

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

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 114 | 108 | 6% |
| | Admits | 20 | 26 | -23% ▼ |
| | Discharges | 7 | 15 | -53% ▼ |
| | Service Hours | 172 | 251 | -32% ▼ |

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey (Based on 8 FY25 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|------------------------|-------------|--------|-----------|
| ✓ Respect | <div><div></div></div> | 100% | 80% | 91% |
| ✓ Outcome | <div><div></div></div> | 100% | 80% | 83% |
| ✓ Participation in Treatment | <div><div></div></div> | 88% | 80% | 92% |
| ✓ General Satisfaction | <div><div></div></div> | 88% | 80% | 92% |
| ✓ Overall | <div><div></div></div> | 88% | 80% | 91% |
| ✓ Access | <div><div></div></div> | 88% | 80% | 88% |
| ● Quality and Appropriateness | <div><div></div></div> | 71% | 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 | Case Management | 114 | 100.0% |

Client Demographics

| Age | # | % | State Avg |
|-------|----|-------|-----------|
| 18-25 | 3 | 3% | 9% |
| 26-34 | 18 | 16% | 18% |
| 35-44 | 31 | 27% | 25% |
| 45-54 | 17 | 15% | 18% |
| 55-64 | 36 | 32% ▲ | 19% |
| 65+ | 8 | 7% | 11% |

| Gender | # | % | State Avg |
|-------------------|----|-----|-----------|
| Male | 76 | 67% | 58% |
| Female | 38 | 33% | 41% |
| Transgender/Other | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-------|-----------|
| Hispanic-Other | 55 | 48% ▲ | 12% |
| Non-Hispanic | 50 | 44% ▼ | 64% |
| Hisp-Puerto Rican | 6 | 5% | 10% |
| Unknown | 3 | 3% | 13% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian | 74 | 65% | 59% |
| Black/African American | 17 | 15% | 17% |
| Multiple Races | 12 | 11% | 1% |
| Other | 9 | 8% | 12% |
| Am. Indian/Native Alaskan | 1 | 1% | 1% |
| Unknown | 1 | 1% | 8% |
| Asian | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |

Unique Clients

State Avg

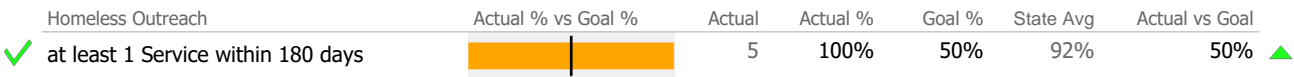
▲ > 10% Over State Avg

▼ > 10% Under State Avg

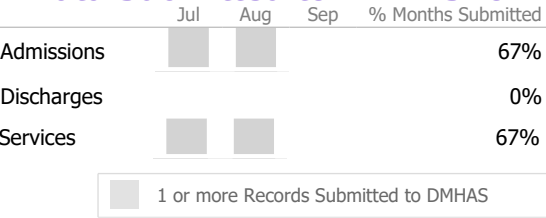
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 63 | 53 | 19% | ▲ |
| Admits | 5 | 15 | -67% | ▼ |
| Discharges | - | 5 | -100% | ▼ |
| Service Hours | 20 | 68 | -70% | ▼ |

Service Engagement



Data Submitted to DMHAS for Month



* State Avg based on 53 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7 | 7 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 27 | 31 | -15% ▼ |

Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|-------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Stable Living Situation | <div></div> | 7 | 100% | 85% | 85% | 15% ▲ |

Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Clients Receiving Services | <div></div> | 7 | 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% |

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 | 10 | 10 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 49 | 68 | -28% ▼ |

Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|-------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Stable Living Situation | <div></div> | 10 | 100% | 85% | 85% | 15% ▲ |

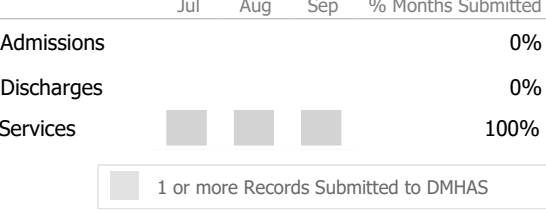
Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Clients Receiving Services | <div></div> | 10 | 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% |

Data Submitted to DMHAS for Month

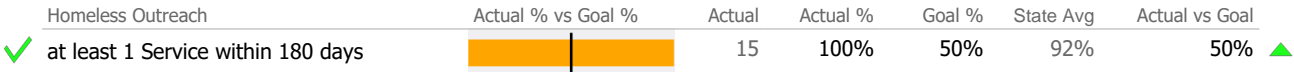


* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

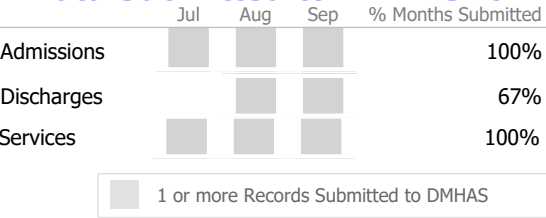
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 24 | 26 | -8% |
| Admits | 15 | 11 | 36% ▲ |
| Discharges | 6 | 10 | -40% ▼ |
| Service Hours | 8 | 6 | 36% ▲ |

Service Engagement



Data Submitted to DMHAS for Month



* State Avg based on 53 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 12 | 12 | 0% |
| Admits | - | - | |
| Discharges | 1 | - | |
| Service Hours | 68 | 79 | -14% ▼ |

Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|-------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ | Stable Living Situation | <div></div> | 11 | 92% | 85% | 85% | 7% |

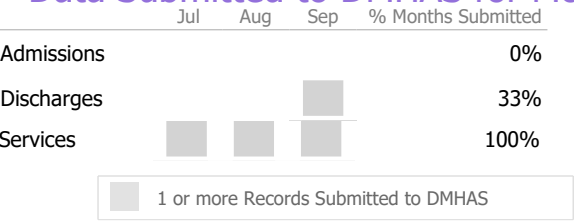
Service Utilization

| | | 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> 98% | 96% |
| On-Time Periodic | | |
| 6 Month Updates | <div></div> 92% | 81% |

Data Submitted to DMHAS for Month



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