

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	46	47	-2%
	Admits		1	-100% ▼
	Discharges	1		
	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		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
● Outcome		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	46	100.0%

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34			18% ▼
35-44	6	13%	25% ▼
45-54	6	13%	19%
55-64	18	39%	19% ▲
65+	16	35%	12% ▲

Gender	#	%	State Avg
Male	31	67%	59%
Female	15	33%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	43	93%	64% ▲
Hisp-Puerto Rican	2	4%	10%
Unknown	1	2%	13% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			12% ▼

Race	#	%	State Avg
White/Caucasian	36	78%	59% ▲
Black/African American	10	22%	18%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
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	20	0%
Admits	-	1	-100% ▼
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%	90%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	93%	-90% ▼

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

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

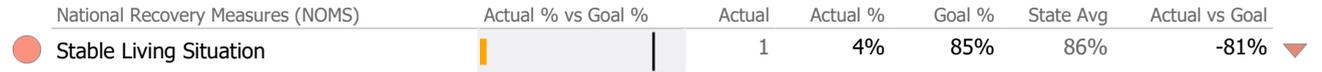
Actual Goal Goal Met Below Goal

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

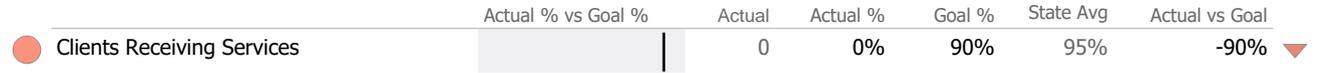
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	

Recovery



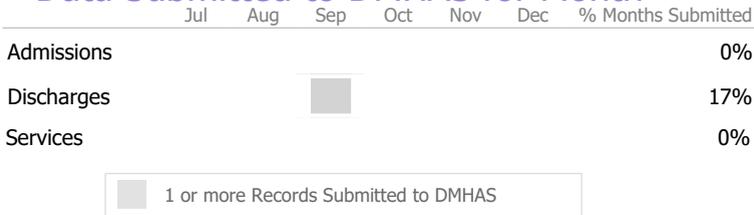
Service Utilization



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