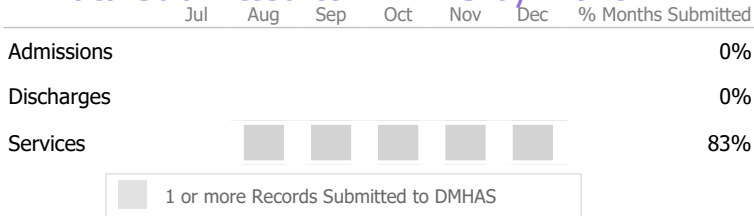
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	9	6	50% ▲
Discharges	9	8	13% ▲
Service Hours	35	73	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	55%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	50%	64%	28% ▲

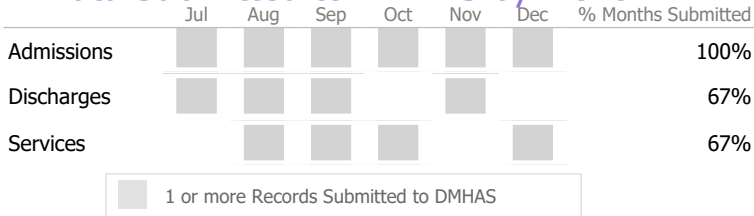
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		6	43%	60%	69%	-17% ▼
● Employed		0	0%	20%	15%	-20% ▼
● Stable Living Situation		3	21%	80%	72%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	80%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

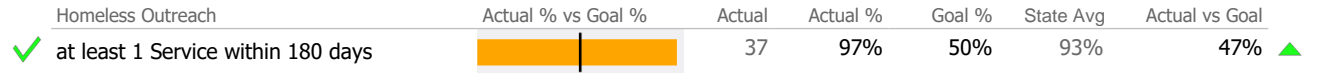
\* State Avg based on 30 Active Standard Case Management Programs



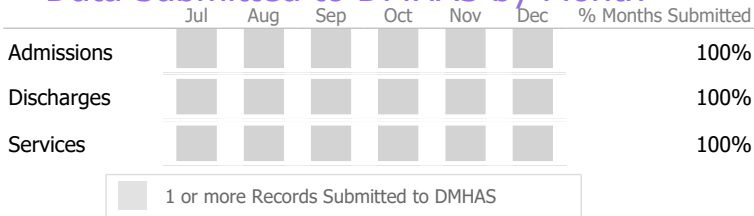
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	59	39% ▲
Admits	38	22	73% ▲
Discharges	35	27	30% ▲
Service Hours	243	250	-3%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

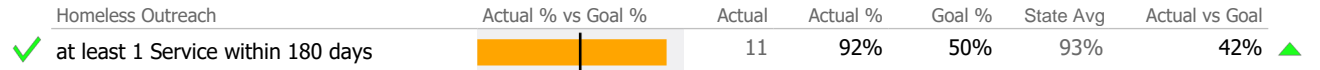
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 47 Active Outreach & Engagement Programs

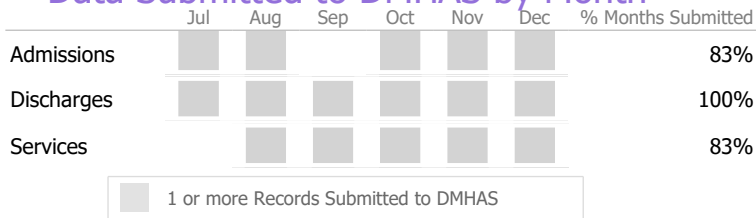
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	24	-4%
Admits	13	8	63% ▲
Discharges	13	21	-38% ▼
Service Hours	73	25	194% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

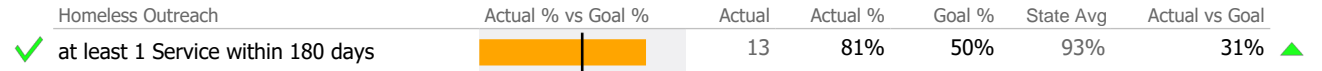
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 47 Active Outreach & Engagement Programs

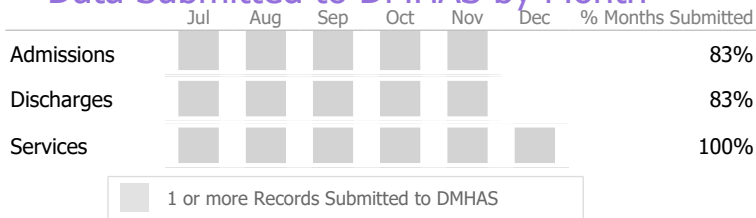
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	72	-24% ▼
Admits	16	29	-45% ▼
Discharges	26	42	-38% ▼
Service Hours	185	328	-44% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 47 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	34	-35% ▼
Admits	5	12	-58% ▼
Discharges	12	9	33% ▲
Service Hours	16	41	-62% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		3	14%	85%	88%	-71% ▼

### Service Utilization

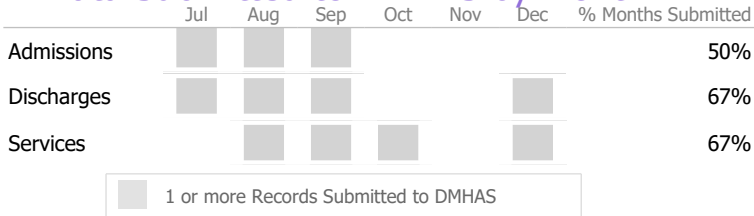
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

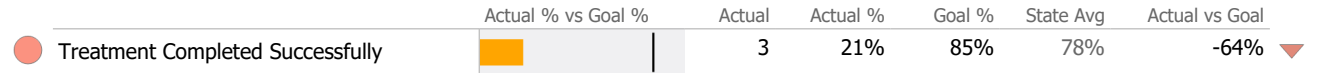
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

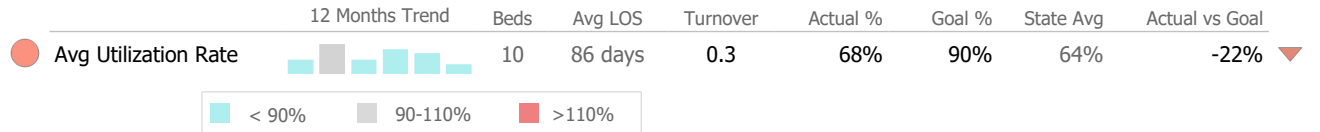
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	20	18	11% ▲
Discharges	14	15	-7%
Bed Days	1,255	830	51% ▲

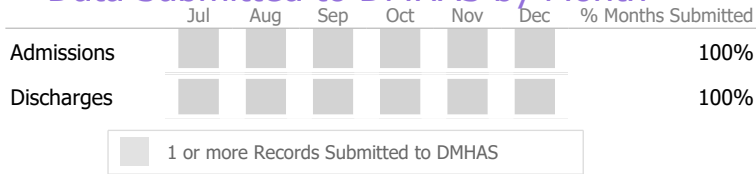
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



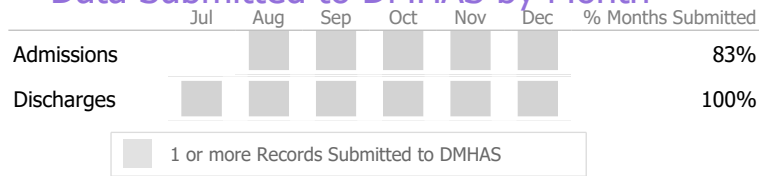
\* State Avg based on 12 Active Recovery House Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	56	59% ▲
Admits	42	36	17% ▲
Discharges	43	30	43% ▲
Bed Days	6,089	3,108	96% ▲

### Data Submitted to DMHAS by Month



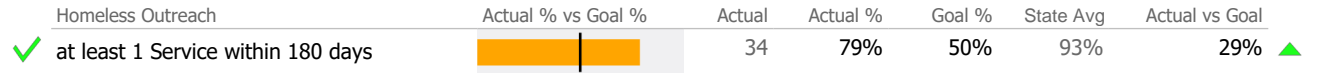
\* State Avg based on 4 Active Shelter Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

