

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	71	85	-16% ▼
	Admits	9	13	-31% ▼
	Discharges	17	24	-29% ▼
	Service Hours	148	783	-81% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	71	100.0%

Consumer Satisfaction Survey

(Based on 37 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		97%	80%	83%
✓ General Satisfaction		95%	80%	92%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Access		89%	80%	88%
✓ Recovery		83%	80%	79%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25			10%
26-34	3	4%	21% ▼
35-44	4	6%	24% ▼
45-54	14	20%	18%
55-64	33	46%	18% ▲
65+	17	24%	9% ▲

Gender	#	%	State Avg
Male	58	82%	59% ▲
Female	13	18%	41% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	51	72%	67%
Hisp-Puerto Rican	13	18%	10%
Unknown	5	7%	13%
Hispanic-Other	2	3%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	41	58%	18% ▲
White/Caucasian	19	27%	60% ▼
Other	8	11%	12%
Unknown	3	4%	7%
Am. Indian/Native Alaskan			1%
Asian			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	26	25	4%
Admits	2	-	
Discharges	6	1	500% ▲
Service Hours	39	195	-80% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	92%	85%	94%	7%

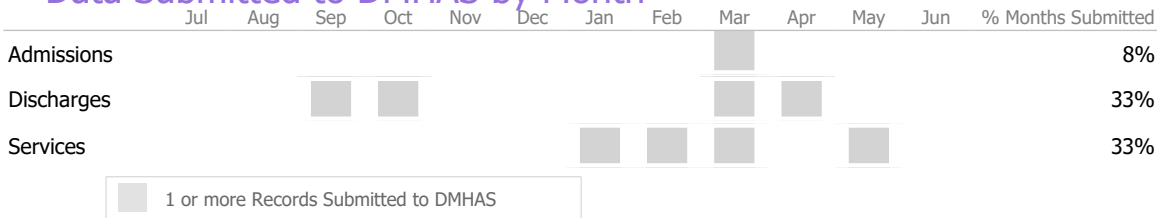
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	98%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

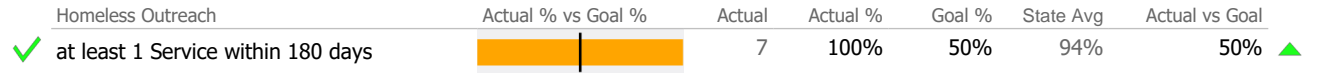
* State Avg based on 66 Active Supportive Housing – Development Programs

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

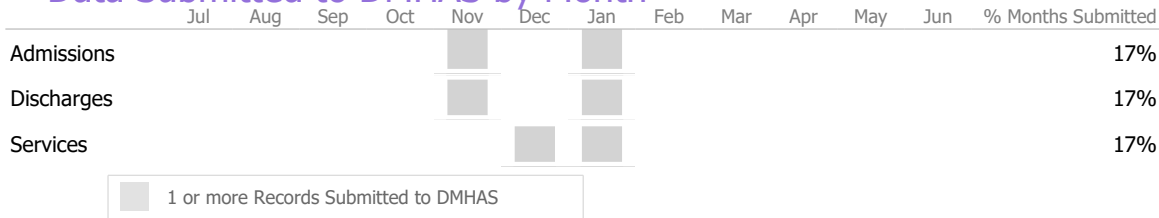
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	26	-42% ▼
Admits	7	13	-46% ▼
Discharges	5	19	-74% ▼
Service Hours	66	387	-83% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	36	-11% ▼
Admits	-	-	
Discharges	6	4	50% ▲
Service Hours	44	201	-78% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	91%	85%	86%	6%

Service Utilization

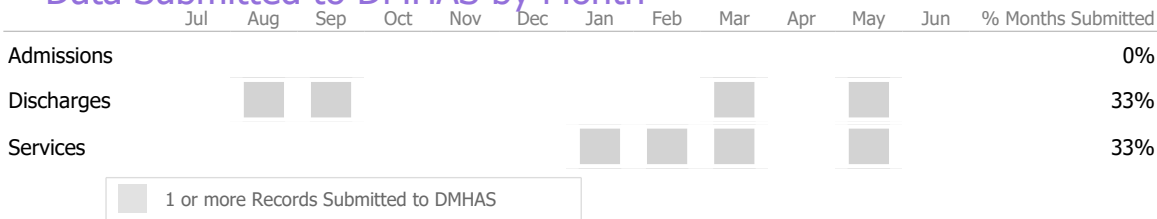
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	81%	90%	97%	-9%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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