

Reporting Period: July 2025 -September 2025 (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	260	251	4%
	Admits	57	75	-24% ▼
	Discharges	56	34	65% ▲
	Service Hours	939	1,029	-9%
	Bed Days	3,881	4,238	-8%

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

Consumer Satisfaction Survey (Based on 132 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		91%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Access		88%	80%	88%
● Outcome		67%	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			
	Case Management	112	42.4%
	Residential Services	22	8.3%
	Crisis Services	13	4.9%
Addiction			
	Case Management	89	33.7%
	Residential Services	28	10.6%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	14	5%	9%	Male	155	59%	58%
26-34	36	14%	18%	Female	100	38%	41%
35-44	54	21%	25%	Transgender/Other	6	2%	0%
45-54	64	25%	18%				
55-64	73	28%	19%				
65+	19	7%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	260	100%	▲ 12%	Black/African American	99	38%	▲ 17%
Unknown	1	0%	▼ 13%	White/Caucasian	80	31%	▼ 59%
Hispanic-Cuban			0%	Multiple Races	59	23%	▲ 1%
Hispanic-Mexican			1%	Other	22	8%	12%
Hisp-Puerto Rican			10%	Am. Indian/Native Alaskan	1	0%	1%
Non-Hispanic			▼ 64%	Asian			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	31	31	0%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	175	343	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	96%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 94%	81%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	30	97%	85%	85%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	31	100%	90%	96%	10%

Data Submitted to DMHAS for Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	-	-	
Discharges	-	-	
Service Hours	92	138	-33% ▼

Recovery

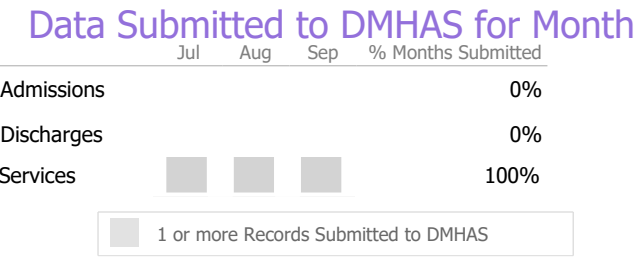
National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div></div>	12	100%	85%	85%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	12	100%	90%	96%	10%

Data Submission Quality

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



▲ > 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	13	14	-7%
Admits	6	8	-25% ▼
Discharges	7	6	17% ▲
Bed Days	506	646	-22% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge	<div><div></div></div>	7	100%	85%	91%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge	<div><div></div></div>	5	100%	90%	54%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div><div></div></div>	10	80 days	0.8	55%	90%	61%	-35% ▼
<div><div>&lt; 90%</div><div>90-110%</div><div>&gt;110%</div></div>								

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
<div><div>1 or more Records Submitted to DMHAS</div></div>				

▲ > 10% Over	▼ < 10% Under
--------------	---------------

<div>Actual</div>	<div>Goal</div>	✓ Goal Met	● Below Goal
-------------------	-----------------	------------	--------------

\* State Avg based on 13 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	67	31% ▲
Admits	32	32	0%
Discharges	31	-	
Service Hours	16	63	-74% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 68%	88%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 77%	44%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	23	74%	50%	60%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	<div><div></div></div>	13	15%	20%	28%	-5%
● Self Help	<div><div></div></div>	24	27%	60%	47%	-33% ▼
● Social Support	<div><div></div></div>	16	18%	N/A	69%	N/A
● Stable Living Situation	<div><div></div></div>	11	12%	80%	67%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	57	100%	90%	93%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	N/A 93%
On-Time Periodic		
6 Month Updates	<div><div></div></div>	N/A 65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	70%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	N/A	N/A	20%	12%	-20% ▼
Self Help	<div><div></div></div>	N/A	N/A	N/A	35%	N/A
Social Support	<div><div></div></div>	N/A	N/A	60%	66%	-60% ▼
Stable Living Situation	<div><div></div></div>	N/A	N/A	80%	71%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	N/A	N/A	90%	80%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	<div><div></div></div>			1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 22 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	18	-28%	▼
Admits	5	10	-50%	▼
Discharges	2	4	-50%	▼
Service Hours	158	58	171%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div><div></div></div>	5	100%	50%	92%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>		67%
Services	<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 53 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	-	4	-100% ▼
Service Hours	147	79	85% ▲

Data Submission Quality

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

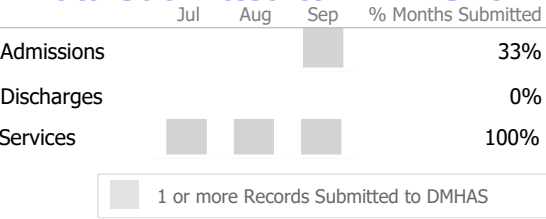
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div><div></div></div>	7	70%	85%	85%	-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 Submitted to DMHAS for Month



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



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	160	205	-22% ▼

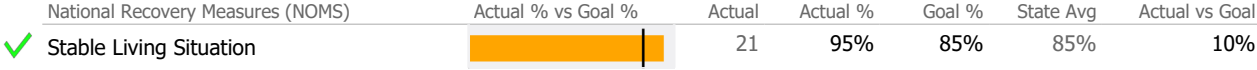
Data Submission Quality

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

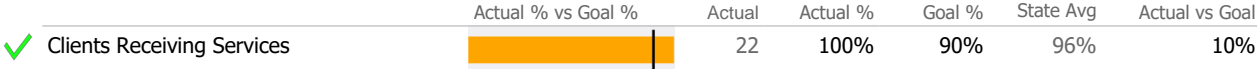
Data Submitted to DMHAS for Month



Recovery



Service Utilization



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	1	100% ▲
Discharges	1	3	-67% ▼
Bed Days	553	574	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	100%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	0	0%	85%	0%	-85% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	90%	NaN	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div><div></div></div>	8	100%	60%	56%	40% ▲
Social Support	<div><div></div></div>	6	75%	N/A	79%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	9	316 days	1.1	67%	90%	80%	-23% ▼
<div><div>&lt; 90%</div><div>90-110%</div><div>&gt;110%</div></div>								

