

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	46	48	-4%
	Admits		4	-100% ▼
	Discharges		1	-100% ▼
	Service Hours		1,377	-100% ▼
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago		

Consumer Satisfaction Survey

(Based on 31 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Outcome		88%	80%	83%
✓ Access		87%	80%	88%

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	46	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	2%	8%		Male	32	70%	59%
26-34	1	2%	19%	▼	Female	14	30%	40%
35-44	6	13%	25%	▼	Transgender/Other			0%
45-54	5	11%	18%					
55-64	17	37%	18%	▲				
65+	17	37%	11%	▲				
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	44	96%	64%	▲	White/Caucasian	37	80%	58%
Hisp-Puerto Rican	2	4%	10%		Black/African American	9	20%	17%
Hispanic-Cuban			0%		Am. Indian/Native Alaskan			1%
Hispanic-Mexican			1%		Asian			1%
Hispanic-Other			11%	▼	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	19	21	-10% ▼
Admits	-	3	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	569	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	19	100%	85%	88%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	0	0	0%	90%	92%	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	76%

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 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	808	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	27	100%	85%	83%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	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