

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	15	16	-6%
	Admits		1	-100% ▼
	Discharges		1	-100% ▼
	Service Hours	229	199	15% ▲

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

Consumer Satisfaction Survey (Based on 10 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Overall		90%	80%	91%
✓ Respect		90%	80%	91%
✓ Outcome		90%	80%	83%
✓ Access		80%	80%	88%

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	15	100.0%

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34	1	7% ▼	18%
35-44	4	27%	26%
45-54	2	13%	19%
55-64	6	40% ▲	18%
65+	2	13%	11%

Gender	#	%	State Avg
Male	9	60%	60%
Female	6	40%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	12	80% ▲	63%
Hispanic-Other	3	20%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			13% ▼

Race	#	%	State Avg
White/Caucasian	11	73% ▲	58%
Black/African American	3	20%	18%
Asian	1	7%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			12% ▼
Unknown			9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	229	199	15% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	86%	8%

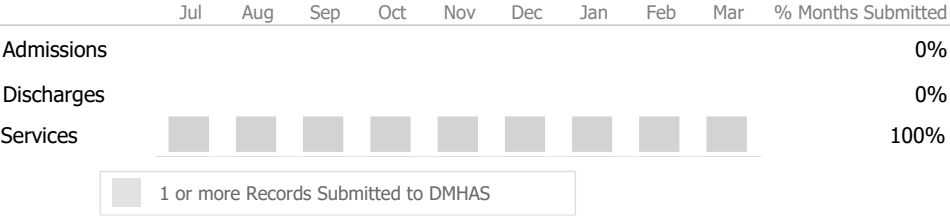
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	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