

Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	714	685	4%
	Admits	99	70	41% ▲
	Discharges	100	77	30% ▲
	Service Hours	19,339	20,922	-8%
	S.Rehab/PHP/IOP	4,557	4,818	-5%

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

Consumer Satisfaction Survey (Based on 215 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
● Outcome		78%	80%	83%
● Access		76%	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	453	55.2%
	Social Rehabilitation	230	28.0%
	Community Support	137	16.7%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	16	2%	8%	Male	471	66%	59%
26-34	70	10%	19%	Female	243	34%	40%
35-44	111	16%	25%	Transgender/Other			0%
45-54	145	20%	18%				
55-64	234	33% ▲	18%				
65+	138	19%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	536	75% ▲	64%	Black/African American	306	43% ▲	17%
Hisp-Puerto Rican	138	19%	10%	White/Caucasian	299	42% ▼	58%
Hispanic-Other	30	4%	11%	Other	103	14%	12%
Hispanic-Mexican	5	1%	1%	Am. Indian/Native Alaskan	3	0%	1%
Hispanic-Cuban	4	1%	0%	Hawaiian/Other Pacific Islander	2	0%	0%
Unknown	1	0% ▼	14%	Asian	1	0%	1%
				Multiple Races			1%
				Unknown			9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	57	0%
Admits	5	3	67% ▲
Discharges	6	6	0%
Service Hours	1,483	1,477	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div><div></div></div>	54	95%	85%	83%	10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	51	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div><div></div></div>	90% 81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>		<div></div>				<div></div>	56%
Discharges	<div></div>	<div></div>	<div></div>					<div></div>	<div></div>	56%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	1	-	
Discharges	1	1	0%
Service Hours	375	578	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	19	95%	85%	83%	10%

Service Utilization

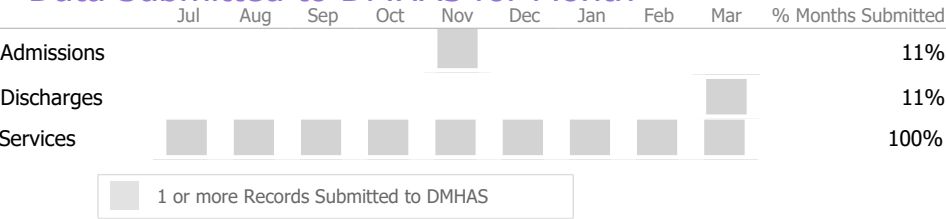
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	19	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	99% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	94% 81%

Data Submitted to DMHAS for Month



* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	-	2	-100% ▼
Discharges	2	2	0%
Service Hours	279	191	46% ▲

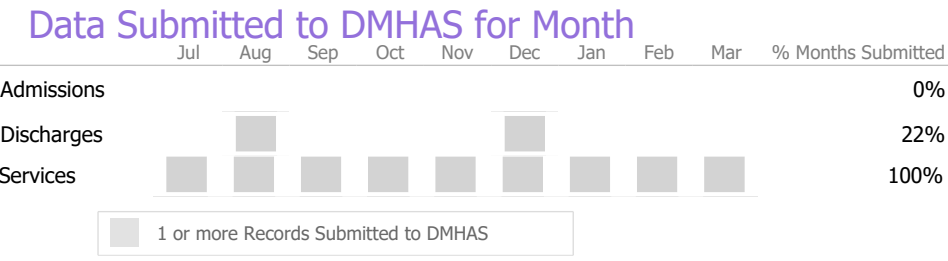
Recovery

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	13	87%	85%	83%	2%
✓ Clients Receiving Services	<div></div>	13	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div> 100%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div> 100%	81%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	31	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	700	869	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	30	97%	85%	83%	12% ▲

Service Utilization

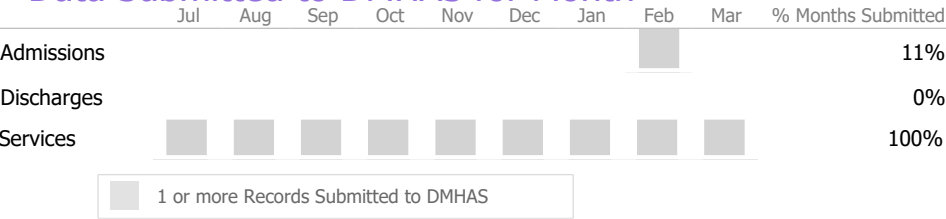
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	31	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	97% 81%

