

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	192	191	1%
	Admits	29	78	-63%
	Discharges	79	35	126%
	Service Hours	1,222	1,579	-23%

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

Consumer Satisfaction Survey

(Based on 58 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	100%	100%	80%	91%
✓ Quality and Appropriateness	98%	98%	80%	93%
✓ General Satisfaction	95%	95%	80%	92%
✓ Overall	95%	95%	80%	91%
✓ Access	91%	91%	80%	88%
✓ Participation in Treatment	91%	91%	80%	92%
✓ Outcome	86%	86%	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	193	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	5	3%	8%		Male	110	57%	59%
26-34	27	14%	19%		Female	83	43%	40%
35-44	50	26%	25%		Transgender/Other			0%
45-54	45	23%	18%					
55-64	47	24%	18%					
65+	19	10%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	130	67%	64%		Black/African American	105	54%	17%
Hisp-Puerto Rican	43	22%	10%		White/Caucasian	68	35%	58%
Hispanic-Other	14	7%	11%		Other	14	7%	12%
Unknown	4	2%	14%		Am. Indian/Native Alaskan	3	2%	1%
Hispanic-Cuban	1	1%	0%		Unknown	2	1%	9%
Hispanic-Mexican	1	1%	1%		Hawaiian/Other Pacific Islander	1	1%	0%
					Asian			1%
					Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	68	81	-16%	▼
Admits	5	60	-92%	▼
Discharges	47	22	114%	▲
Service Hours	424	437	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		38	56%	85%	83%	-29% ▼

Service Utilization

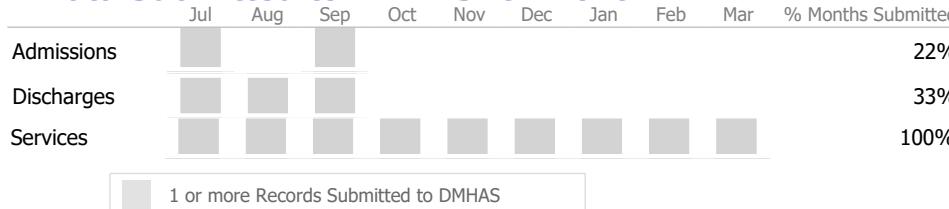
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	95%	90%	94%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

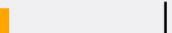
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	1	8	-88% 
Discharges	3	1	200% 
Service Hours	6	33	-83% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		8	80%	85%	83%	-5%

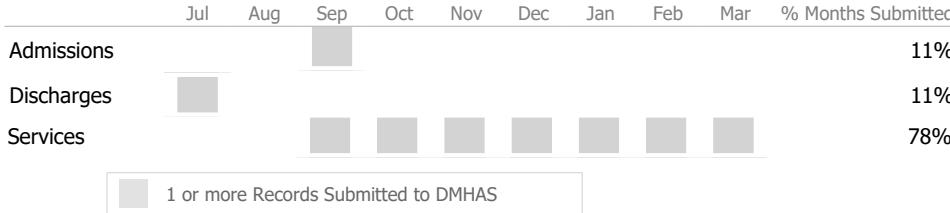
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	1	14%	90%	94%	-76% 	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90% 97%
On-Time Periodic 6 Month Updates		0% 81%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	185	251	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	20	100%	85%	88%	15%	▲

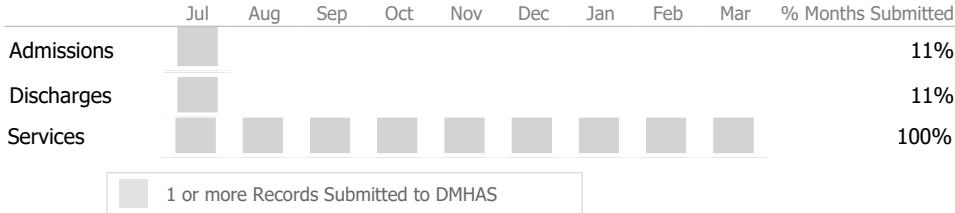
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	19	100%	90%	92%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic ✓ 6 Month Updates	95%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	6	3	100% ▲
Discharges	5	3	67% ▲
Service Hours	122	235	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	22	22	100%	85%	88%	15% ▲

Service Utilization

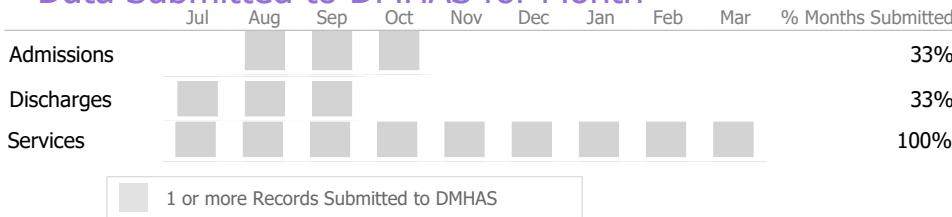
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	16	16	94%	90%	92%	4% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	69%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	27	4%
Admits	4	4	0%
Discharges	4	4	0%
Service Hours	309	297	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	100%	85%	88%	15% 

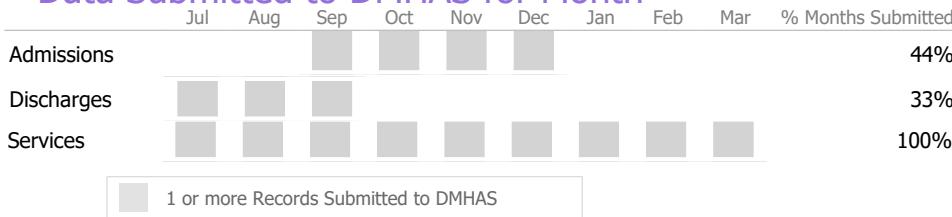
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	92%	10% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	98%
On-Time Periodic			
6 Month Updates		0%	76%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

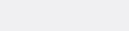
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

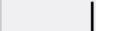
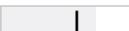
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	67%	85%	83%	-18% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	90%	94%	-90% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	97%
On-Time Periodic 6 Month Updates	 0%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

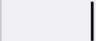
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	83%	-85% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	90%	94%	-90% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	97%
On-Time Periodic 6 Month Updates	 0%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	34	24%	▲
Admits	12	2	500%	▲
Discharges	19	3	533%	▲
Service Hours	177	326	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	83%	35	83%	85%	88%	-2%

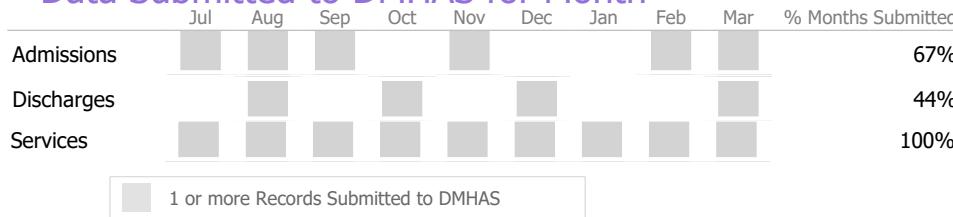
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
96%	96%	22	96%	90%	92%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic 6 Month Updates	12%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs