

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	41	41	0%
	Admits	2	4	-50% ▼
	Discharges	3	3	0%
	Service Hours	291	263	11% ▲
	Bed Days	736	736	0%

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

Consumer Satisfaction Survey

(Based on 29 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		97%	80%	91%
✓ Access		96%	80%	88%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		89%	80%	91%
✓ Outcome		86%	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	37	90.2%
	Residential Services	4	9.8%

Client Demographics

Age	#	%	State Avg
18-25	1	2%	18%
26-34	7	17%	25%
35-44	9	22%	19%
45-54	20	49%	19%
55-64	4	10%	12%

Gender	#	%	State Avg
Male	23	56%	59%
Female	18	44%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	29	71%	64%
Hisp-Puerto Rican	7	17%	10%
Hispanic-Other	5	12%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			13%

Race	#	%	State Avg
White/Caucasian	17	41%	59%
Black/African American	16	39%	18%
Other	5	12%	12%
Unknown	2	5%	8%
Multiple Races	1	2%	1%
Am. Indian/Native Alaskan			1%
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	23	21	10%
Admits	2	2	0%
Discharges	2	1	100% ▲
Service Hours	164	160	3%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		23	100%	85%	86%	15% ▲

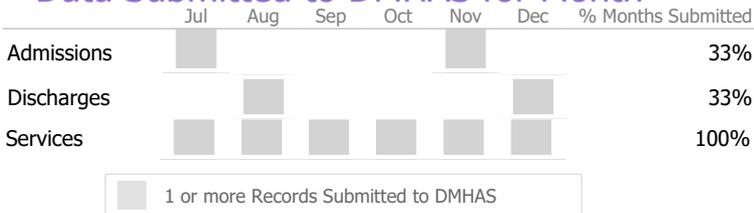
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		21	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	82%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	54	39	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	86%	15% ▲

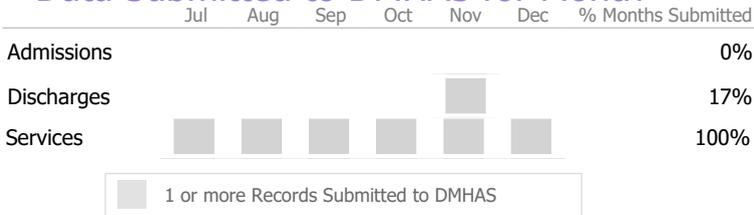
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		82%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	92%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	85%	40% ▲
✓ Improved/Maintained Function Score		4	100%	95%	60%	5%
✓ Stable Living Situation		4	100%	95%	95%	5%
● Employed		0	0%	25%	14%	-25% ▼
Self Help		1	25%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	5,977 days	0.5	100%	90%	90%	10%



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 65 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	73	64	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	86%	15% ▲

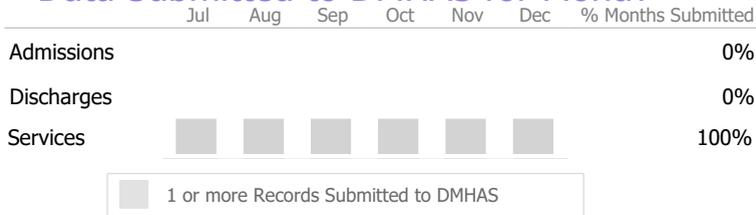
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		82%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs