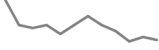


Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	430	369	17%	▲
	Admits	198	193	3%	
	Discharges	182	143	27%	▲
	Service Hours	2,548	1,638	56%	▲

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

Consumer Satisfaction Survey (Based on 63 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		97%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Access		95%	80%	88%
✓ Participation in Treatment		94%	80%	92%
● Outcome		79%	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	432	100.0%

Client Demographics

Age	#	%	State Avg
18-25	13	3%	9%
26-34	49	11%	18%
35-44	79	18%	26%
45-54	110	25%	19%
55-64	123	28%	18%
65+	58	13%	11%

Gender	#	%	State Avg
Male	283	66%	60%
Female	139	32%	39%
Transgender/Other	10	2%	0%

Ethnicity	#	%	State Avg
Hispanic-Other	426	99%	▲ 12%
Unknown	5	1%	▼ 14%
Non-Hispanic	1	0%	▼ 63%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
Black/African American	189	44%	▲ 18%
White/Caucasian	121	28%	▼ 58%
Multiple Races	80	19%	▲ 1%
Other	37	9%	12%
Asian	3	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown			9%

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

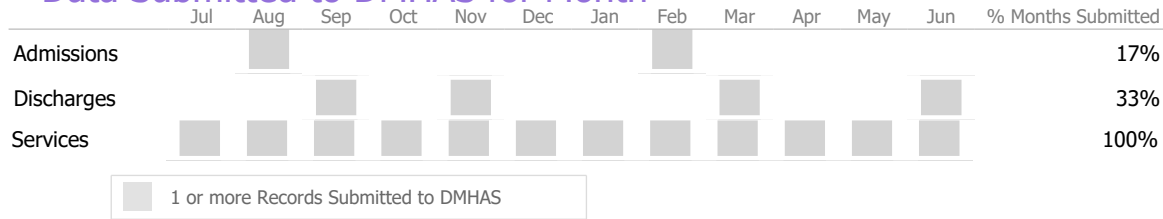
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	23	-22%	▼
Admits	2	-		
Discharges	5	7	-29%	▼
Service Hours	292	189	55%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	92%	79%

Data Submitted to DMHAS for Month



Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		15	83%	85%	86%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	96%	10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

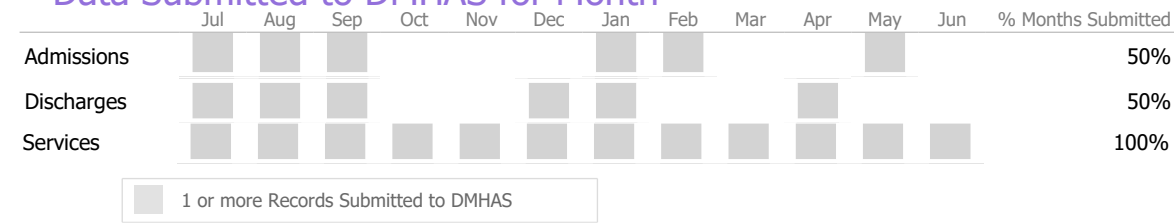
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	36	0%
Admits	7	9	-22% ▼
Discharges	9	6	50% ▲
Service Hours	431	336	28% ▲

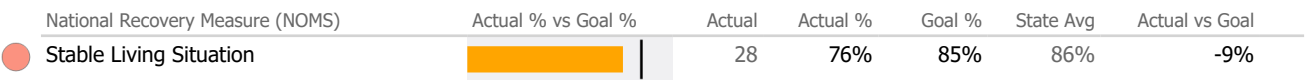
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	79%	79%

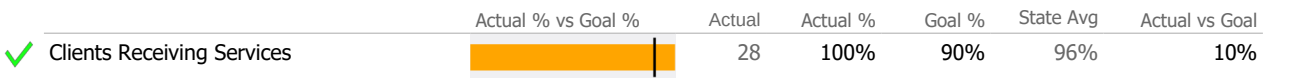
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	2	1	100% ▲
Discharges	1	2	-50% ▼
Service Hours	106	75	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	94%	79%

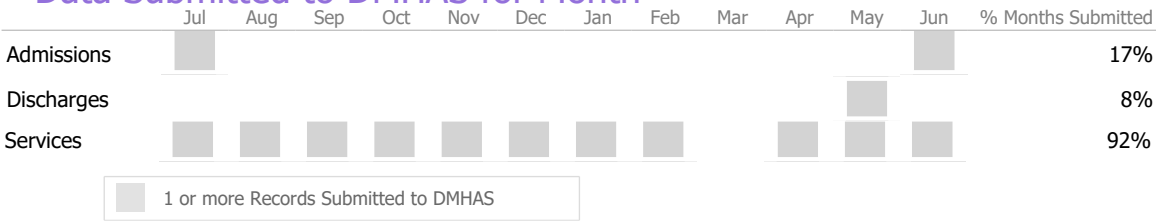
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	86%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	96%	4%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

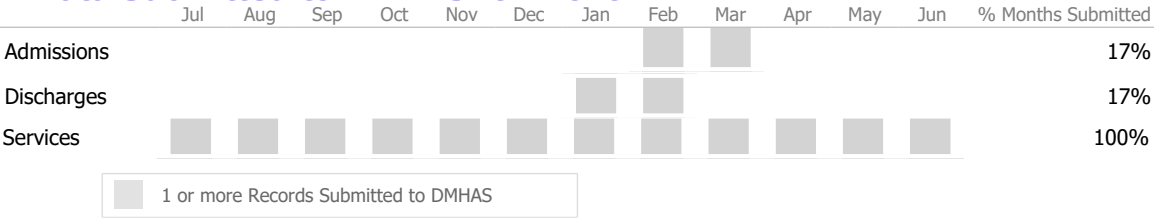
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	16	13% ▲
Admits	2	1	100% ▲
Discharges	2	-	
Service Hours	215	77	181% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	86%	79%

Data Submitted to DMHAS for Month



Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	83%	85%	86%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	96%	10%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	66	70	-5%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	82%	85%	86%	-3%

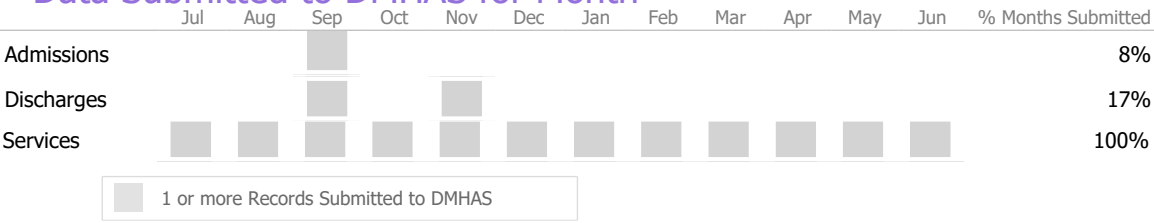
Service Utilization

	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	94%	97%
Periodic Submitted		
6 Month Updates	44%	79%

Data Submitted to DMHAS for Month



> 10% Over

< 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	4	3	33% ▲
Discharges	3	2	50% ▲
Service Hours	214	161	33% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	92%	5%

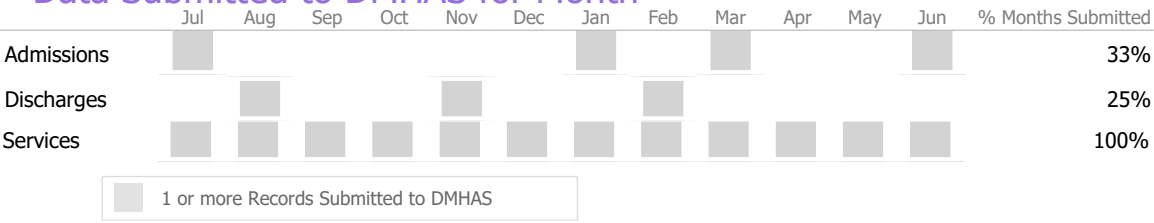
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%
Periodic Submitted		
6 Month Updates	100%	78%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

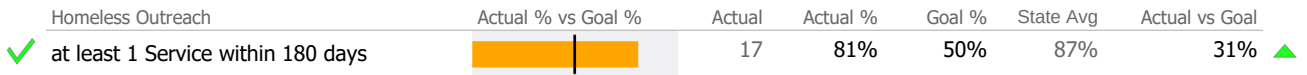
● Below Goal

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

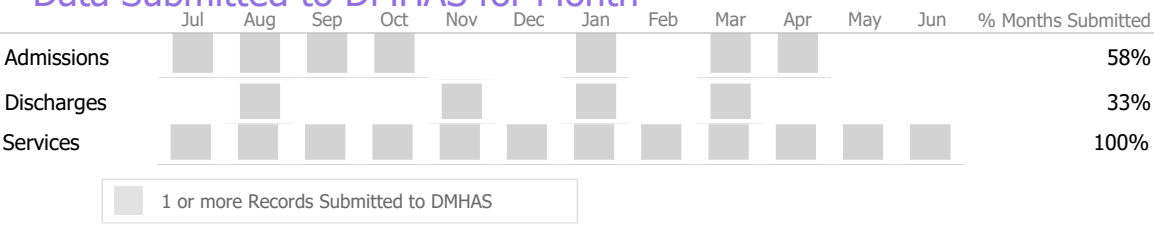
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	64	-22%	▼
Admits	21	25	-16%	▼
Discharges	17	35	-51%	▼
Service Hours	75	61	23%	▲

Service Engagement



Data Submitted to DMHAS for Month



▲ > 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	20	18	11% ▲
Admits	4	-	
Discharges	2	2	0%
Service Hours	256	172	48% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	86%	5%

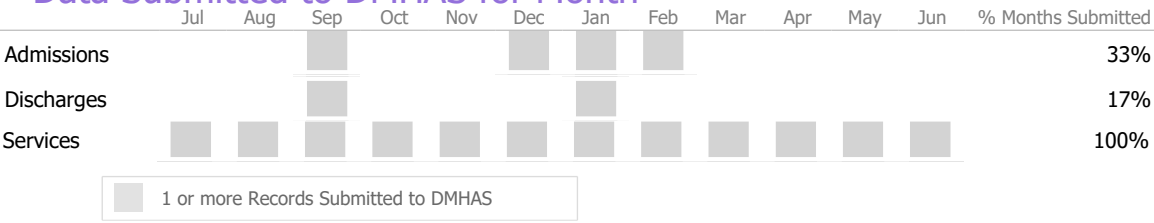
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	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	6%	79%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

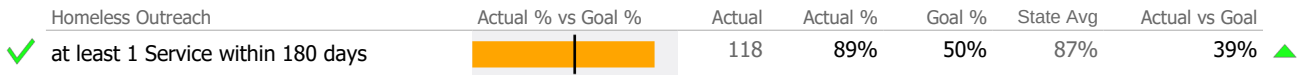
● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

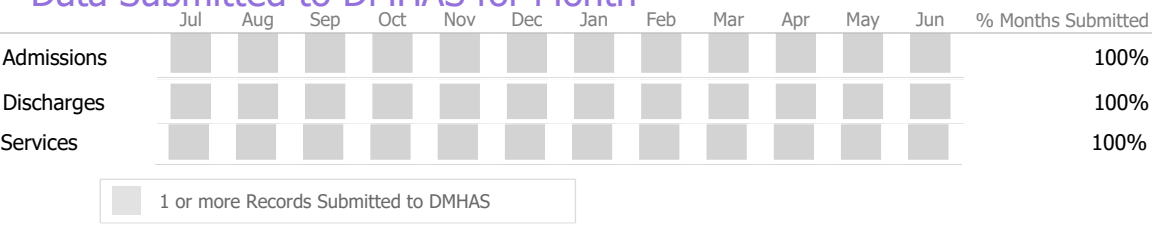
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	215	150	43% ▲
Admits	135	122	11% ▲
Discharges	114	71	61% ▲
Service Hours	841	384	119% ▲

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

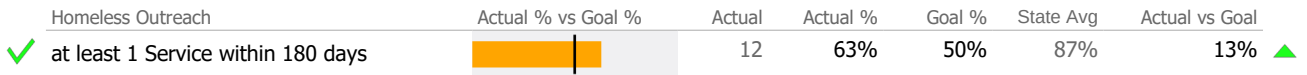
● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

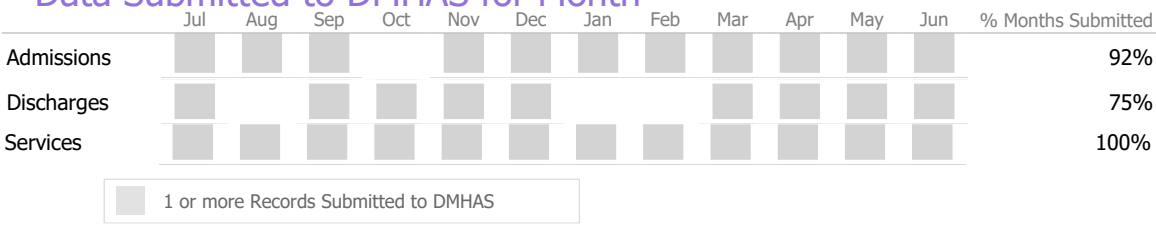
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	37	11%	▲
Admits	20	31	-35%	▼
Discharges	27	16	69%	▲
Service Hours	52	114	-54%	▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs