

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	118	104	13%	▲
	Admits	65	48	35%	▲
	Discharges	46	38	21%	▲
	Service Hours	125	285	-56%	▼
	Bed Days	18,064	11,004	64%	▲

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

Consumer Satisfaction Survey

(Based on 98 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		87%	80%	91%
✓ Quality and Appropriateness		83%	80%	93%
✓ General Satisfaction		80%	80%	92%
● Overall		78%	80%	91%
● Participation in Treatment		75%	80%	92%
● Access		65%	80%	88%
● Recovery		58%	80%	79%
● Outcome		51%	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	Case Management	67	54.0%
	Residential Services	57	46.0%

Client Demographics

Age	#	%	State Avg
18-25	9	8%	9%
26-34	12	10%	20%
35-44	24	21%	24%
45-54	32	27%	18%
55-64	28	24%	20%
65+	12	10%	9%

Gender	#	%	State Avg
Male	69	58%	58%
Female	49	42%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	80	68%	69%
Hispanic-Other	38	32%	▲ 8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			▼ 11%
Unknown			▼ 11%

Race	#	%	State Avg
White/Caucasian	89	75%	▲ 62%
Black/African American	20	17%	17%
Multiple Races	5	4%	1%
Am. Indian/Native Alaskan	2	2%	1%
Other	2	2%	▼ 13%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	1	2	-50% ▼
Discharges	1	4	-75% ▼
Service Hours	15	99	-85% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		1	10%	85%	86%	-75% ▼

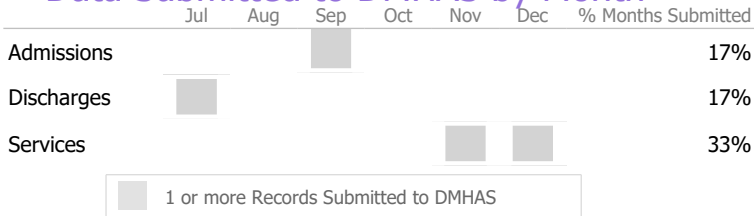
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	95%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% 97%
On-Time Periodic		
6 Month Updates		88% 83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	2	4	-50% ▼
Discharges	1	3	-67% ▼
Service Hours	65	147	-56% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		16	76%	85%	96%	-9%

Service Utilization

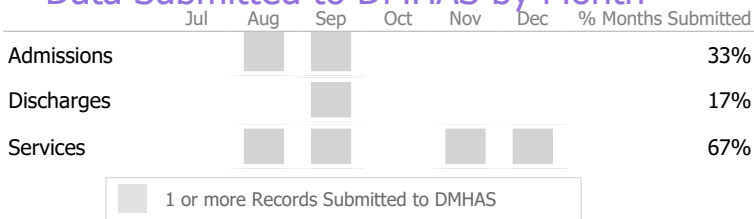
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91% 99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83% 84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

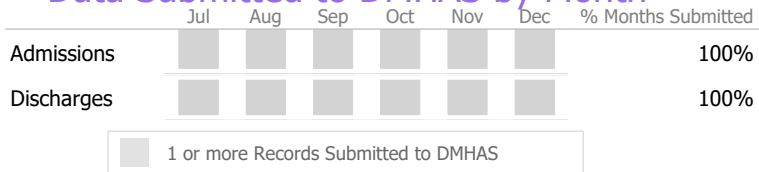
* State Avg based on 64 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	37	54% ▲
Admits	41	23	78% ▲
Discharges	29	16	81% ▲
Bed Days	18,064	11,004	64% ▲

Data Submitted to DMHAS by Month



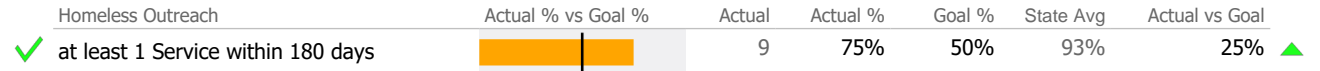
* State Avg based on 4 Active Shelter Programs

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

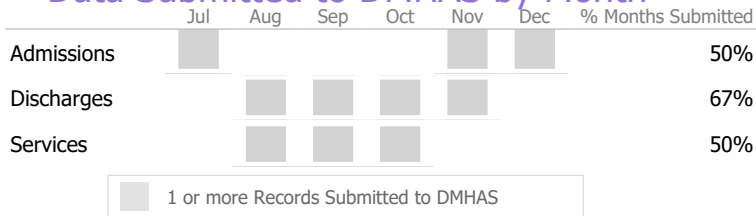
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	18	67% ▲
Admits	12	6	100% ▲
Discharges	10	2	400% ▲
Service Hours	30	39	-22% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

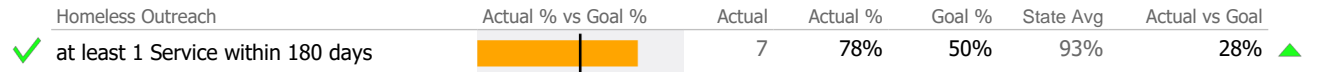
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

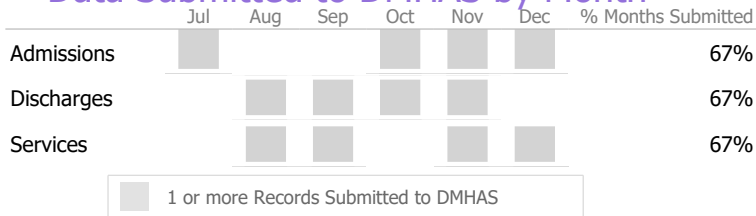
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	9	-	
Discharges	5	-	
Service Hours	15	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs