

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 54 | 55 | -2% |
| | Admits | 3 | | |
| | Discharges | 1 | 8 | -88% ▼ |
| | Service Hours | 412 | 369 | 12% ▲ |

▲ > 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 | 54 | 100.0% |

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | | | 8% |
| 26-34 | 2 | 4% | 18% ▼ |
| 35-44 | 4 | 7% | 25% ▼ |
| 45-54 | 3 | 6% | 19% ▼ |
| 55-64 | 26 | 48% | 19% ▲ |
| 65+ | 19 | 35% | 12% ▲ |

| Gender | # | % | State Avg |
|-------------------|----|-----|-----------|
| Male | 49 | 91% | 59% ▲ |
| Female | 5 | 9% | 40% ▼ |
| Transgender/Other | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic | 39 | 72% | 64% |
| Hisp-Puerto Rican | 11 | 20% | 10% |
| Hispanic-Other | 4 | 7% | 12% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Unknown | | | 13% ▼ |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| Black/African American | 28 | 52% | 18% ▲ |
| White/Caucasian | 17 | 31% | 59% ▼ |
| Other | 6 | 11% | 12% |
| Unknown | 3 | 6% | 8% |
| Am. Indian/Native Alaskan | | | 1% |
| 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 | 25 | 25 | 0% |
| Admits | 3 | - | |
| Discharges | - | 2 | -100% ▼ |
| Service Hours | 176 | 170 | 4% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 25 | 100% | 85% | 90% | 15% ▲ |

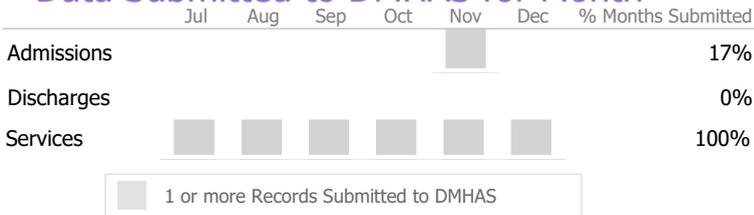
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 21 | 84% | 90% | 93% | -6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------|--------|-----------|
| Valid NOMS Data | | 99% |
| Periodic Submitted | Actual | State Avg |
| 6 Month Updates | | 83% |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 29 | 30 | -3% |
| Admits | - | - | |
| Discharges | 1 | - | |
| Service Hours | 236 | 199 | 18% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 25 | 86% | 85% | 86% | 1% |

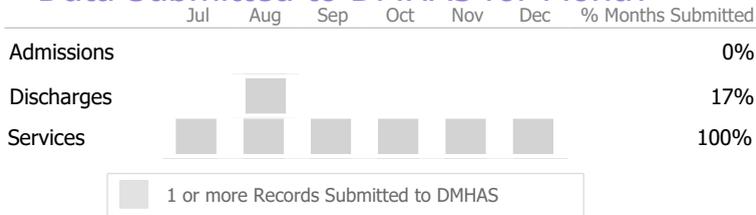
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 27 | 96% | 90% | 95% | 6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------|--------|-----------|
| Valid NOMS Data | | 96% |
| Periodic Submitted | Actual | State Avg |
| 6 Month Updates | | 82% |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs