

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	61	68	-10%
	Admits	2	2	0%
	Discharges	4	5	-20% ▼
	Service Hours	45	54	-18% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	61	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	0	0%	8%
26-34	2	3%	19%
35-44	5	8%	24%
45-54	7	11%	18%
55-64	29	48%	19%
65+	18	30%	10%

Gender	#	%	State Avg
Male	51	84%	59%
Female	10	16%	41%
Transgender	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	40	66%	65%
Hisp-Puerto Rican	11	18%	10%
Unknown	6	10%	14%
Hispanic-Other	4	7%	10%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%

Race	#	%	State Avg
Black/African American	35	57%	17%
White/Caucasian	15	25%	60%
Other	8	13%	12%
Unknown	3	5%	8%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Multiple Races	0	0%	1%
Hawaiian/Other Pacific Islander	0	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	24	-4%
Admits	-	-	
Discharges	1	2	-50% ▼
Service Hours	9	14	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		18	78%	85%	92%	-7%

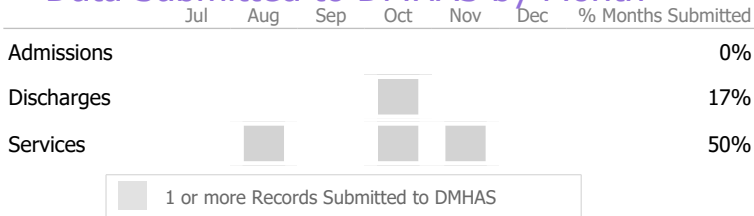
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	55%	90%	96%	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
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 68 Active Supportive Housing – Development Programs

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

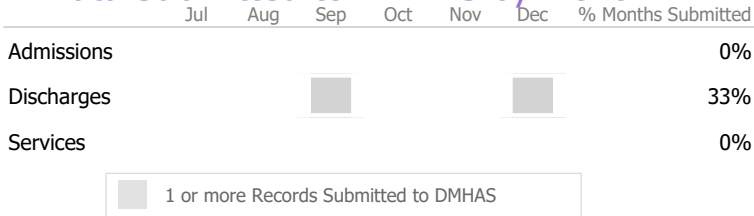
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	14	-21% ▼
Admits	-	2	-100% ▼
Discharges	2	1	100% ▲
Service Hours	23	32	-27% ▼

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%	92%	-50% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	32	-9%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	13	8	55% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	66%	85%	86%	-19% ▼

Service Utilization

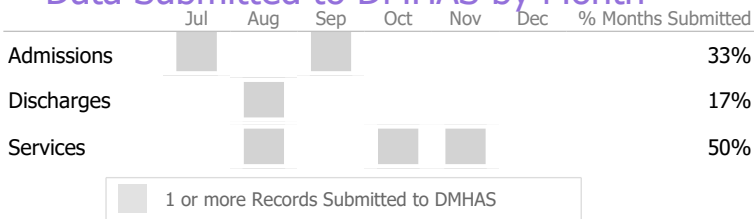
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	43%	90%	91%	-47% ▼

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 118 Active Supportive Housing – Scattered Site Programs

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