

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↗	Unique Clients	21	52	-60%	▼
↗	Admits	6	14	-57%	▼
↗	Discharges	14	16	-13%	▼
↗	Service Hours	96	163	-41%	▼

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

Consumer Satisfaction Survey

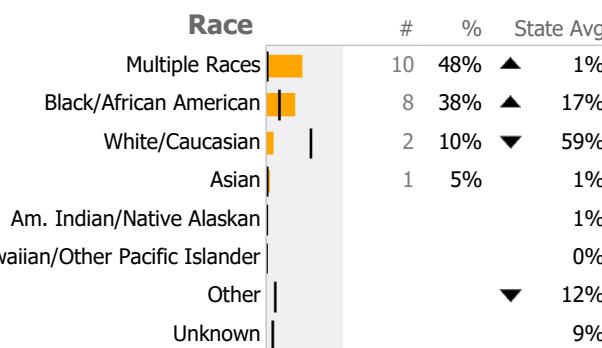
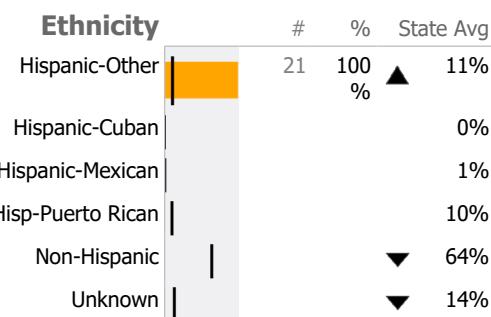
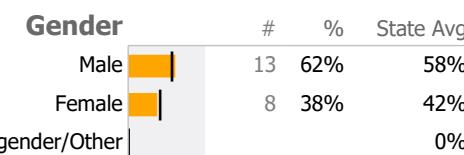
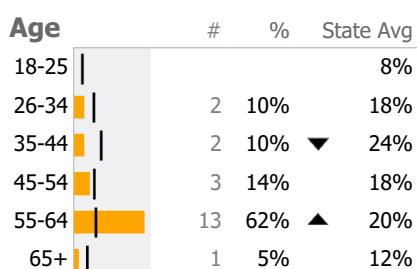
(Based on 21 FY24 Surveys)

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%
✓ General Satisfaction	100% 100%	100%	80%	92%
✓ Overall	100% 100%	100%	80%	91%
✓ Respect	100% 100%	100%	80%	91%
✓ Access	100% 100%	100%	80%	88%
✓ Outcome	94% 80%	94%	80%	83%

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Lighter grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	21	100.0%



Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	-	2	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	72	53	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	91%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	89%	0% ▲

Data Submission Quality

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

Data Submitted to DMHAS for Month

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

▲ > 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