

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	122	128	-5%
	Admits	30	50	-40% ▼
	Discharges	30	35	-14% ▼
	Service Hours	374	511	-27% ▼

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

Consumer Satisfaction Survey

(Based on 8 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Outcome		100%	80%	83%
✓ Participation in Treatment		88%	80%	92%
✓ General Satisfaction		88%	80%	92%
✓ Overall		88%	80%	91%
✓ Access		88%	80%	88%
● Quality and Appropriateness		71%	80%	93%

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	122	100.0%

Client Demographics

Age	#	%	State Avg
18-25	3	2%	8%
26-34	17	14%	18%
35-44	32	26%	25%
45-54	19	16%	19%
55-64	37	31% ▲	19%
65+	13	11%	12%

Gender	#	%	State Avg
Male	82	67%	59%
Female	40	33%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hispanic-Other	60	49% ▲	12%
Non-Hispanic	52	43% ▼	64%
Hisp-Puerto Rican	7	6%	10%
Unknown	3	2% ▼	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

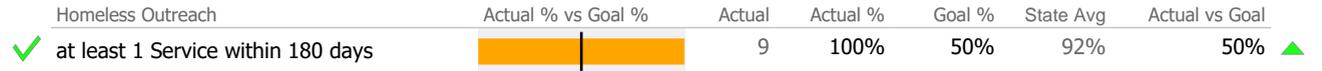
Race	#	%	State Avg
White/Caucasian	80	66%	59%
Black/African American	17	14%	18%
Multiple Races	13	11%	1%
Other	9	7%	12%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Unknown	1	1%	8%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	66	0%
Admits	9	29	-69% ▼
Discharges	11	13	-15% ▼
Service Hours	61	170	-64% ▼

Service Engagement



Data Submitted to DMHAS for Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	56	58	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	86%	15% ▲

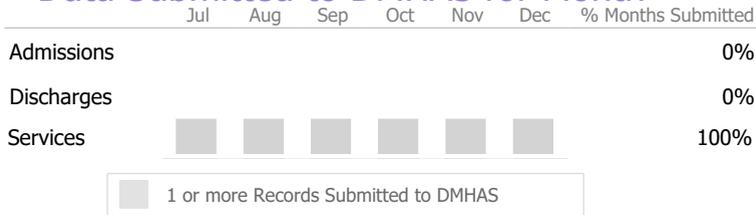
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	95%	10%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	-	
Discharges	2	-	
Service Hours	110	126	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	86%	6%

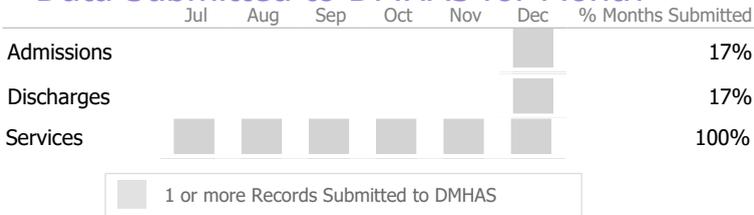
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Periodic Submitted	Actual	State Avg
6 Month Updates	90%	82%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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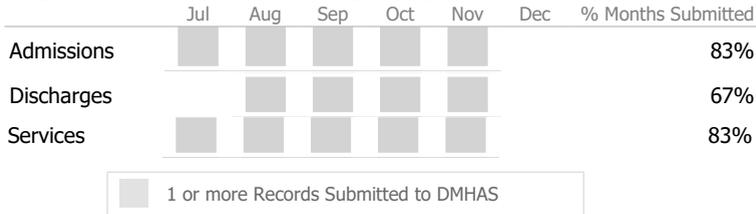
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	35	-20% ▼
Admits	19	21	-10%
Discharges	15	20	-25% ▼
Service Hours	10	10	0%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		19	100%	50%	92%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	1	-	
Discharges	2	2	0%
Service Hours	138	148	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	85%	85%	86%	0%

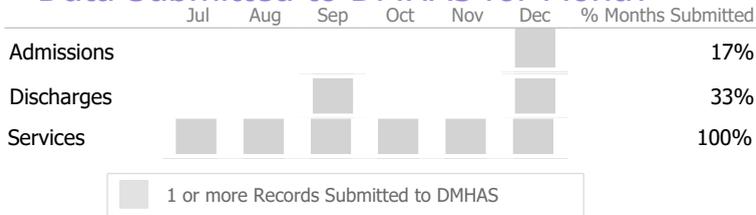
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10%

Data Submission Quality

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Data Submitted to DMHAS for Month



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