

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	57	62	-8%
	Admits	1		
↘	Discharges	1	3	-67% ▼
	Service Hours	5	23	-77% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	57	100.0%

Consumer Satisfaction Survey

(Based on 41 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Access		85%	80%	88%
✓ Respect		85%	80%	91%
✓ Outcome		85%	80%	83%
✓ General Satisfaction		80%	80%	92%
● Recovery		68%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34	2	4%	18% ▼
35-44	6	11%	24% ▼
45-54	6	11%	19%
55-64	27	47%	20% ▲
65+	16	28%	11% ▲

Gender	#	%	State Avg
Male	48	84%	58% ▲
Female	9	16%	42% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	40	70%	66%
Hisp-Puerto Rican	11	19%	11%
Unknown	4	7%	13%
Hispanic-Other	2	4%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	33	58%	17% ▲
White/Caucasian	14	25%	60% ▼
Other	7	12%	12%
Unknown	3	5%	8%
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	21	24	-13% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	3	14	-78% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		17	81%	85%	91%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	19%	90%	94%	-71% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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%	89%	-50% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	32	-16% ▼
Admits	1	-	
Discharges	1	2	-50% ▼
Service Hours	2	8	-76% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	52%	85%	85%	-33% ▼

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	12%	90%	87%	-78% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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