

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
<div></div>	Unique Clients	54	60	-10%
	Admits		2	-100% ▼
<div></div>	Discharges	6	2	200% ▲
	Service Hours	199	5	

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

Consumer Satisfaction Survey (Based on 44 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	<div></div>	91%	80%	91%
✓ Respect	<div></div>	89%	80%	91%
✓ General Satisfaction	<div></div>	89%	80%	92%
✓ Access	<div></div>	89%	80%	88%
✓ Quality and Appropriateness	<div></div>	88%	80%	93%
✓ Participation in Treatment	<div></div>	86%	80%	92%
● Outcome	<div></div>	76%	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	54	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25			8%	Male	47	87%	▲ 58%
26-34	2	4%	▼ 18%	Female	7	13%	▼ 42%
35-44	6	11%	▼ 24%	Transgender/Other			0%
45-54	2	4%	▼ 18%				
55-64	24	44%	▲ 20%				
65+	20	37%	▲ 12%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	41	76%	▲ 64%	Black/African American	30	56%	▲ 17%
Hisp-Puerto Rican	9	17%	10%	White/Caucasian	15	28%	▼ 59%
Hispanic-Other	4	7%	11%	Other	6	11%	12%
Hispanic-Cuban			0%	Unknown	3	6%	9%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan			1%
Unknown			▼ 14%	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	25	22	14% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	96	3	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div><div></div></div>	24	96%	85%	91%	11% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	24	96%	90%	89%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div><div></div></div>	77% 76%

Data Submitted to DMHAS for Month



* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	103	2	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div><div></div></div>	27	93%	85%	84%	8%

Service Utilization

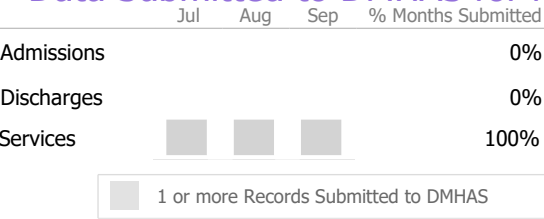
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	28	97%	90%	86%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div>	74% 77%

Data Submitted to DMHAS for Month



* State Avg based on 119 Active Supportive Housing – Scattered Site Programs