

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	591	546	9%
	Admits	160	170	-6%
	Discharges	195	144	35% ▲
	Service Hours	5,156	5,551	-7%
	S.Rehab/PHP/IOP	4,004	4,184	-4%

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

Consumer Satisfaction Survey (Based on 139 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		88%	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	291	44.8%
	Social Rehabilitation	227	34.9%
	Community Support	132	20.3%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	22	4%	8%	Male	328	55%	60%
26-34	92	15%	18%	Female	262	44%	40%
35-44	122	21%	26%	Transgender/Other	8	1%	0%
45-54	119	20%	19%				
55-64	158	27%	18%				
65+	81	14%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	303	51% ▲	12%	White/Caucasian	330	55%	58%
Non-Hispanic	283	47% ▼	63%	Black/African American	127	21%	18%
Hisp-Puerto Rican	7	1%	10%	Multiple Races	69	12% ▲	1%
Unknown	4	1% ▼	13%	Other	48	8%	12%
Hispanic-Cuban	1	0%	0%	Asian	15	3%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	8	1%	1%
				Unknown	1	0%	9%
				Hawaiian/Other Pacific Islander			0%

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

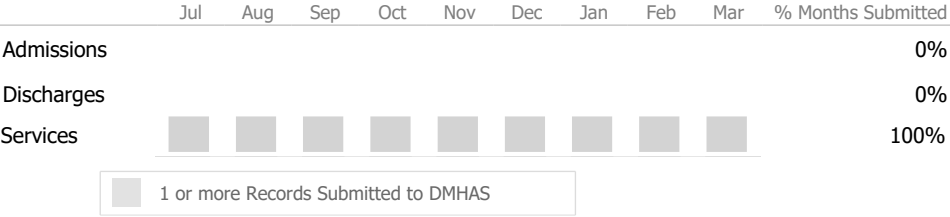
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	-	7	-100% ▼
Discharges	-	-	
Service Hours	257	168	53% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	91%	76%

Data Submitted to DMHAS for Month



Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	91%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10%

▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	38	-3%
Admits	2	4	-50% ▼
Discharges	1	3	-67% ▼
Service Hours	397	399	0%

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		33	89%	85%	86%	4%

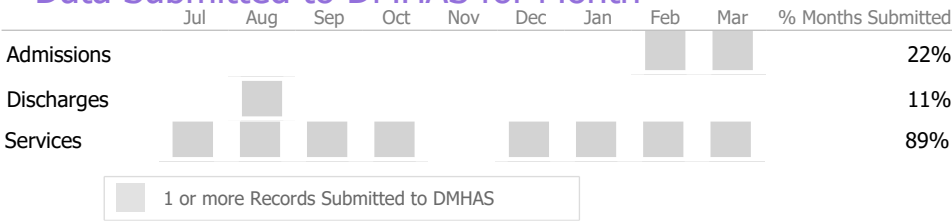
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Periodic Submitted		
6 Month Updates	100%	84%

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	132	132	0%
Admits	23	14	64% ▲
Discharges	27	17	59% ▲
Service Hours	2,770	3,709	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Periodic Submitted		
6 Month Updates	99%	90%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	88%	65%	59%	23% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		105	91%	65%	61%	26% ▲
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		24	18%	20%	15%	-2%
Self Help		73	55%	N/A	44%	N/A
✓ Social Support		124	93%	60%	81%	33% ▲
✓ Stable Living Situation		130	98%	80%	90%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		107	99%	90%	99%	9%

▲ > 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	10	12	-17% ▼
Admits	1	4	-75% ▼
Discharges	1	4	-75% ▼
Service Hours	164	96	72% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	90%	85%	86%	5%

Service Utilization

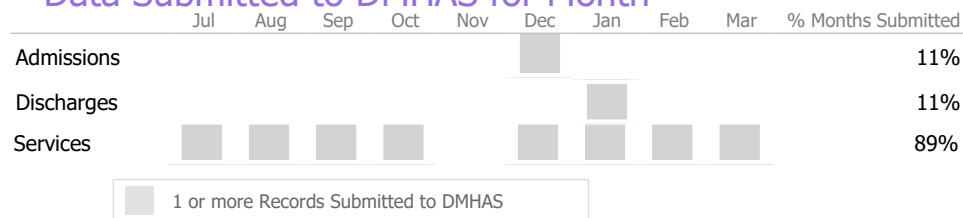
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	84%

Data Submitted to DMHAS for Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	4	1	300%	▲
Discharges	3	1	200%	▲
Service Hours	196	162	21%	▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	89%	85%	91%	4%

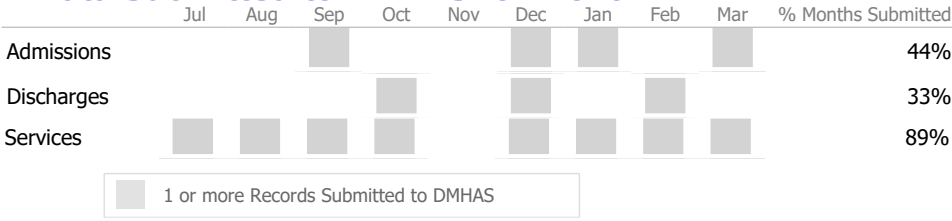
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	95%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted		
6 Month Updates		76%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

