

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↑	Unique Clients	44	102	-57%	▼
↑	Admits	6	4	50%	▲
↑	Discharges	1			
↑	Service Hours	138	195	-29%	▼
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago			

## Consumer Satisfaction Survey

(Based on 23 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100%   100%	100%	80%	93%
✓ Participation in Treatment	100%   100%	100%	80%	92%
✓ Respect	100%   100%	100%	80%	91%
✓ General Satisfaction	96%   96%	96%	80%	92%
✓ Access	96%   96%	96%	80%	88%
✓ Overall	91%   91%	91%	80%	91%
● Outcome	78%   80%	78%	80%	83%

 Satisfied % |  Goal % |  0-80% |  80-100% |  Goal Met |  Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
Case Management		33	75.0%
Residential Services		11	25.0%

## Age

Age	#	%	State Avg
18-25	1	2%	8%
26-34	12	27%	18%
35-44	5	11% ▼	24%
45-54	9	20%	18%
55-64	12	27%	20%
65+	5	11%	12%

## Client Demographics

## Gender

Gender	#	%	State Avg
Female	23	52%	42%
Male	21	48%	58%
Transgender/Other			0%

## Ethnicity

Ethnicity	#	%	State Avg
Hispanic-Other	42	95% ▲	11%
Non-Hispanic	1	2% ▼	64%
Unknown	1	2% ▼	14%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Hisp-Puerto Rican		10%	

## Race

Race	#	%	State Avg
Black/African American	21	48% ▲	17%
Multiple Races	15	34% ▲	1%
White/Caucasian	6	14% ▼	59%
Other	2	5%	12%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	106	85	25% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	91%	15% ▲

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	89%	-3%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 98%
✓ On-Time Periodic 6 Month Updates		100% 76%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				67%

▲ > 10% Over   ▼ < 10% Under

 Actual    Goal    Goal Met    Below Goal

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

 1 or more Records Submitted to DMHAS

## Program Activity

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

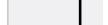
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	84%	15% 

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	86%	10% 

## Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		90%	98%
On-Time Periodic 6 Month Updates		N/A	77%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 119 Active Supportive Housing – Scattered Site Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	13	-15%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	1	82	-99%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic		
6 Month Updates	91%	96%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	89%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	58%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	85%	31% ▲
✓ Stable Living Situation		11	100%	85%	96%	15% ▲
● Improved/Maintained Function Score		10	91%	95%	45%	-4%
● Employed		1	9%	25%	16%	-16% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	97%	10%

## Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	33%

1 or more Records Submitted to DMHAS

▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 23 Active Residential Support Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	16	-19%	▼
Admits	1	1	0%	
Discharges	-	-		
Service Hours	23	27	-16%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	92% (Over)	12	92%	85%	91%	7% (Over)

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	62% (Over)	8	62%	90%	89%	-28% (Under)

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic		
● 6 Month Updates	75%	76%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	33%
Discharges	1	1	1	0%
Services	1	1	1	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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