

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	51	55	-7%
	Admits			
	Discharges	1	6	-83% ▼
	Service Hours	185	199	-7%

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

Consumer Satisfaction Survey (Based on 43 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		90%	80%	83%
✓ General Satisfaction		84%	80%	92%
✓ Access		84%	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	51	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25			9%	Male	46	90%	▲ 58%
26-34	2	4%	▼ 18%	Female	5	10%	▼ 41%
35-44	5	10%	▼ 25%	Transgender/Other			0%
45-54	3	6%	▼ 18%				
55-64	22	43%	▲ 19%				
65+	19	37%	▲ 11%				

Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	37	73%	64%	Black/African American	27	53%	▲ 17%
Hisp-Puerto Rican	10	20%	10%	White/Caucasian	15	29%	▼ 59%
Hispanic-Other	4	8%	12%	Other	6	12%	12%
Hispanic-Cuban			0%	Unknown	3	6%	8%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan			1%
Unknown			▼ 13%	Asian			1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	25	-12%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	75	96	-22%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	99%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 91%	83%

Data Submitted to DMHAS for Month



Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	21	95%	85%	86%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	21	95%	90%	94%	5%



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

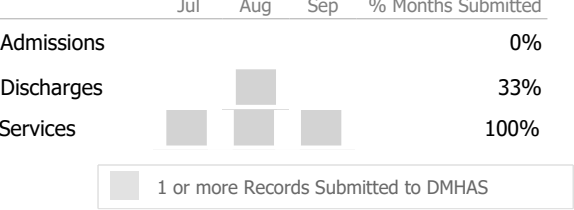
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	30	-3%
Admits	-	-	
Discharges	1	-	
Service Hours	110	103	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic		
6 Month Updates	82%	81%

Data Submitted to DMHAS for Month



Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		24	83%	85%	85%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	100%	90%	96%	10%



* State Avg based on 120 Active Supportive Housing – Scattered Site Programs