

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	54	52	4%
	Admits	3	7	-57% ▼
	Discharges	3	6	-50% ▼
	Service Hours	1,171	1,144	2%
	Bed Days	6,212	4,695	32% ▲

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

Consumer Satisfaction Survey

(Based on 44 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ Outcome		98%	80%	83%
✓ Overall		95%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Access		92%	80%	88%

■ 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	54	100.0%

Client Demographics

Age	#	%	State Avg
18-25	0	0%	8%
26-34	8	15%	18%
35-44	12	22%	25%
45-54	8	15%	19%
55-64	18	33% ▲	19%
65+	8	15%	12%

Gender	#	%	State Avg
Male	35	65%	59%
Female	19	35%	40%
Transgender/Other	0	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	44	81% ▲	64%
Hispanic-Other	5	9%	12%
Hisp-Puerto Rican	5	9%	10%
Hispanic-Cuban	0	0%	0%
Hispanic-Mexican	0	0%	1%
Unknown	0	0% ▼	13%

Race	#	%	State Avg
White/Caucasian	32	59%	59%
Black/African American	14	26%	18%
Other	7	13%	12%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan	0	0%	1%
Asian	0	0%	1%
Multiple Races	0	0%	1%
Unknown	0	0%	8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	2,388	2,378	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		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	95%	95%	5%
✓ Social Support		9	64%	60%	85%	4%
● Improved/Maintained Function Score		12	92%	95%	60%	-3%
● Employed		0	0%	25%	14%	-25% ▼
Self Help		3	21%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	1,984 days	0.5	100%	90%	90%	10%

■ < 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	25	26	-4%
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Service Hours	1,171	1,144	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	99%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	88%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	71%	50% ▲

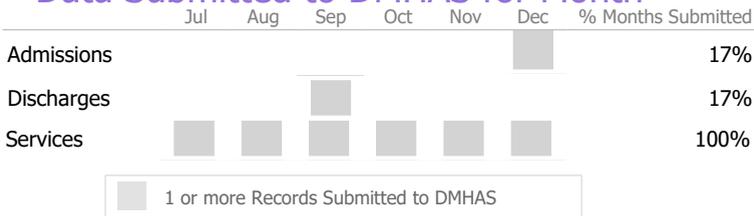
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	88%	60%	90%	28% ▲
✓ Stable Living Situation		25	100%	85%	95%	15% ▲
✓ Improved/Maintained Function Score		24	100%	95%	49%	5%
● Employed		1	4%	25%	16%	-21% ▼
Self Help		4	16%	N/A	47%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	98%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	1	3	-67% ▼
Discharges	1	2	-50% ▼
Bed Days	3,824	2,317	65% ▲

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		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	87%	60%	85%	27% ▲
✓ Stable Living Situation		15	100%	95%	95%	5%
✓ Improved/Maintained Function Score		14	100%	95%	60%	5%
● Employed		2	13%	25%	14%	-12% ▼
Self Help		6	40%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		27	1,383 days	0.9	132%	90%	90%	42% ▲



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