

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 19     | 20       | -5%        |
|               | Admits         | 1      |          |            |
|               | Discharges     |        | 3        | -100% ▼    |
|               | Service Hours  | 244    | 183      | 33% ▲      |

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

### Consumer Satisfaction Survey

(Based on 45 FY25 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Respect                     |                      | 100%        | 80%    | 91%       |
| ✓ Access                      |                      | 100%        | 80%    | 88%       |
| ✓ Quality and Appropriateness |                      | 95%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 95%         | 80%    | 92%       |
| ✓ Outcome                     |                      | 95%         | 80%    | 83%       |
| ✓ Overall                     |                      | 93%         | 80%    | 91%       |
| ✓ General Satisfaction        |                      | 89%         | 80%    | 92%       |

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

### Clients by Level of Care

| Program Type         | Level of Care Type | #  | %      |
|----------------------|--------------------|----|--------|
| <b>Mental Health</b> | Case Management    | 19 | 100.0% |

### Client Demographics

| Age   | #  | %   | State Avg |
|-------|----|-----|-----------|
| 18-25 |    |     | 8%        |
| 26-34 | 1  | 5%  | 18% ▼     |
| 35-44 | 2  | 11% | 25% ▼     |
| 45-54 | 2  | 11% | 19%       |
| 55-64 | 11 | 58% | 19% ▲     |
| 65+   | 3  | 16% | 12%       |

| Gender            | #  | %   | State Avg |
|-------------------|----|-----|-----------|
| Male              | 13 | 68% | 59%       |
| Female            | 6  | 32% | 40%       |
| Transgender/Other |    |     | 0%        |

| Ethnicity         | #  | %    | State Avg |
|-------------------|----|------|-----------|
| Hispanic-Other    | 19 | 100% | 12% ▲     |
| Hispanic-Cuban    |    |      | 0%        |
| Hispanic-Mexican  |    |      | 1%        |
| Hisp-Puerto Rican |    |      | 10%       |
| Non-Hispanic      |    |      | 64% ▼     |
| Unknown           |    |      | 13% ▼     |

| Race                            | # | %   | State Avg |
|---------------------------------|---|-----|-----------|
| Multiple Races                  | 9 | 47% | 1% ▲      |
| Black/African American          | 6 | 32% | 18% ▲     |
| White/Caucasian                 | 3 | 16% | 59% ▼     |
| Asian                           | 1 | 5%  | 1%        |
| Am. Indian/Native Alaskan       |   |     | 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 | 19     | 20       | -5%        |
| Admits         | 1      | -        |            |
| Discharges     | -      | 3        | -100% ▼    |
| Service Hours  | 244    | 183      | 33% ▲      |

### Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation         |                    | 17     | 89%      | 85%    | 90%       | 4%             |

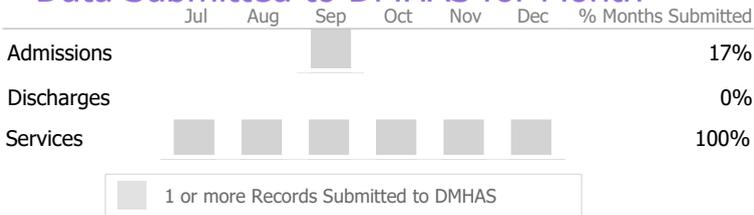
### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 19     | 100%     | 90%    | 93%       | 10%            |

### 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

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