

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	577	595	-3%
	Admits	269	304	-12% ▼
	Discharges	268	277	-3%
	Service Hours	4,385	4,293	2%
	S.Rehab/PHP/IOP	73,282	74,086	-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	483	67.6%
	Employment Services	156	21.8%
	Education Support	56	7.8%
	Case Management	20	2.8%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	33	6%	9%	Male	373	65%	60%
26-34	101	18%	19%	Female	203	35%	40%
35-44	121	21%	26%	Transgender/Other	1	0%	0%
45-54	106	18%	18%				
55-64	148	26%	18%				
65+	68	12%	10%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	443	77% ▲	64%	White/Caucasian	270	47% ▼	58%
Hisp-Puerto Rican	82	14%	10%	Black/African American	218	38% ▲	18%
Hispanic-Other	32	6%	12%	Other	66	11%	12%
Unknown	15	3% ▼	14%	Multiple Races	9	2%	1%
Hispanic-Mexican	4	1%	1%	Unknown	7	1%	10%
Hispanic-Cuban	1	0%	0%	Asian	6	1%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	14	16	-13% ▼
Discharges	14	15	-7%
Service Hours	318	292	9%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed	<div><div></div></div>	10	40%	35%	42%	5%

Service Utilization

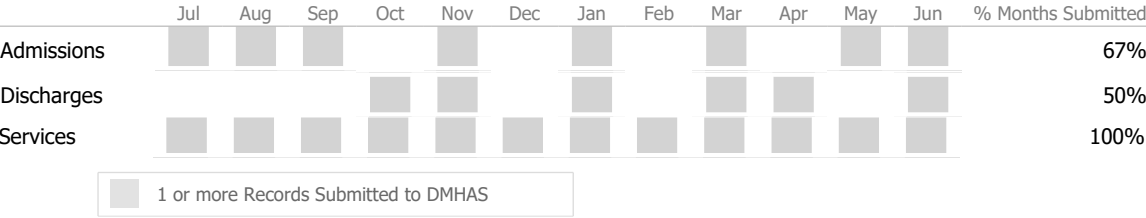
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	11	100%	90%	99%	10%

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% 94%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

■ Goal

✓ Goal Met

● Below Goal

* State Avg based on 36 Active Employment Services Programs

Program Activity				Service Utilization						
Measure	Actual	1 Yr Ago	Variance %		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Unique Clients	101	129	-22% ▼	✓ Clients Receiving Services	<div></div>	33	100%	90%	84%	10%
Admits	57	68	-16% ▼							
Discharges	68	89	-24% ▼							
Service Hours	-	-								
Social Rehab/PHP/IOP Days	16,434	22,800	-28% ▼							

Data Submitted to DMHAS for Month													% Months Submitted
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Admissions													100%
Discharges													75%
Services													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	10	10	0%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	630	666	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	10	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	9	100%	90%	96%	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% 83%

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	10	10	0%
Admits	2	2	0%
Discharges	3	2	50% ▲
Service Hours	976	1,213	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	10	100%	85%	86%	15% ▲

Service Utilization

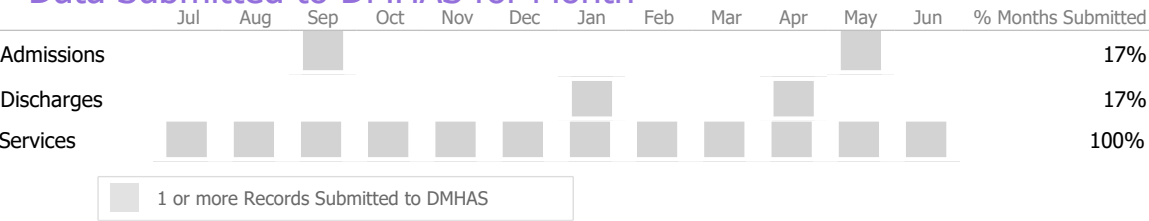
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	7	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div> 99%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div> 100%	78%

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 %		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Unique Clients	391	379	3%	✓	Clients Receiving Services	<div><div></div></div>	309	99%	90%	84%	9%
Admits	105	107	-2%								
Discharges	85	93	-9%								
Service Hours	-	-									
Social Rehab/PHP/IOP Days	56,848	51,286	11% ▲								

Data Submitted to DMHAS for Month													% Months Submitted
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Admissions	<div></div>	<div></div>	<div></div>	<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>	<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>	<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	56	53	6%
Admits	26	33	-21% ▼
Discharges	24	23	4%
Service Hours	861	671	28% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program	<div><div></div></div>	36	63%	35%	79%	28% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	33	100%	90%	100%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 98%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div> 100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div></div>	<div></div>		<div></div>	<div></div>		<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	83%
Discharges	<div></div>	<div></div>		<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>	<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	136	125	9%
Admits	63	76	-17% ▼
Discharges	73	53	38% ▲
Service Hours	1,600	1,451	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed	<div><div></div></div>	46	33%	35%	42%	-2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	67	100%	90%	99%	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> 90%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<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>	<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>	<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