Data Submitted to DMHAS for Month



* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	3	1	200% ▲
Discharges	2	1	100% ▲
Service Hours	802	716	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	18	100%	85%	83%	15% ▲

Service Utilization

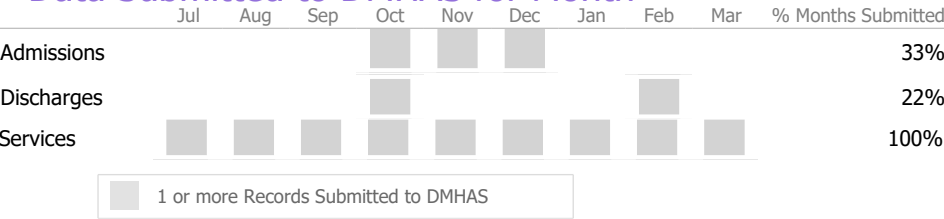
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	16	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div></div>	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	25	-8%
Admits	1	1	0%
Discharges	5	3	67% ▲
Service Hours	233	438	-47% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div></div>	22	96%	85%	83%	11% ▲

Service Utilization

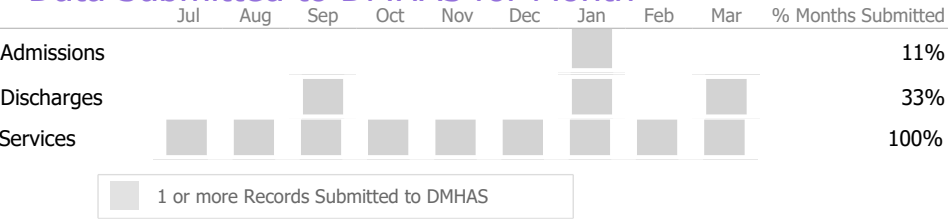
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	17	94%	90%	94%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div></div>	96% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	88% 81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	137	0%
Admits	25	32	-22% ▼
Discharges	21	30	-30% ▼
Service Hours	3,188	3,499	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	87%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	15	71%	65%	61%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	120	88%	60%	80%	28% ▲
Improved/Maintained Function Score	<div><div></div></div>	91	75%	65%	55%	10%
Stable Living Situation	<div><div></div></div>	111	81%	80%	88%	1%
Employed	<div><div></div></div>	24	18%	20%	16%	-2%

Service Utilization

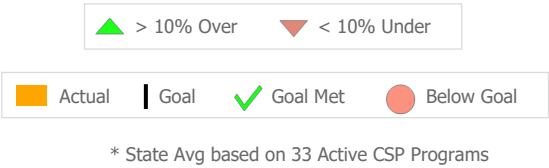
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	108	93%	90%	98%	3%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■			78%
Services	■	■	■	■	■	■	■	■	■	100%

■

 1 or more Records Submitted to DMHAS



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	335	634	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	24	100%	85%	88%	15% ▲

Service Utilization

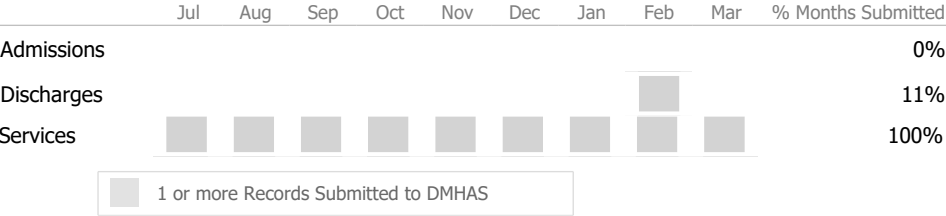
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	23	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	76%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	-	1	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	358	726	-51% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div><div></div></div>		20	74%	85%	83%	-11% ▼