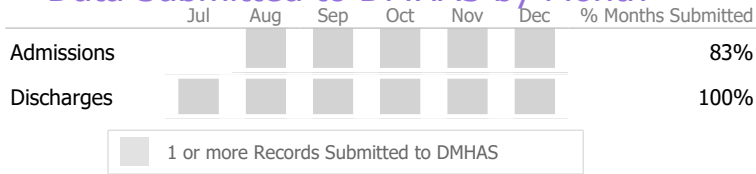
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	57	67% ▲
Admits	43	36	19% ▲
Discharges	49	32	53% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 47 Active Outreach & Engagement Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 47 Active Outreach & Engagement Programs

Variations in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 47 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	32	-13% ▼
Admits	-	7	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	88	125	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	96%	85%	88%	11% ▲

### Service Utilization

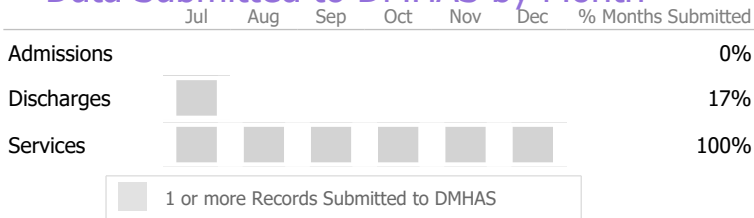
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	3	2	50% ▲
Discharges	1	2	-50% ▼
Service Hours	61	118	-48% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	87%	85%	94%	2%

### Service Utilization

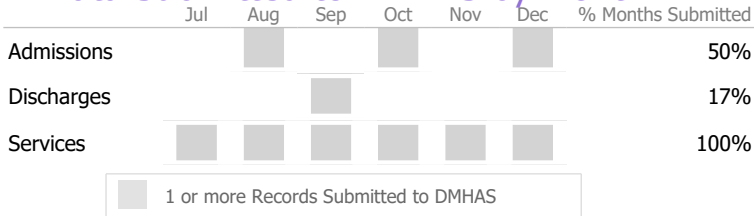
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	95%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

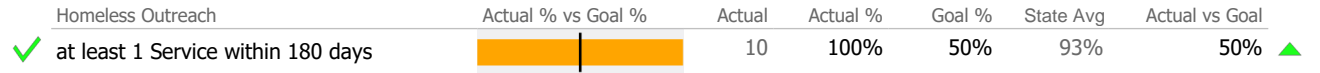
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs

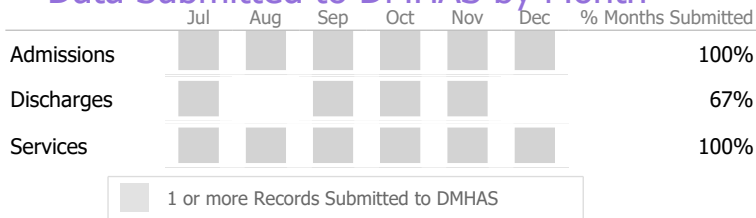
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	15	33% ▲
Admits	10	5	100% ▲
Discharges	11	13	-15% ▼
Service Hours	62	83	-25% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 47 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	2	-	
Service Hours	85	175	-51% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	94%	15% ▲

### Service Utilization

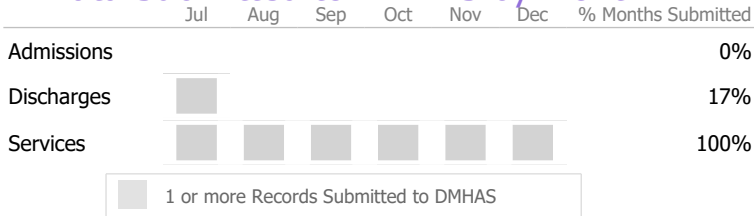
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 65 Active Supportive Housing – Development Programs