

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	134	141	-5%
	Admits	44	68	-35% ▼
	Discharges	34	55	-38% ▼
	Service Hours	602	725	-17% ▼

▲ > 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	134	100.0%

Client Demographics

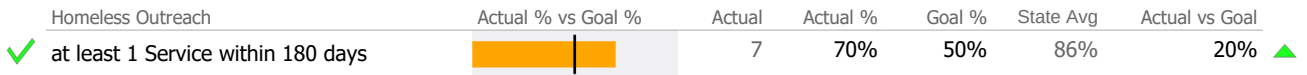
Age	#	%	State Avg
18-25	3	2%	8%
26-34	18	14%	18%
35-44	38	29%	26%
45-54	22	17%	19%
55-64	39	29% ▲	18%
65+	13	10%	11%
Gender	#	%	State Avg
Male	91	68%	60%
Female	43	32%	40%
Transgender/Other			0%
Ethnicity	#	%	State Avg
Non-Hispanic	63	47% ▼	63%
Hispanic-Other	61	46% ▲	12%
Hisp-Puerto Rican	7	5%	10%
Unknown	3	2% ▼	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Race	#	%	State Avg
White/Caucasian	89	66%	58%
Black/African American	20	15%	18%
Multiple Races	13	10%	1%
Other	9	7%	12%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Unknown	1	1%	9%
Hawaiian/Other Pacific Islander			0%

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

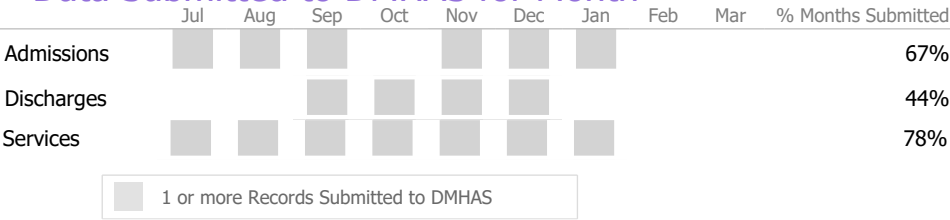
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	75	-11%	▼
Admits	10	39	-74%	▼
Discharges	11	18	-39%	▼
Service Hours	62	217	-72%	▼

Service Engagement



Data Submitted to DMHAS for Month



* 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	102	88	16% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		6	86%	85%	86%	1%

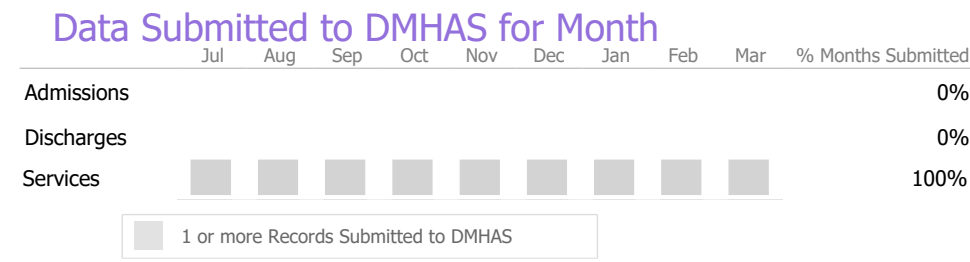
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		7	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	84%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	2	-	
Discharges	3	1	200% ▲
Service Hours	188	175	8%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		10	83%	85%	86%	-2%

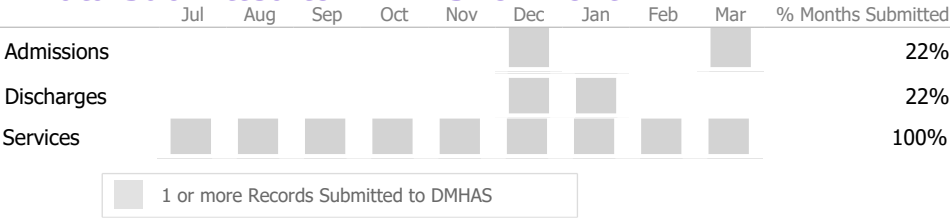
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	100%	84%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	39	0%
Admits	31	27	15% ▲
Discharges	18	34	-47% ▼
Service Hours	16	26	-40% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		14	47%	50%	86%	-3%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										56%
Services										89%

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	13	14	-7%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	235	219	7%

Recovery

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

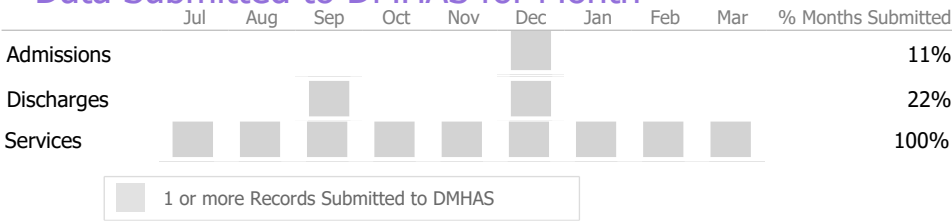
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	100%	84%

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