

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↑	Unique Clients	20	62	-68%	▼
↓	Admits		24	-100%	▼
↓	Discharges	3	25	-88%	▼
↓	Service Hours	183	266	-31%	▼
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago			

Consumer Satisfaction Survey

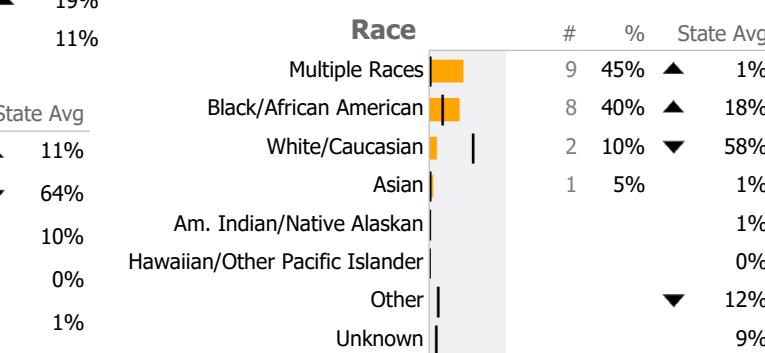
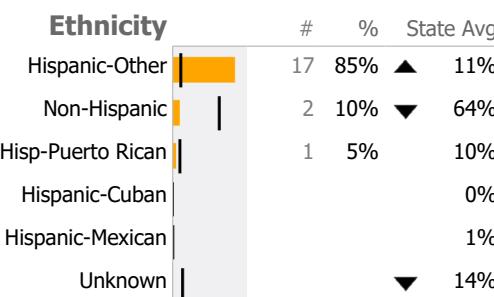
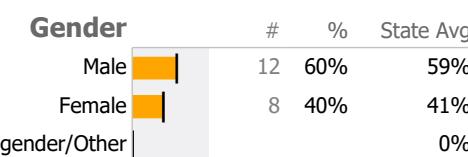
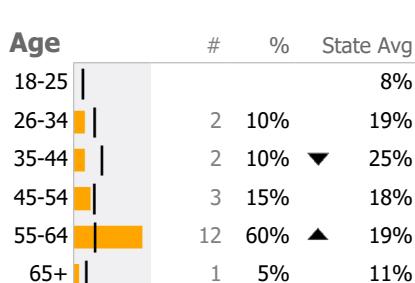
(Based on 21 FY24 Surveys)

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%

█ 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	20	100.0%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	24	-17% ▼
Admits	-	5	-100% ▼
Discharges	3	5	-40% ▼
Service Hours	183	68	168% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	89%	5%

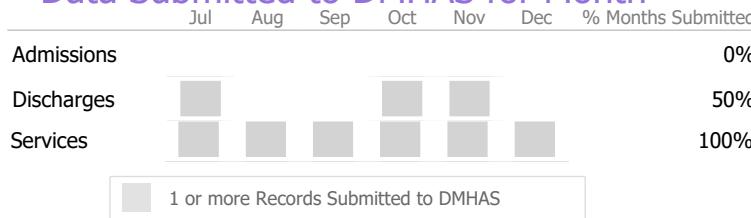
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	89%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
✓ On-Time Periodic		
✓ 6 Month Updates		100%
		80%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs