

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	68	71	-4%
↓	Admits	3	8	-63% ▼
↗	Discharges	10	9	11% ▲
↙	Service Hours	1,236	1,127	10%

▲ > 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%	80%	93%
✓ Overall	92% 80%	92%	80%	91%
✓ General Satisfaction	90% 80%	90%	80%	92%
✓ Access	90% 80%	90%	80%	88%
✓ Respect	89% 80%	89%	80%	91%
● Participation in Treatment	77% 80%	77%	80%	92%
● Outcome	74% 80%	74%	80%	83%

Orange Satisfied %
 Gray Goal %
 0-80% 0-80%
 80-100% 80-100%
 ✓ Goal Met
 ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
Case Management	40	58.8%	
Residential Services	28	41.2%	

Client Demographics

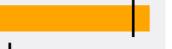
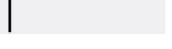
Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	1%	8%		Male	41	60%	59%
26-34	1	1%	19%	▼	Female	27	40%	40%
35-44	9	13%	25%	▼	Transgender/Other			0%
45-54	13	19%	18%					
55-64	25	37%	18%	▲				
65+	19	28%	11%	▲				
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	64	94%	64%	▲	Black/African American	37	54%	17%
Hisp-Puerto Rican	3	4%	10%		White/Caucasian	31	46%	58%
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%

Orange Unique Clients
 Gray State Avg
 ▲ > 10% Over State Avg
 ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	Variance ▾
Unique Clients	28	32	-13%	▼
Admits	1	5	-80%	▼
Discharges	5	6	-17%	▼
Service Hours	555	576	-4%	

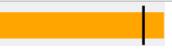
Discharge Outcomes

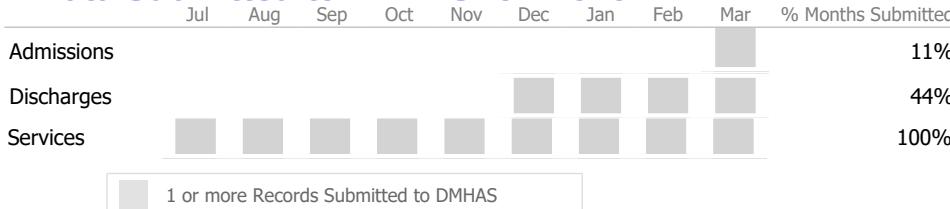
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	20%	50%	58%	-30% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	89%	60%	86%	29% ▲
✓ Stable Living Situation		26	93%	85%	96%	8%
● Employed		1	4%	25%	16%	-21% ▼

Data Submission Quality

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	98%	10%

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 22 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	2	3	-33% ▼
Discharges	5	3	67% ▲
Service Hours	681	551	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	38	95%	85%	83%	10%	

Service Utilization

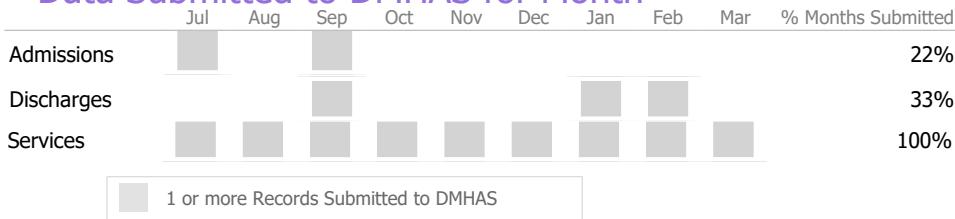
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	35	100%	90%	94%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic		

6 Month Updates	Actual	State Avg
✓ 6 Month Updates	100%	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