

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
| | Unique Clients | 269 | 241 | 12% ▲ |
| | Admits | 55 | 50 | 10% |
| | Discharges | 32 | 32 | 0% |
| | Service Hours | 2,839 | 2,244 | 27% ▲ |

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

Consumer Satisfaction Survey

(Based on 75 FY25 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness | | 99% | 80% | 93% |
| ✓ Overall | | 99% | 80% | 91% |
| ✓ Access | | 99% | 80% | 88% |
| ✓ Respect | | 99% | 80% | 91% |
| ✓ Outcome | | 97% | 80% | 83% |
| ✓ General Satisfaction | | 96% | 80% | 92% |
| ✓ Participation in Treatment | | 93% | 80% | 92% |

■ 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 | 199 | 74.0% |
| | Case Management | 70 | 26.0% |

Client Demographics

| Age | # | % | State Avg |
|-------|----|-----|-----------|
| 18-25 | 11 | 4% | 8% |
| 26-34 | 56 | 21% | 18% |
| 35-44 | 67 | 25% | 25% |
| 45-54 | 52 | 19% | 19% |
| 55-64 | 62 | 23% | 19% |
| 65+ | 19 | 7% | 12% |

| Gender | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Male | 181 | 67% | 59% |
| Female | 84 | 31% | 40% |
| Transgender/Other | 4 | 1% | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|-----|-----|-----------|
| Non-Hispanic | 226 | 84% | 64% ▲ |
| Hisp-Puerto Rican | 23 | 9% | 10% |
| Hispanic-Other | 15 | 6% | 12% |
| Unknown | 3 | 1% | 13% ▼ |
| Hispanic-Mexican | 2 | 1% | 1% |
| Hispanic-Cuban | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|-----|-----|-----------|
| White/Caucasian | 116 | 43% | 59% ▼ |
| Black/African American | 106 | 39% | 18% ▲ |
| Other | 33 | 12% | 12% |
| Multiple Races | 7 | 3% | 1% |
| Asian | 2 | 1% | 1% |
| Hawaiian/Other Pacific Islander | 2 | 1% | 0% |
| Unknown | 2 | 1% | 8% |
| Am. Indian/Native Alaskan | 1 | 0% | 1% |

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 89 | 65 | 37% ▲ |
| Admits | 24 | 12 | 100% ▲ |
| Discharges | 13 | 10 | 30% ▲ |
| Service Hours | 928 | 488 | 90% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Employed | | 27 | 30% | 35% | 43% | -5% |

Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 75 | 99% | 90% | 93% | 9% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------|--------|-----------|
| Valid NOMS Data | 97% | 90% |
| Periodic Submitted | Actual | State Avg |
| 6 Month Updates | 100% | 92% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 83% |
| Discharges | | | | | | | 83% |
| Services | | | | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 89 | 92 | -3% |
| Admits | 17 | 22 | -23% ▼ |
| Discharges | 11 | 17 | -35% ▼ |
| Service Hours | 1,581 | 1,508 | 5% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed | | 32 | 36% | 35% | 43% | 1% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 80 | 100% | 90% | 93% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------|--------|-----------|
| Valid NOMS Data | | 90% |
| Periodic Submitted | Actual | State Avg |
| 6 Month Updates | | 92% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 35 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 21 | 18 | 17% | ▲ |
| Admits | 7 | 1 | 600% | ▲ |
| Discharges | 2 | 3 | -33% | ▼ |
| Service Hours | 329 | 249 | 32% | ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed | | 8 | 38% | 35% | 43% | 3% |

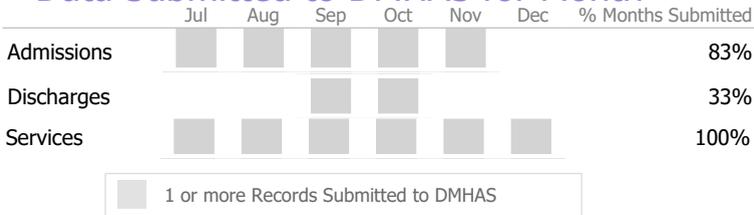
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 19 | 100% | 90% | 93% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------|--------|-----------|
| Valid NOMS Data | | 90% |
| Periodic Submitted | Actual | State Avg |
| 6 Month Updates | | 92% |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 35 Active Employment Services Programs

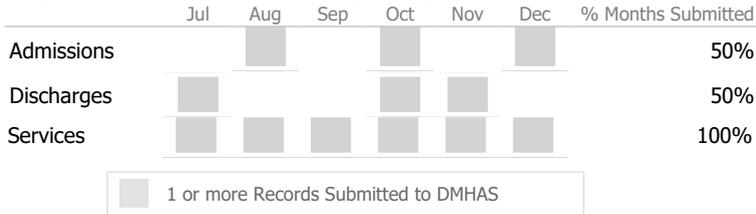
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 70 | 67 | 4% |
| Admits | 7 | 15 | -53% ▼ |
| Discharges | 6 | 2 | 200% ▲ |
| Service Hours | 1 | - | |

Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ at least 1 Service within 180 days | | 7 | 100% | 50% | 92% | 50% ▲ |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs