

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↗	Unique Clients	327	294	11%	▲
↗	Admits	74	60	23%	▲
↗	Discharges	63	50	26%	▲
↗	Service Hours	1,206	1,128	7%	

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

Consumer Satisfaction Survey

(Based on 135 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	99% 91%	99%	80%	91%
✓ Quality and Appropriateness	99% 93%	99%	80%	93%
✓ Participation in Treatment	98% 92%	98%	80%	92%
✓ General Satisfaction	97% 92%	97%	80%	92%
✓ Access	96% 88%	96%	80%	88%
✓ Respect	94% 91%	94%	80%	91%
✓ Outcome	86% 83%	86%	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			
	Outpatient	124	32.9%
	Case Management	77	20.4%
Addiction			
	Outpatient	176	46.7%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	24	7%	9%		Female	169	52%	41%
26-34	48	15%	18%		Male	158	48%	58%
35-44	62	19%	25%		Transgender/Other			0%
45-54	86	26%	18%					
55-64	74	23%	19%					
65+	33	10%	11%					

Ethnicity	#	%	State Avg		Race	#	%	State Avg
Hisp-Puerto Rican	189	58%	10%	▲	White/Caucasian	138	42%	59%
Non-Hispanic	91	28%	64%	▼	Other	137	42%	12%
Hispanic-Other	44	13%	12%		Black/African American	50	15%	17%
Hispanic-Mexican	3	1%	1%		Asian	1	0%	1%
Hispanic-Cuban			0%		Multiple Races	1	0%	1%
Unknown			13%	▼	Am. Indian/Native Alaskan			1%
					Hawaiian/Other Pacific Islander			0%
					Unknown			8%

■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	13	36	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	86%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		100%	99%
On-Time Periodic 6 Month Updates		100%	83%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	 100%

▲ > 10% Over ▼ < 10% Under

 Actual |  Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	176	157	12%	▲
Admits	43	28	54%	▲
Discharges	38	36	6%	
Service Hours	545	353	54%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
Valid TEDS Data	97%	47%
On-Time Periodic	Actual	State Avg
6 Month Updates	79%	7%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	24%	50%	54%	-26% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		154	87%	N/A	28%	N/A
Not Arrested		155	88%	75%	37%	13% ▲
Stable Living Situation		151	85%	95%	36%	-10%
Abstinence/Reduced Drug Use		70	40%	55%	19%	-15% ▼
Improved/Maintained Function Score		102	88%	75%	16%	13% ▲
Employed		56	32%	50%	20%	-18% ▼
Self Help		21	12%	60%	11%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		129	96%	90%	50%	6%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
2 or more Services within 30 days		29	67%	75%	63%	-8%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met █ Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

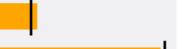
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	3	2	50% ▲
Discharges	5	2	150% ▲
Service Hours	302	456	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	80%	50%
Diagnosis		
Valid MH/SU Diagnosis	93%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	45%	10% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	93%	60%	55%	33% ▲
✓ Employed		5	33%	30%	28%	3% ▲
● Stable Living Situation		14	93%	95%	69%	-2% ▼
✓ Improved/Maintained Function Score		9	90%	75%	34%	15% ▲
Self Help		0	0%	N/A	21%	N/A

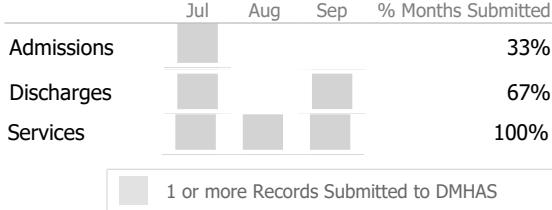
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	88%	2% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	67%	75%	75%	-8% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	58	-5%
Admits	8	11	-27% ▼
Discharges	11	7	57% ▲

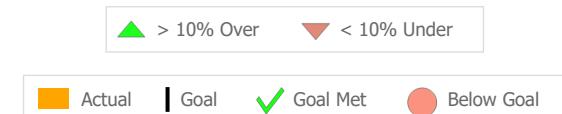
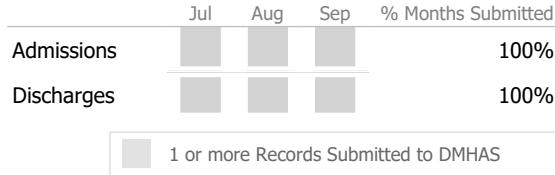
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	55%	50%	70%	5%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		46	84%	60%	66%	24% ▲
✓ Stable Living Situation		53	96%	80%	71%	16% ▲
● Employed		6	11%	20%	12%	-9%
Self Help		2	4%	N/A	35%	N/A

Data Submitted to DMHAS for Month



* State Avg based on 22 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	24	33	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	90%	9	90%	85%	86%	5%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	9	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions			33%	
Discharges				0%
Services	33%	33%	33%	100%

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	113	91	24%	▲
Admits	19	17	12%	▲
Discharges	9	4	125%	▲
Service Hours	322	250	29%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	37%	50%
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		4	44%	50%	45%	-6%
Recovery						
✓ Social Support	Actual % vs Goal %	90	80%	60%	55%	20% ▲
✓ Improved/Maintained Function Score		81	93%	75%	34%	18% ▲
● Stable Living Situation		100	88%	95%	69%	-7%
● Employed		12	11%	30%	28%	-19% ▼
Self Help		19	17%	N/A	21%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	97%	90%	88%	7%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		15	79%	75%	75%	4%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs