

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	47	46	2%
	Admits			
	Discharges			
	Service Hours	-		
▲ > 10% Over 1 Yr Ago		▼ > 10% Under 1Yr Ago		

Consumer Satisfaction Survey

(Based on 13 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	93%
✓ Participation in Treatment	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	92%
✓ General Satisfaction	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	92%
✓ Overall	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	91%
✓ Respect	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	91%
✓ Access	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100%	80%	88%
● Outcome	<div style="width: 100%;"><div style="width: 78%; background-color: orange;"></div></div>	78%	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	47	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	1	2%	9%		Male	32	68%	58%
26-34	1	2%	18%	▼	Female	15	32%	41%
35-44	6	13%	25%	▼	Transgender/Other			0%
45-54	5	11%	18%					
55-64	18	38%	19%	▲				
65+	17	36%	11%	▲				
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	44	94%	64%	▲	White/Caucasian	37	79%	59%
Hisp-Puerto Rican	2	4%	10%		Black/African American	10	21%	17%
Unknown	1	2%	13%	▼	Am. Indian/Native Alaskan			1%
Hispanic-Cuban			0%		Asian			1%
Hispanic-Mexican			1%		Multiple Races			1%
Hispanic-Other			12%	▼	Hawaiian/Other Pacific Islander			0%
					Other			12%
					Unknown			8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		1	5%	85%	86%	-80%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	90%	94%	-90%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic 6 Month Updates	0%	83%

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 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	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
		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		
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