

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	447	439	2%
	Admits	71	66	8%
	Discharges	58	63	-8%
	Service Hours	991	1,182	-16% ▼
	S.Rehab/PHP/IOP	16,631	18,138	-8%

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

Consumer Satisfaction Survey

(Based on 101 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		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			
Social Rehabilitation		381	71.2%
Employment Services		100	18.7%
Education Support		36	6.7%
Case Management		18	3.4%

Age

Age	#	%	State Avg
18-25	25	6%	9%
26-34	92	21%	18%
35-44	79	18%	25%
45-54	84	19%	18%
55-64	115	26%	19%
65+	51	11%	11%

Gender

Gender	#	%	State Avg
Male	285	64%	58%
Female	161	36%	41%
Transgender/Other	1	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	203	45%	59%
Black/African American	179	40%	17%
Other	50	11%	12%
Asian	6	1%	1%
Multiple Races	5	1%	1%
Unknown	4	1%	8%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	353	79%	64% ▲
Hisp-Puerto Rican	58	13%	10%
Hispanic-Other	27	6%	12%
Hispanic-Mexican	4	1%	1%
Unknown	4	1%	13% ▼
Hispanic-Cuban	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	14	17	-18%	▼
Admits	3	6	-50%	▼
Discharges	7	-		
Service Hours	38	127	-70%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	36%	35%	42%	1%

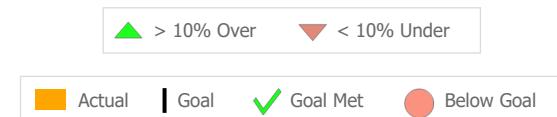
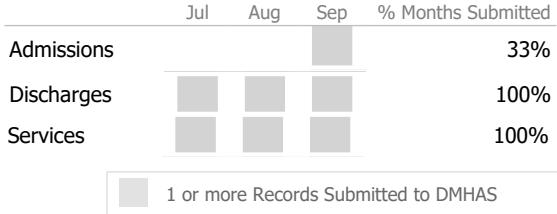
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		11	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic 6 Month Updates	100%	96%

Data Submitted to DMHAS for Month



* State Avg based on 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	58	-29%	▼
Admits	8	14	-43%	▼
Discharges	17	15	13%	▲
Service Hours	-	-		
Social Rehab/PHP/IOP Days	3,066	4,311	-29%	▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	100%
Discharges	1	1	1	100%
Services	1	1	1	100%

1 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	8	13%	▲
Admits	-	-		
Discharges	1	-		
Service Hours	124	178	-30%	▼

Recovery

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

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services	1	1	1	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met █ Below Goal

* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	2	1	100% ▲
Discharges	-	-	
Service Hours	230	253	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	9	100%	85%	86%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	7	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	83%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions			33%	
Discharges				0%
Services	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	340	317	7%
Admits	36	25	44% ▲
Discharges	10	28	-64% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	13,565	13,827	-2%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		301	99%	90%	83%	9%

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 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	37	-3%
Admits	3	6	-50% ▼
Discharges	8	6	33% ▲
Service Hours	220	191	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program	 	28	78%	35%	80%	43% 

Service Utilization

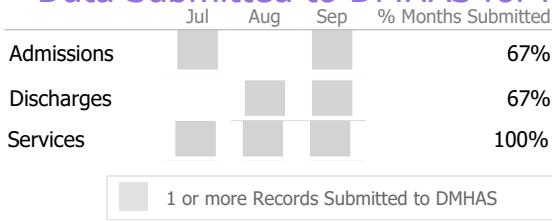
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	33	100%	90%	100%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS for Month



 > 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	86	91	-5%
Admits	19	14	36% ▲
Discharges	15	14	7%
Service Hours	380	434	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 34%;"><div style="width: 40%; background-color: orange;"></div></div>	34	40%	35%	42%	5%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 67%;"><div style="width: 100%; background-color: orange;"></div></div>	67	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 99%;"><div style="width: 99%; background-color: orange;"></div></div>	99% 99%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	100% 100%

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 36 Active Employment Services Programs