

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	40	10	300% ▲
	Admits	37	1	3600%
	Discharges	13	1	1200%
	Service Hours	134	-	
	Bed Days	1,528	1,656	-8%

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

Consumer Satisfaction Survey

(Based on 9 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Respect		78%	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	Case Management	31	77.5%
	Residential Services	9	22.5%

Client Demographics

Age	#	%	State Avg
18-25	2	5%	8%
26-34	8	20%	18%
35-44	9	23%	25%
45-54	10	25%	19%
55-64	5	13%	19%
65+	6	15%	12%

Gender	#	%	State Avg
Male	31	78%	▲ 59%
Female	9	23%	▼ 40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	35	88%	▲ 64%
Hisp-Puerto Rican	5	13%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			▼ 12%
Unknown			▼ 13%

Race	#	%	State Avg
White/Caucasian	26	65%	59%
Black/African American	10	25%	18%
Other	2	5%	12%
Asian	1	3%	1%
Multiple Races	1	3%	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	9	10	-10%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	1,528	1,656	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Periodic Submitted		
6 Month Updates	71%	92%
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		1	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		9	100%	N/A	60%	N/A
✓ Social Support		9	100%	60%	85%	40% ▲
✓ Stable Living Situation		9	100%	95%	95%	5%
● Employed		0	0%	25%	14%	-25% ▼
● Improved/Maintained Function Score		6	75%	95%	60%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	1,834 days	0.5	92%	90%	90%	2%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				■			17%
Discharges						■	17%

■ 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	31		
Admits	36	-	
Discharges	12	-	
Service Hours	134	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
Periodic Submitted		
6 Month Updates	100%	66%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	73%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		32	86%	60%	67%	26% ▲
✓ Stable Living Situation		37	100%	80%	71%	20% ▲
● Employed		7	19%	20%	11%	-1%
Self Help		1	3%	N/A	30%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	92%	90%	76%	2%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
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 29 Active Standard Case Management Programs