

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	533	541	-1%
	Admits	201	222	-9%
	Discharges	207	174	19% ▲
	Service Hours	3,283	2,942	12% ▲
	S.Rehab/PHP/IOP	54,756	55,489	-1%

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

Consumer Satisfaction Survey (Based on 106 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Access		93%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		84%	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	Social Rehabilitation	448	68.4%
	Employment Services	144	22.0%
	Education Support	45	6.9%
	Case Management	18	2.7%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	27	5%	8%	Male	341	64%	59%
26-34	90	17%	19%	Female	192	36%	40%
35-44	116	22%	25%	Transgender/Other			0%
45-54	95	18%	18%				
55-64	139	26%	18%				
65+	66	12%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	411	77% ▲	64%	White/Caucasian	251	47% ▼	58%
Hisp-Puerto Rican	76	14%	10%	Black/African American	201	38% ▲	17%
Hispanic-Other	27	5%	11%	Other	59	11%	12%
Unknown	14	3% ▼	14%	Multiple Races	9	2%	1%
Hispanic-Mexican	4	1%	1%	Unknown	6	1%	9%
Hispanic-Cuban	1	0%	0%	Asian	5	1%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	12	12	0%
Discharges	10	8	25% ▲
Service Hours	277	214	29% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed	<div><div></div></div>	9	39%	35%	43%	4%

Service Utilization

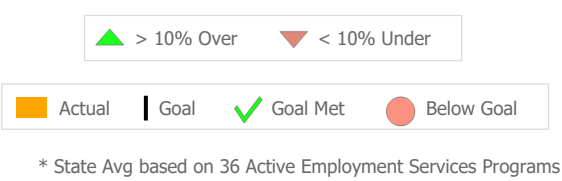
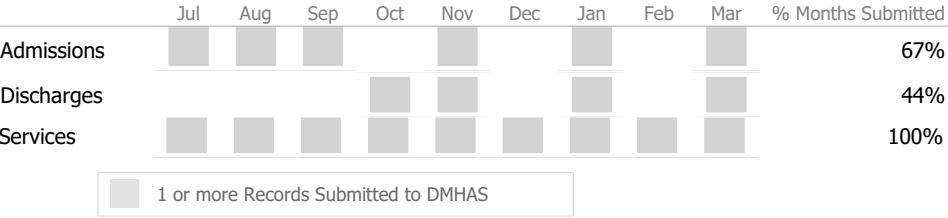
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	13	100%	90%	98%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div><div></div></div>	100% 92%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	<div><div></div></div>	100% 92%

Data Submitted to DMHAS for Month



Program Activity				Service Utilization						
Measure	Actual	1 Yr Ago	Variance %							
Unique Clients	94	117	-20% ▼	✓ Clients Receiving Services	<div><div></div></div>	39	100%	90%	81%	10%
Admits	50	54	-7%							
Discharges	55	43	28% ▲							
Service Hours	-	-								
Social Rehab/PHP/IOP Days	12,291	17,834	-31% ▼							

Data Submitted to DMHAS for Month										% Months Submitted
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	89%
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 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Service Hours	449	492	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	9	100%	85%	83%	15% ▲

Service Utilization

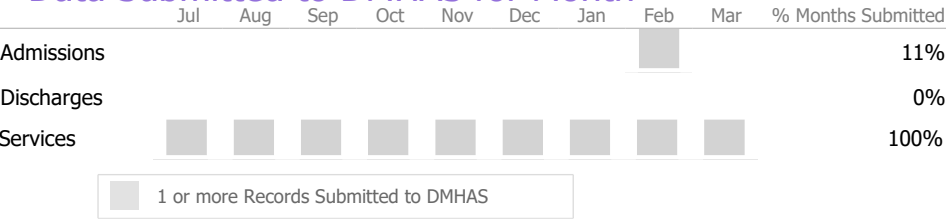
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	9	100%	90%	94%	10%

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>	100% 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	9	9	0%
Admits	1	1	0%
Discharges	2	1	100% ▲
Service Hours	739	868	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	9	100%	85%	88%	15% ▲

Service Utilization

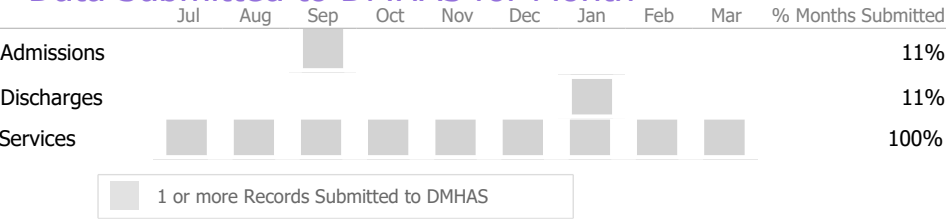
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	7	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	99% 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				Service Utilization						
Measure	Actual	1 Yr Ago	Variance %	<div><div>✓</div><div>Clients Receiving Services</div></div>	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Unique Clients	362	354	2%		<div><div></div></div>	294	100%	90%	81%	10%
Admits	72	80	-10%							
Discharges	70	64	9%							
Service Hours	-	-								
Social Rehab/PHP/IOP Days	42,465	37,655	13% ▲							

Data Submitted to DMHAS for Month										% Months Submitted
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
<div><div></div> 1 or more Records Submitted to DMHAS</div>										

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	43	5%
Admits	14	23	-39% ▼
Discharges	17	16	6%
Service Hours	604	419	44% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program	<div><div></div></div>	29	64%	35%	81%	29% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	28	100%	90%	99%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div>	86%

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>	<div></div>	<div></div>	78%
Discharges	<div></div>	<div></div>		<div></div>	<div></div>	<div></div>	<div></div>			67%
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 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	99	25% ▲
Admits	51	50	2%
Discharges	53	40	33% ▲
Service Hours	1,215	949	28% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed	<div><div></div></div>	40	31%	35%	43%	-4%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	74	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	99% 92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	95% 92%

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>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
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 36 Active Employment Services Programs



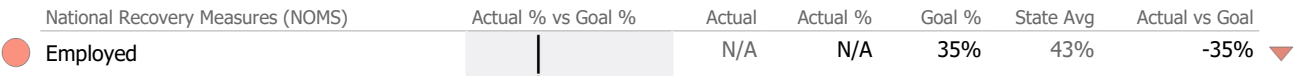
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

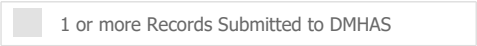
Data Entry	Actual	State Avg
Valid NOMS Data	<div></div>	N/A 92%
On-Time Periodic		
6 Month Updates	<div></div>	N/A 92%

Recovery



Data Submitted to DMHAS for Month

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



\* State Avg based on 36 Active Employment Services Programs