

Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

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	<div><div></div></div>	93%	80%	93%
✓ Overall	<div><div></div></div>	92%	80%	91%
✓ General Satisfaction	<div><div></div></div>	90%	80%	92%
✓ Access	<div><div></div></div>	90%	80%	88%
✓ Respect	<div><div></div></div>	89%	80%	91%
● Participation in Treatment	<div><div></div></div>	77%	80%	92%
● Outcome	<div><div></div></div>	74%	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	40	58.8%
	Residential Services	28	41.2%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	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				Race			
	#	%	State Avg		#	%	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%

Unique Clients

State Avg

▲ > 10% Over State Avg

▼ > 10% Under State Avg

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	1	20%	50%	58%	-30% ▼

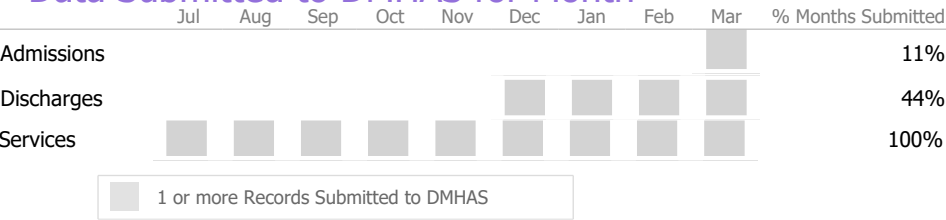
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	25	89%	60%	86%	29% ▲
Stable Living Situation	<div><div></div></div>	26	93%	85%	96%	8%
Employed	<div><div></div></div>	1	4%	25%	16%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	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	<div><div></div></div>	38	95%	85%	83%	10%

Service Utilization

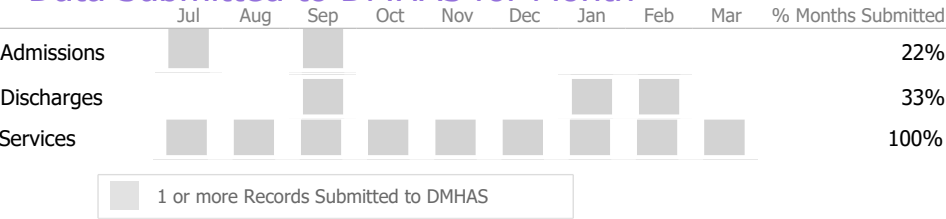
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	35	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 81%

Data Submitted to DMHAS for Month



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