Service Utilization

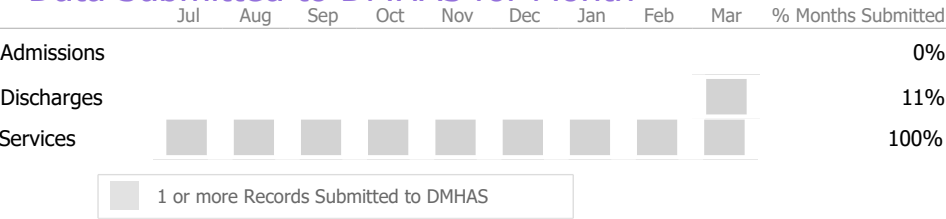
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>		26	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	95% 97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	<div><div></div></div>	54% 81%

Data Submitted to DMHAS for Month



* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	263	564	-53% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	14	100%	85%	88%	15% ▲

Service Utilization

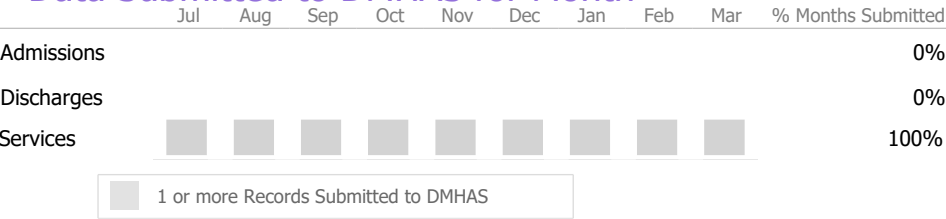
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	14	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	76%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	194	130	49% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	7	100%	85%	88%	15% ▲

Service Utilization

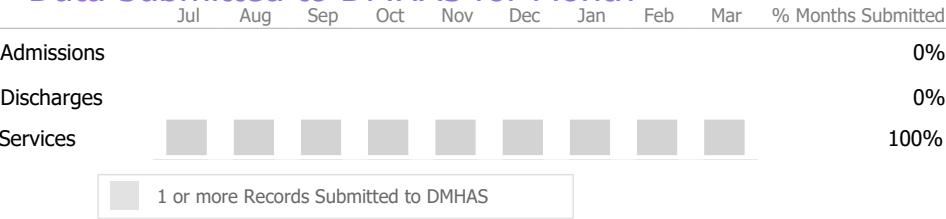
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	7	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 76%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	-	2	-100% ▼
Service Hours	290	370	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	10	100%	85%	88%	15% ▲

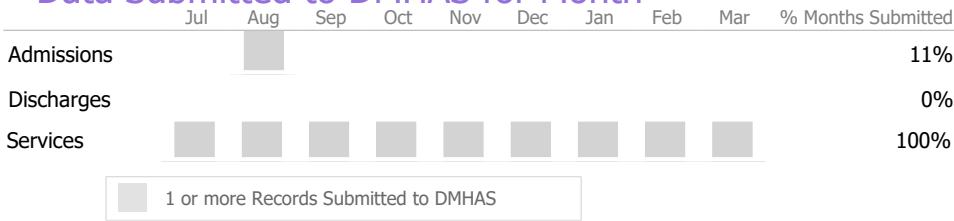
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	10	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	100% 98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	90% 76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	10	40% ▲
Admits	5	2	150% ▲
Discharges	1	1	0%
Service Hours	350	317	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Stable Living Situation	<div><div></div></div>	10	71%	85%	83%	-14% ▼

Service Utilization

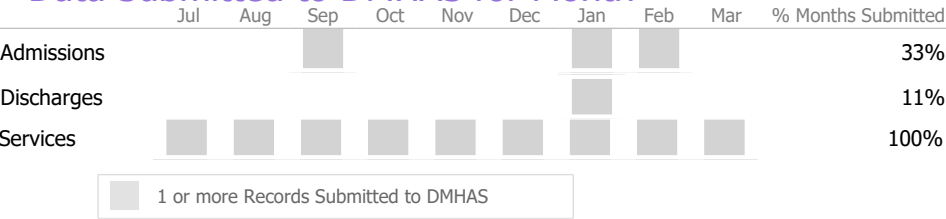
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	13	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	<div><div></div></div>	55% 81%

