

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	4	5	-20%	▼
	Admits				
	Discharges				
	Service Hours	43	22	95%	▲

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

Consumer Satisfaction Survey

(Based on 19 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		74%	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	4	100.0%

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34			18%
35-44	3	75%	25%
45-54			19%
55-64			19%
65+	1	25%	12%

Gender	#	%	State Avg
Female	2	50%	40%
Male	2	50%	59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4	100%	64%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			12%
Hisp-Puerto Rican			10%
Unknown			13%

Race	#	%	State Avg
White/Caucasian	3	75%	59%
Black/African American	1	25%	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	4	5	-20% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	43	22	95% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	86%	15% ▲

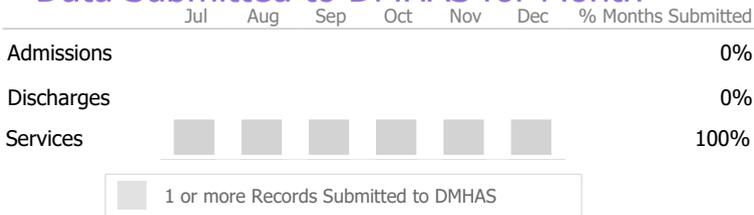
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	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

Actual | Goal ✓ Goal Met ● Below Goal

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