

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	190	174	9%
↑	Admits	20	16	25% ▲
↑	Discharges	23	24	-4%
↑	Service Hours	4,142	3,693	12% ▲
↑	Bed Days	1,196	1,110	8%

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

Consumer Satisfaction Survey

(Based on 41 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	98% 92%	98%	80%	92%
✓ Quality and Appropriateness	97% 93%	97%	80%	93%
✓ Participation in Treatment	95% 92%	95%	80%	92%
✓ Respect	93% 91%	93%	80%	91%
✓ Overall	93% 91%	93%	80%	91%
✓ Access	88% 88%	88%	80%	88%
✓ Outcome	81% 83%	81%	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			
Employment Services	■	178	93.2%
Residential Services	■	13	6.8%

Age

Age	#	%	State Avg
18-25	5	3%	9%
26-34	46	24%	18%
35-44	61	32%	25%
45-54	44	23%	18%
55-64	27	14%	19%
65+	5	3%	11%

Gender

Gender	#	%	State Avg
Male	138	73%	58% ▲
Female	51	27%	41% ▼
Transgender/Other	1	1%	0%

Race

Race	#	%	State Avg
Black/African American	107	56%	17% ▲
White/Caucasian	45	24%	59% ▼
Other	28	15%	12%
Asian	4	2%	1%
Unknown	4	2%	8%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	145	76%	64% ▲
Hisp-Puerto Rican	23	12%	10%
Hispanic-Other	16	8%	12%
Unknown	4	2%	13% ▼
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican	1	1%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	460	374	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	95%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual % vs Goal %	Actual
Treatment Completed Successfully		N/A	N/A	60%	60%		N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%		N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	95%	95%	5%
● Social Support		2	40%	60%	86%	-20% ▼
● Employed		0	0%	25%	16%	-25% ▼
● Self Help		1	20%	N/A	58%	N/A
● Improved/Maintained Function Score		0	0%	95%	54%	-95% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	< 90%	90-110%	> 110%							
✓ Avg Utilization Rate				5	2,205 days	1.0	100%	90%	91%	10%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	100%	81%
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		N/A	N/A	80%	93%	N/A
No Re-admit within 30 Days of Discharge	Actual % vs Goal %	N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge	Actual % vs Goal %	N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	85%	40% ▲
✓ Stable Living Situation		2	100%	90%	99%	10% ▲
Self Help		1	50%	N/A	63%	N/A
● Improved/Maintained Function Score		0	0%	95%	50%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	2	3,120 days	1.0	100%	90%	88%	10%

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions

0%

Discharges

0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	460	460	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	100%	81%
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		N/A	N/A	80%	93%	N/A
No Re-admit within 30 Days of Discharge	Actual % vs Goal %	N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge	Actual % vs Goal %	N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		4	80%	N/A	63%	N/A
✓ Social Support		4	80%	60%	85%	20% ▲
✓ Stable Living Situation		5	100%	90%	99%	10%
● Improved/Maintained Function Score		0	0%	95%	50%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	5	3,042 days	1.0	100%	90%	88%	10%



Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	96	0%
Admits	9	10	-10%
Discharges	15	16	-6%
Service Hours	2,268	2,125	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	36	38%	35%	42%	3%	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	85	98%	90%	98%	8%	

Data Submission Quality

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

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 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	82	66	24%	▲
Admits	11	6	83%	▲
Discharges	8	7	14%	▲
Service Hours	1,875	1,568	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	15	15	18%	35%	42%	-17% ▼

Service Utilization

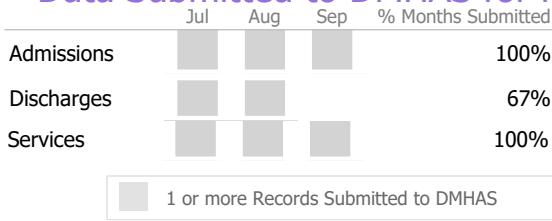
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	69	69	97%	90%	98%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%

On-Time Periodic	Actual	State Avg
6 Month Updates	98%	96%

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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	92	92	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	60%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1	100%	25%	16%	75% ▲
Self Help		1	100%	N/A	58%	N/A
✓ Social Support		1	100%	60%	86%	40% ▲
✓ Stable Living Situation		1	100%	95%	95%	5% ▲
● Improved/Maintained Function Score		0	0%	95%	54%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	1	4,109 days	1.0	100%	90%	91%	10%

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 63 Active Supervised Apartments Programs