Data Submitted to DMHAS for Month



* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div></div>	8	100%	85%	88%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services	<div></div>	0	0%	90%	92%	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	100% 98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div></div>	N/A 76%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										0%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	3	1	200% ▲
Discharges	2	2	0%
Service Hours	111	65	71% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	8	100%	85%	88%	15% ▲

Service Utilization

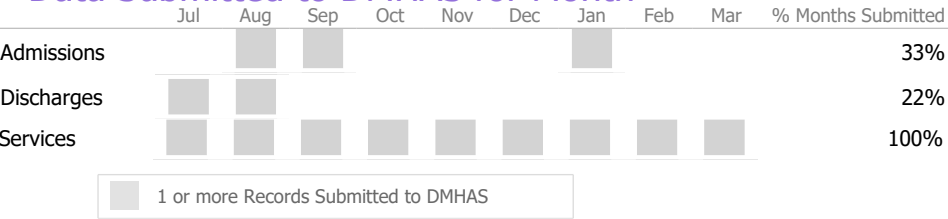
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	6	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	96% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 76%

Data Submitted to DMHAS for Month



* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	118	-7%
Admits	7	5	40% ▲
Discharges	10	11	-9%
Service Hours	1,770	2,481	-29% ▼

Recovery

✓

National Recovery Measures (NOMS)

