

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	331	343	-3%
	Admits	133	129	3%
	Discharges	79	142	-44% ▼
	Service Hours	4,200	4,489	-6%
	S.Rehab/PHP/IOP	1,393	1,182	18% ▲

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

Consumer Satisfaction Survey

(Based on 119 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Access		98%	80%	88%
✓ Outcome		98%	80%	83%
✓ Respect		97%	80%	91%

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	303	55.1%
	Employment Services	99	18.0%
	Education Support	54	9.8%
	Case Management	34	6.2%
	Community Support	32	5.8%
Addiction	Employment Services	28	5.1%

Client Demographics

Age	#	%	State Avg
18-25	30	9%	8%
26-34	69	21%	18%
35-44	70	21%	25%
45-54	64	19%	19%
55-64	54	16%	19%
65+	44	13%	12%

Gender	#	%	State Avg
Male	184	56%	59%
Female	146	44%	40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	261	79%	▲ 64%
Hispanic-Other	39	12%	12%
Hisp-Puerto Rican	21	6%	10%
Hispanic-Mexican	4	1%	1%
Unknown	4	1%	▼ 13%
Hispanic-Cuban	2	1%	0%

Race	#	%	State Avg
White/Caucasian	183	55%	59%
Black/African American	95	29%	▲ 18%
Other	45	14%	12%
Asian	6	2%	1%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%
Unknown			8%

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

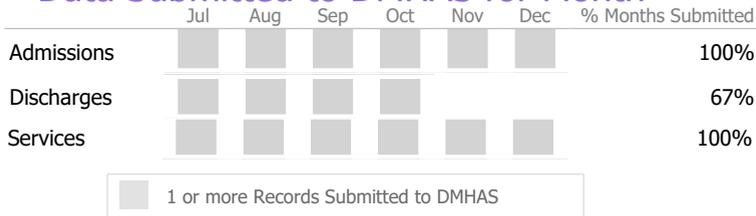
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	303	296	2%
Admits	72	65	11% ▲
Discharges	31	61	-49% ▼
Service Hours	1,436	1,925	-25% ▼
Social Rehab/PHP/IOP Days	1,393	1,182	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		251	92%	90%	82%	2%

Data Submitted to DMHAS for Month



▲ > 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	99	87	14% ▲
Admits	21	12	75% ▲
Discharges	23	33	-30% ▼
Service Hours	759	755	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		55	56%	35%	43%	21% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	93%	90%	93%	3%

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							83%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	58	-7%
Admits	18	21	-14% ▼
Discharges	7	17	-59% ▼
Service Hours	433	287	51% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		48	89%	35%	77%	54% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	100%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted	Actual	State Avg
6 Month Updates		99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	34	-6%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	905	890	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Periodic Submitted		
6 Month Updates	100%	90%
Diagnosis		
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		2	100%	65%	58%	35% ▲

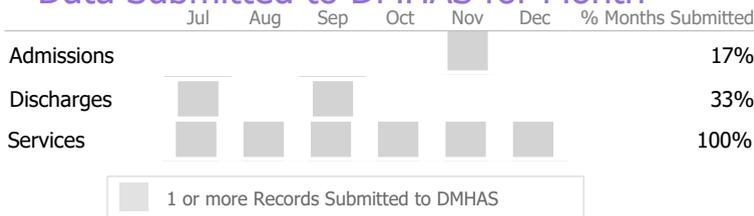
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		32	100%	N/A	44%	N/A
✓ Social Support		29	91%	60%	82%	31% ▲
✓ Stable Living Situation		32	100%	80%	90%	20% ▲
✓ Improved/Maintained Function Score		26	84%	65%	59%	19% ▲
✓ Employed		8	25%	20%	20%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	98%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	55	36	54% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	90%	15% ▲

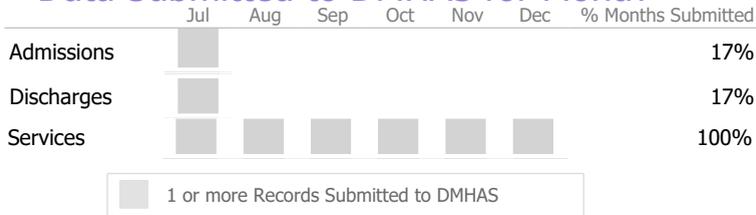
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted	Actual	State Avg
6 Month Updates		83%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Next Steps

Laurel House

Mental Health - Case Management - Supportive Housing – Scattered Site

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	7	43% ▲
Admits	3	-	
Discharges	2	-	
Service Hours	79	58	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

Service Utilization

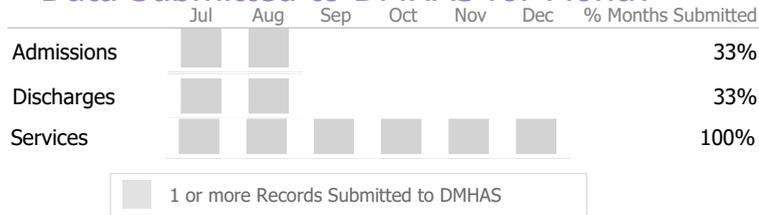
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	15	13% ▲
Admits	2	-	
Discharges	2	1	100% ▲
Service Hours	372	348	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	86%	9%

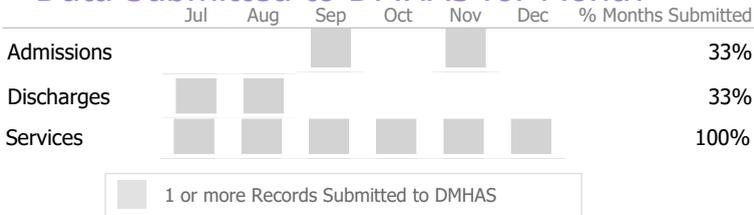
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	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

SOR - Employment

Laurel House

Addiction - Employment Services - Employment Services

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	45	-38% ▼
Admits	15	29	-48% ▼
Discharges	11	28	-61% ▼
Service Hours	160	192	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		11	39%	35%	30%	4%

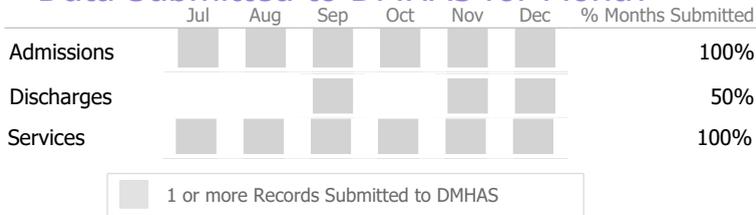
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	82%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%
Periodic Submitted	Actual	State Avg
6 Month Updates		36%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs