

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	67	65	3%
	Admits	2	1	100% ▲
	Discharges	2	5	-60% ▼
	Service Hours	435	357	22% ▲

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

Consumer Satisfaction Survey

(Based on 60 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 93%;">✓</div>	93%	80%	93%
✓ Overall	<div style="width: 92%;">✓</div>	92%	80%	91%
✓ General Satisfaction	<div style="width: 90%;">✓</div>	90%	80%	92%
✓ Access	<div style="width: 90%;">✓</div>	90%	80%	88%
✓ Respect	<div style="width: 89%;">✓</div>	89%	80%	91%
● Participation in Treatment	<div style="width: 77%;">●</div>	77%	80%	92%
● Outcome	<div style="width: 74%;">●</div>	74%	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	40	59.7%
	Residential Services	27	40.3%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	1%	8%		Male	40	60%	58%
26-34	1	1%	18%	▼	Female	27	40%	42%
35-44	9	13%	24%	▼	Transgender/Other			0%
45-54	13	19%	18%					
55-64	24	36%	20%	▲				
65+	19	28%	12%	▲				

Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	63	94%	64%	▲	Black/African American	37	55%	17%
Hisp-Puerto Rican	3	4%	10%		White/Caucasian	30	45%	59%
Hispanic-Other	1	1%	11%		Am. Indian/Native Alaskan			1%
Hispanic-Cuban			0%		Asian			1%
Hispanic-Mexican			1%		Multiple Races			1%
Unknown			▼ 14%		Hawaiian/Other Pacific Islander			0%
					Other			▼ 12%
					Unknown			9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4% ▼
Admits	-	1	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	200	181	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 50%;"></div>	N/A	N/A	50%	58%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 93%;"></div>	25	93%	60%	85%	33% ▲
✓ Stable Living Situation	<div style="width: 100%;"></div>	27	100%	85%	96%	15% ▲
● Employed	<div style="width: 4%;"></div>	1	4%	25%	16%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	27	100%	90%	97%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	<div style="width: 33%;"></div>	<div style="width: 33%;"></div>	<div style="width: 33%;"></div>	100%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Residential Support Programs

■ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	37	8%
Admits	2	-	
Discharges	2	1	100% ▲
Service Hours	235	175	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 92%;">92%</div>	37	92%	85%	84%	7%

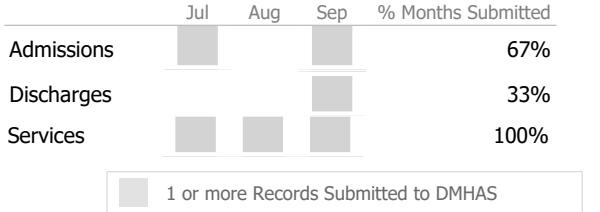
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;">100%</div>	39	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;">100%</div>	98%
✓ On-Time Periodic 6 Month Updates	<div style="width: 100%;">100%</div>	77%

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

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