Actual % vs Goal %

Actual

Actual %

Goal %

State Avg

Actual vs Goal

Stable Living Situation

101

92%

85%

83%

7%

Service Utilization

✓

Actual % vs Goal %

Actual

Actual %

Goal %

State Avg

Actual vs Goal

Clients Receiving Services

100

100%

90%

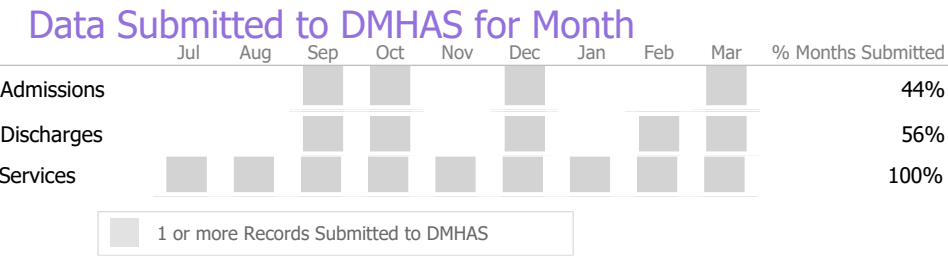
94%

10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	85%	81%



▲ > 10% Over

▼ < 10% Under

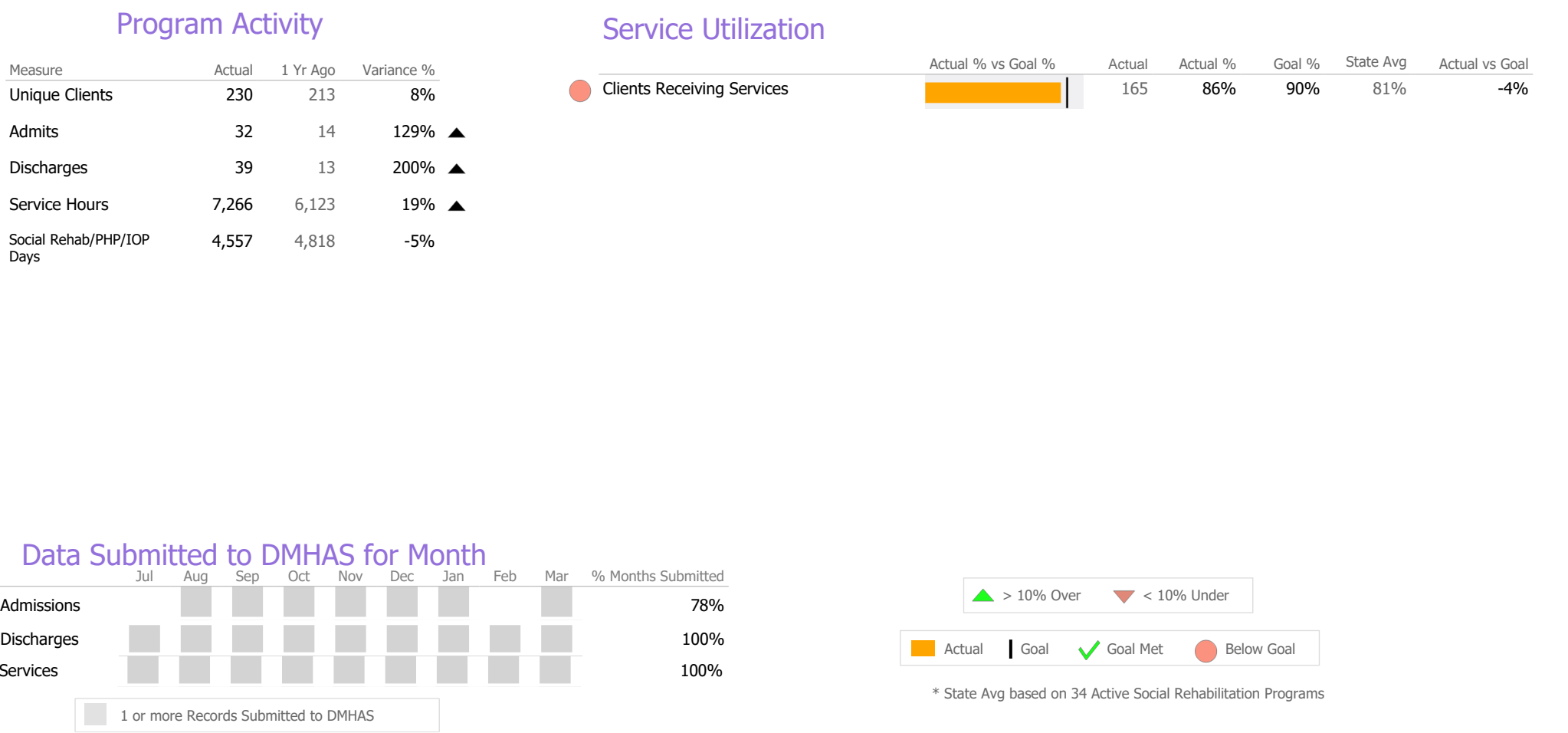
Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	26	15% ▲
Admits	4	1	300% ▲
Discharges	6	-	
Service Hours	355	498	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	30	100%	85%	83%	15% ▲

Service Utilization

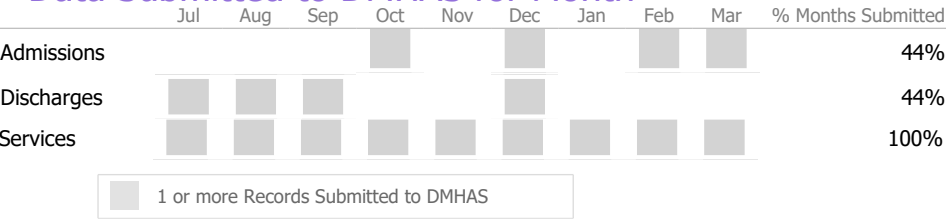
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	24	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	90% 81%

Data Submitted to DMHAS for Month



* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	37	3%
Admits	3	5	-40% ▼
Discharges	3	2	50% ▲
Service Hours	988	1,247	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	35	92%	85%	88%	7%

Service Utilization

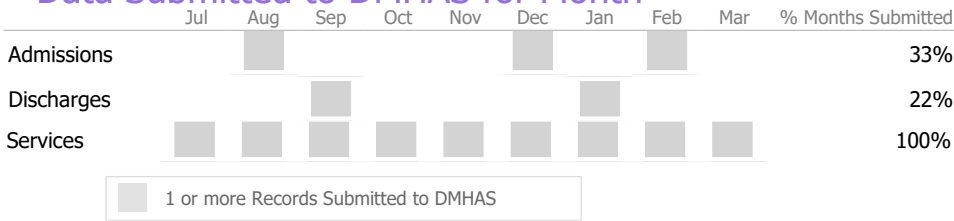
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	35	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	85% 76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs