

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	42	41	2%
	Admits	3	3	0%
	Discharges	6	2	200% ▲
	Service Hours	364	332	9%
	Bed Days	4,574	4,743	-4%

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

Consumer Satisfaction Survey

(Based on 38 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		91%	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	Residential Services	27	64.3%
	Case Management	15	35.7%

Client Demographics

Age	#	%	State Avg
18-25	3	7%	8%
26-34	11	26%	18%
35-44	10	24%	25%
45-54	10	24%	19%
55-64	6	14%	19%
65+	2	5%	12%

Gender	#	%	State Avg
Male	29	69%	59%
Female	13	31%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	31	74%	64%
Hisp-Puerto Rican	7	17%	10%
Hispanic-Other	3	7%	12%
Unknown	1	2%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	21	50%	59%
Black/African American	13	31%	18% ▲
Other	6	14%	12%
Multiple Races	1	2%	1%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Unknown			8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	1,457	1,465	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Periodic Submitted		
6 Month Updates	100%	80%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	95%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	95%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	85%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		9	90%	N/A	65%	N/A
✓ Social Support		9	90%	60%	86%	30% ▲
✓ Stable Living Situation		10	100%	90%	100%	10%
● Improved/Maintained Function Score		7	88%	95%	52%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	445 days	0.4	99%	90%	89%	9%



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



* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	1	1	0%
Discharges	4	1	300% ▲
Bed Days	3,117	3,278	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		3	75%	60%	69%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	89%	60%	85%	29% ▲
Self Help		13	68%	N/A	60%	N/A
✓ Stable Living Situation		19	100%	95%	95%	5%
✓ Employed		5	26%	25%	14%	1%
● Improved/Maintained Function Score		17	94%	95%	60%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		18	1,366 days	0.5	94%	90%	90%	4%



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							33%

1 or more Records Submitted to DMHAS



* State Avg based on 65 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	364	332	9%

Recovery

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

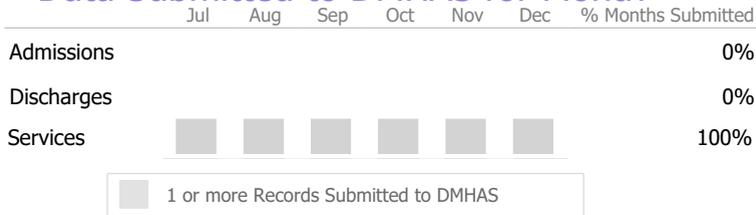
Service Utilization

	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

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