

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

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 | | 93% | 80% | 93% |
| ✓ Overall | | 92% | 80% | 91% |
| ✓ General Satisfaction | | 90% | 80% | 92% |
| ✓ Access | | 90% | 80% | 88% |
| ✓ Respect | | 89% | 80% | 91% |
| ● Participation in Treatment | | 77% | 80% | 92% |
| ● Outcome | | 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 | | | | Gender | | | |
|-------------------|----|-----|-----------|---------------------------------|----|-----|-----------|
| | # | % | State Avg | | # | % | 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 | | | | Race | | | |
| | # | % | State Avg | | # | % | 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 | <div><div></div></div> 100% | 99% |
| On-Time Periodic | | |
| 6 Month Updates | <div><div></div></div> 96% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | <div><div></div></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><div></div></div> | 25 | 93% | 60% | 85% | 33% ▲ |
| ✓ Stable Living Situation | <div><div></div></div> | 27 | 100% | 85% | 96% | 15% ▲ |
| ● Employed | <div><div></div></div> | 1 | 4% | 25% | 16% | -21% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div><div></div></div> | 27 | 100% | 90% | 97% | 10% |

Data Submitted to DMHAS for Month



* State Avg based on 23 Active Residential Support Programs

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><div></div></div> | 37 | 92% | 85% | 84% | 7% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div><div></div></div> | 39 | 100% | 90% | 86% | 10% |

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> | 100% 77% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-------------|-------------|-------------|--------------------|
| Admissions | <div></div> | | <div></div> | 67% |
| Discharges | | | <div></div> | 33% |
| Services | <div></div> | <div></div> | <div></div> | 100% |

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