

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	92	90	2%
↔	Admits	2	3	-33% ▼
↘	Discharges	16	1	1500%
↙	Service Hours	1,608	4,290	-63% ▼
↔	Bed Days	2,256	2,186	3%
↙	S.Rehab/PHP/IOP	1,054	2,774	-62% ▼

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

Consumer Satisfaction Survey

(Based on 37 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access	89%	89%	80%	88%
✓ General Satisfaction	81%	81%	80%	92%
● Participation in Treatment	76%	76%	80%	92%
● Overall	73%	73%	80%	91%
● Outcome	72%	72%	80%	83%
● Quality and Appropriateness	70%	70%	80%	93%

■ 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		63	56.8%
Residential Services		27	24.3%
Case Management		21	18.9%

Age

	#	%	State Avg
18-25	1	1%	9%
26-34	6	7%	18%
35-44	20	22%	25%
45-54	18	20%	18%
55-64	28	30% ▲	19%
65+	19	21%	11%

Gender

	#	%	State Avg
Male	53	58%	58%
Female	39	42%	41%
Transgender/Other			0%

Race

	#	%	State Avg
White/Caucasian	48	52%	59%
Black/African American	32	35% ▲	17%
Other	6	7%	12%
Multiple Races	3	3%	1%
Am. Indian/Native Alaskan	1	1%	1%
Asian	1	1%	1%
Unknown	1	1%	8%
Hawaiian/Other Pacific Islander			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	80	87% ▲	64%
Hisp-Puerto Rican	8	9%	10%
Hispanic-Other	2	2%	12%
Unknown	2	2% ▼	13%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	65	-3%
Admits	-	1	-100% ▼
Discharges	12	-	
Service Hours	1,566	4,212	-63% ▼
Social Rehab/PHP/IOP Days	1,054	2,774	-62% ▼

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
61	97%	90%	83%	7%	

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	33%
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	12	12	0%
Admits	1	-	
Discharges	2	-	
Bed Days	992	1,104	-10%

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		2	100%	80%	93%	20%
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15%
✓ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		12	100%	N/A	63%	N/A
✓ Social Support		11	92%	60%	85%	32%
✓ Stable Living Situation		12	100%	90%	99%	10%
● Improved/Maintained Function Score		7	58%	95%	50%	-37%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,221 days	1.0	90%	90%	88%	0%



Data Submitted to DMHAS for Month



> 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	7	6	17%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	537	552	-3%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		0	0%	60%	60%	-60%
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

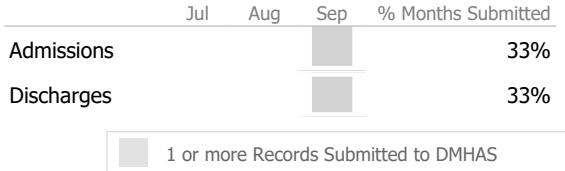
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	71%	60%	86%	11% ▲
✓ Stable Living Situation		7	100%	95%	95%	5%
Self Help		4	57%	N/A	58%	N/A
✓ Improved/Maintained Function Score		6	100%	95%	54%	5%
✗ Employed		1	14%	25%	16%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	3,716 days	0.9	97%	90%	91%	7%

< 90% 90-110% >110%

Data Submitted to DMHAS for Month



▲ > 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	21	23	-9%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	42	78	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	86%	18	86%	85%	85%	1%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	21	100%	90%	96%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	8	6	33%	▲
Admits	-	1	-100%	▼
Discharges	1	-		
Bed Days	727	530	37%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		0	0%	60%	60%	-60%
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		7	88%	N/A	58%	N/A
✓ Stable Living Situation		8	100%	95%	95%	5%
✓ Social Support		5	62%	60%	86%	2%
✓ Improved/Maintained Function Score		6	100%	95%	54%	5%
● Employed		0	0%	25%	16%	-25%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	413 days	1.0	99%	90%	91%	9%

< 90% 90-110% >110%

Data Submitted to DMHAS for Month

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

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