

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	17	20	-15%	▼
	Admits		2	-100%	▼
	Discharges		3	-100%	▼
	Service Hours	258	249	4%	

▲ > 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
✓ Participation in Treatment		90%	80%	92%
✓ Access		90%	80%	88%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		86%	80%	91%
✓ General Satisfaction		80%	80%	92%
✓ Overall		80%	80%	91%
● Outcome		67%	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	17	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	6%	9%
26-34			▼ 18%
35-44	4	24%	26%
45-54	3	18%	19%
55-64	4	24%	18%
65+	5	29%	▲ 11%
Gender	#	%	State Avg
Male	10	59%	60%
Female	7	41%	39%
Transgender/Other			0%
Ethnicity	#	%	State Avg
Non-Hispanic	17	100%	▲ 63%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			▼ 12%
Hisp-Puerto Rican			10%
Unknown			▼ 14%
Race	#	%	State Avg
White/Caucasian	16	94%	▲ 58%
Black/African American	1	6%	▼ 18%
Am. Indian/Native Alaskan			1%
Asian			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	17	20	-15% ▼
Admits	-	2	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	258	249	4%

Recovery

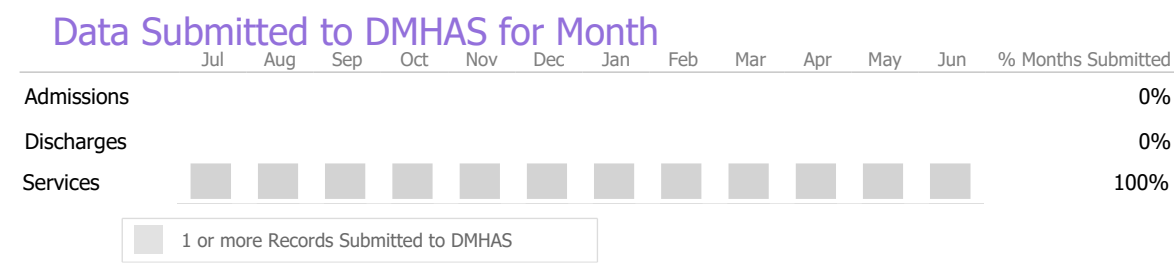
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	86%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	71%	79%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

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