

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% | 95% | 80% | 91% |
| ✓ Respect | 95% 80% 91% | 95% | 80% | 91% |
| ✓ Quality and Appropriateness | 94% 80% 93% | 94% | 80% | 93% |
| ✓ Participation in Treatment | 90% 80% 92% | 90% | 80% | 92% |
| ✓ Outcome | 90% 80% 83% | 90% | 80% | 83% |
| ✓ General Satisfaction | 84% 80% 92% | 84% | 80% | 92% |
| ✓ Access | 84% 80% 88% | 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 | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|----|-----|-----------|---------------------------------|----|-----|-----------|
| 18-25 | 1 | 2% | 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 | # | % | State Avg | Race | # | % | 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% | Am. Indian/Native Alaskan | | | 1% |
| Hispanic-Mexican | | | 1% | Asian | | | 1% |
| Unknown | | | 13% | 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% | ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation |  | 21 | 95% | 85% | 86% | 10% |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |  | 21 | 95% | 90% | 94% | 5% |

Data Submission Quality

| Data Entry | Actual | State Avg | |
|-------------------------------------|---|-----------|-----|
| Valid NOMS Data |  | 100% | 99% |
| On-Time Periodic 6 Month Updates |  | 91% | 83% |

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

| | | |
|------------|---|------|
| Admissions |  | 0% |
| Discharges |  | 0% |
| Services |  | 100% |

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS

Program Activity

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

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

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

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

Jul Aug Sep % Months Submitted

| | |
|------------|------|
| Admissions | 0% |
| Discharges | 33% |
| Services | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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