

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	123	126	-2%
	Admits	6	7	-14% ▼
	Discharges	3	4	-25% ▼
	Service Hours	1,262	1,255	1%

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

Consumer Satisfaction Survey

(Based on 92 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	97% 80% 93%	97%	80%	93%
✓ Overall	97% 80% 91%	97%	80%	91%
✓ Access	95% 80% 88%	95%	80%	88%
✓ Participation in Treatment	95% 80% 92%	95%	80%	92%
✓ Respect	93% 80% 91%	93%	80%	91%
✓ General Satisfaction	91% 80% 92%	91%	80%	92%
✓ Outcome	88% 80% 83%	88%	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	123	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	5%	9%	Male	73	59%	58%
26-34	24	20%	18%	Female	50	41%	41%
35-44	27	22%	25%	Transgender/Other			0%
45-54	21	17%	18%	Race	#	%	State Avg
55-64	28	23%	19%	White/Caucasian	81	66%	59%
65+	17	14%	11%	Black/African American	29	24%	17%
				Other	8	7%	12%
				Asian	4	3%	1%
				Unknown	1	1%	8%
				Am. Indian/Native Alaskan			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
Ethnicity	#	%	State Avg				
Non-Hispanic	110	89%	64%				
Hispanic-Other	7	6%	12%				
Hisp-Puerto Rican	4	3%	10%				
Unknown	2	2%	13%				
Hispanic-Cuban			0%				
Hispanic-Mexican			1%				

■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

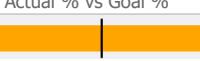
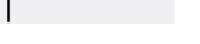
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	49	2%
Admits	-	2	-100% ▼
Discharges	1	1	0%
Service Hours	310	364	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic		
6 Month Updates	100%	65%

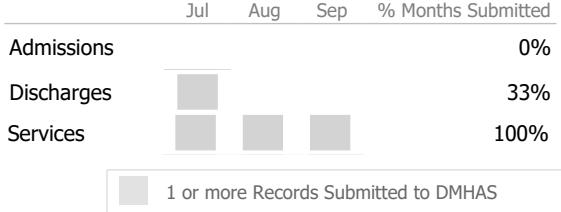
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	70%	50% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		50	100%	N/A	35%	N/A
✓ Social Support		48	96%	60%	66%	36% ▲
✓ Stable Living Situation		50	100%	80%	71%	20% ▲
● Employed		4	8%	20%	12%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	80%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	77	-4%
Admits	6	5	20% ▲
Discharges	2	3	-33% ▼
Service Hours	951	891	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	95%	65%

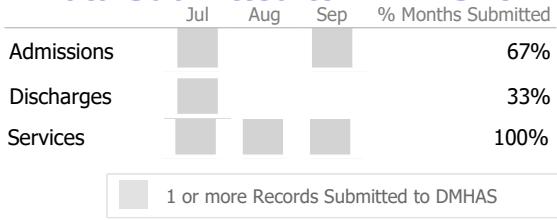
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 50%;"><div style="width: 100%;"></div></div>	1	50%	50%	70%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div style="width: 73%;"><div style="width: 100%;"></div></div>	73	99%	N/A	35%	N/A
✓ Social Support	<div style="width: 66%;"><div style="width: 100%;"></div></div>	66	89%	60%	66%	29% ▲
✓ Stable Living Situation	<div style="width: 73%;"><div style="width: 100%;"></div></div>	73	99%	80%	71%	19% ▲
● Employed	<div style="width: 3%;"><div style="width: 100%;"></div></div>	3	4%	20%	12%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 68%;"><div style="width: 100%;"></div></div>	68	100%	90%	80%	10%

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under

█ Actual Goal █ Goal Met █ Below Goal

* State Avg based on 22 Active Standard Case Management Programs