

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	49	29	69%	▲
	Admits	9	4	125%	▲
	Discharges	9	1	800%	
	Service Hours	136	56	143%	▲
	Bed Days	563	482	17%	▲

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 62 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access	90% 80% 88%	90%	80%	88%
✓ Quality and Appropriateness	89% 80% 93%	89%	80%	93%
✓ Participation in Treatment	88% 80% 92%	88%	80%	92%
✓ Overall	87% 80% 91%	87%	80%	91%
✓ Outcome	82% 80% 83%	82%	80%	83%
✓ General Satisfaction	81% 80% 92%	81%	80%	92%
✓ Respect	81% 80% 91%	81%	80%	91%

■ 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	81.6%
	Residential Services	9	18.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1	2%	9%	Male	42	86%	58%
26-34	5	10%	18%	Female	7	14%	41%
35-44	7	14%	25%	Transgender/Other			0%
45-54	11	22%	18%				
55-64	17	35%	19%				
65+	8	16%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	34	69%	64%	Black/African American	28	57%	17%
Hispanic-Other	13	27%	12%	White/Caucasian	15	31%	59%
Hisp-Puerto Rican	2	4%	10%	Multiple Races	2	4%	1%
Hispanic-Cuban			0%	Other	2	4%	12%
Hispanic-Mexican			1%	Asian	1	2%	1%
Unknown			13%	Unknown	1	2%	8%
				Am. Indian/Native Alaskan			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	40	19	111% ▲
Admits	4	-	
Discharges	6	-	
Service Hours	100	26	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	█	31	78%	85%	85%	-7%

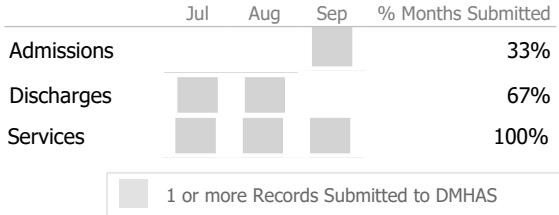
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	33	92%	90%	96%	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	█	100% 96%
On-Time Periodic 6 Month Updates	█	27% 81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% 
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	85%	-85% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	96%	-90% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	81%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	0%

 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	9	8	13%	▲
Admits	5	4	25%	▲
Discharges	3	1	200%	▲
Service Hours	36	30	20%	▲
Bed Days	563	482	17%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	100%	100%
Diagnosis Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 80%;"></div>	3	100%	95%	78%	5%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 80%;"></div>	3	100%	85%	83%	15% ▲
✓ Follow-up within 30 Days of Discharge	<div style="width: 80%;"></div>	3	100%	90%	100%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	<div style="width: 80%;"></div>	3	75%	75%	45%	0% ▲

Service Utilization

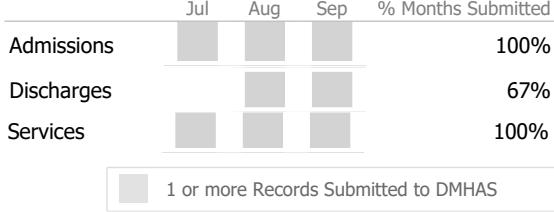
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 80%;"></div>	4	100%	90%	98%	10% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 80%;"></div>	8	133 days	0.9	76%	90%	83%	-14% ▼

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 8 Active Transitional Programs