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 3 Active AIDS Residential Programs

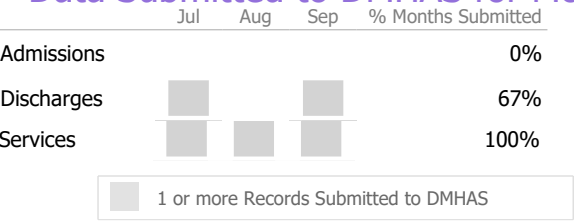
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	124	82	51% ▲

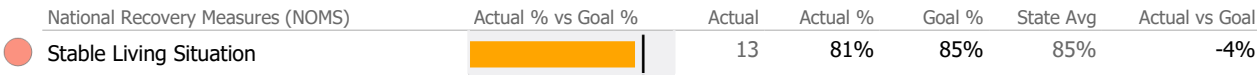
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	92%	81%

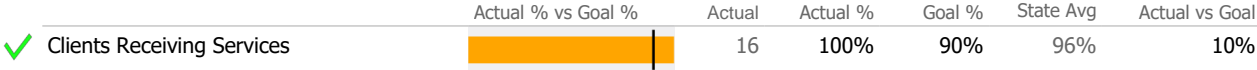
Data Submitted to DMHAS for Month



Recovery



Service Utilization



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	67	61	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	<div></div>	8	100%	85%	85%	15% ▲

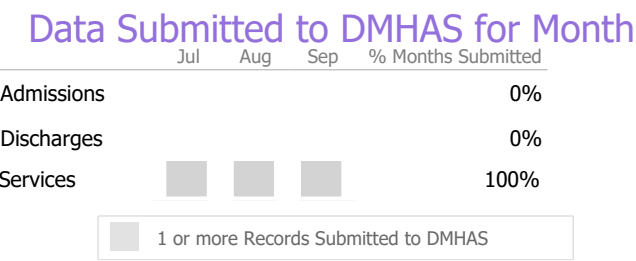
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div></div> 100%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div></div> 100%	81%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

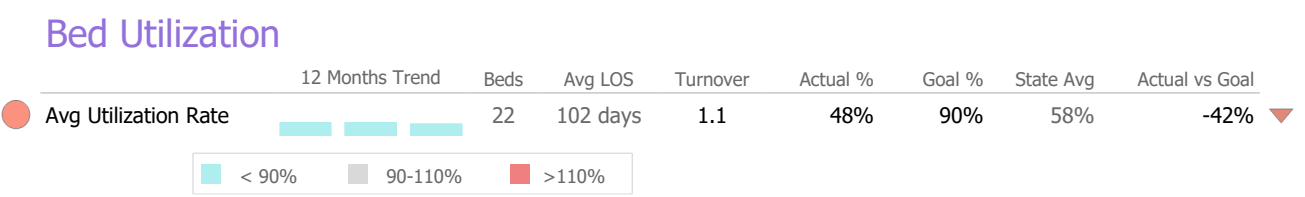
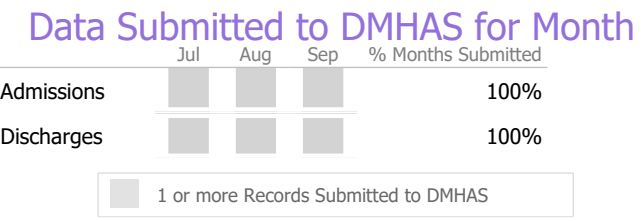
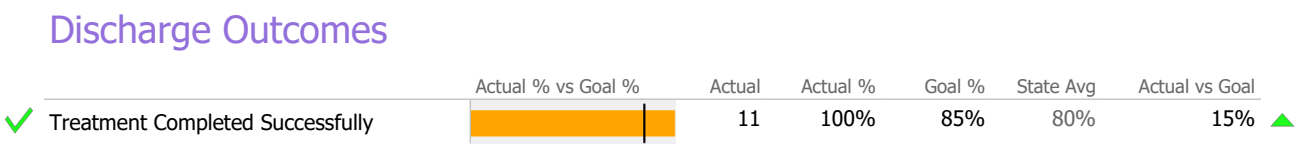
Goal Met

Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	27	-26% ▼
Admits	10	19	-47% ▼
Discharges	11	12	-8%
Bed Days	973	1,212	-20% ▼



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	920	906	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	94%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	92%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	75%	51%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	85%	76%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	90%	63%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	6	67%	75%	48%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div><div></div><div></div><div></div></div>	10	477 days	1.0	100%	90%	85%	10%
<div><div>&lt; 90%</div><div>90-110%</div><div>&gt;110%</div></div>								

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 66 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Bed Days	929	900	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	86%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	95%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	2	100%	60%	60%	40% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge	<div><div></div></div>	2	100%	90%	83%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div><div></div></div>	11	92%	N/A	58%	N/A
✓ Social Support	<div><div></div></div>	11	92%	60%	86%	32% ▲
✓ Stable Living Situation	<div><div></div></div>	12	100%	95%	95%	5%
● Improved/Maintained Function Score	<div><div></div></div>	9	90%	95%	54%	-5%
● Employed	<div><div></div></div>	0	0%	25%	16%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div><div></div></div>	12	401 days	1.0	84%	90%	91%	-6%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		<div><div></div></div>		33%
Discharges	<div><div></div></div>	<div><div></div></div>		67%

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