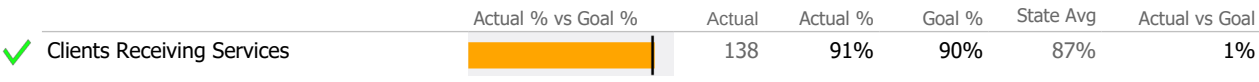
● Below Goal

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

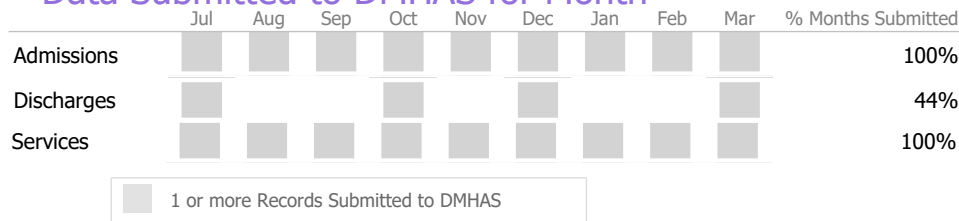
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	226	226	0%
Admits	48	36	33% ▲
Discharges	76	57	33% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,004	4,184	-4%

Service Utilization



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	8	8	0%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	145	114	27% ▲

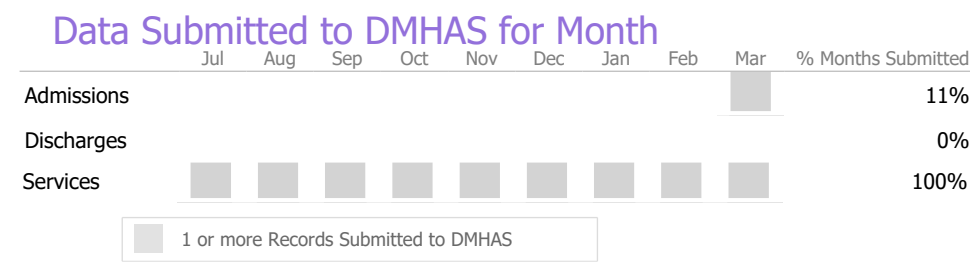
Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		8	100%	85%	86%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality			
Data Entry	Actual	State Avg	
Valid NOMS Data		100%	97%
Periodic Submitted	Actual	State Avg	
6 Month Updates		86%	84%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

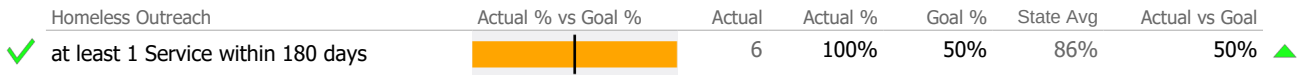
● Below Goal

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

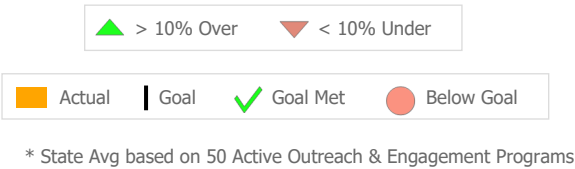
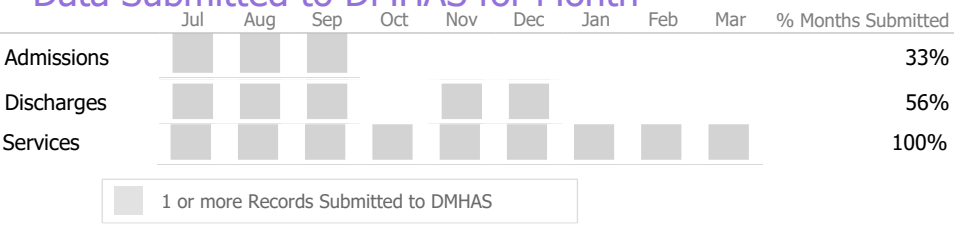
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	74	-58%	▼
Admits	6	28	-79%	▼
Discharges	17	45	-62%	▼
Service Hours	188	423	-56%	▼

Service Engagement



Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	7	29% ▲
Admits	-	-	
Discharges	2	-	
Service Hours	71	127	-44% ▼

Recovery

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

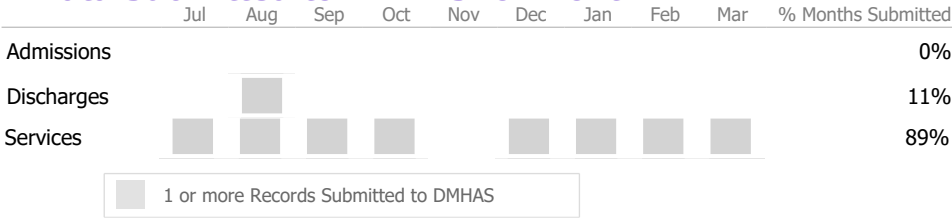
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	100%	84%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

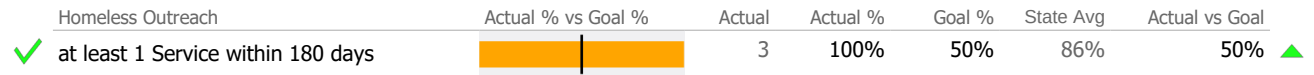
● Below Goal

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

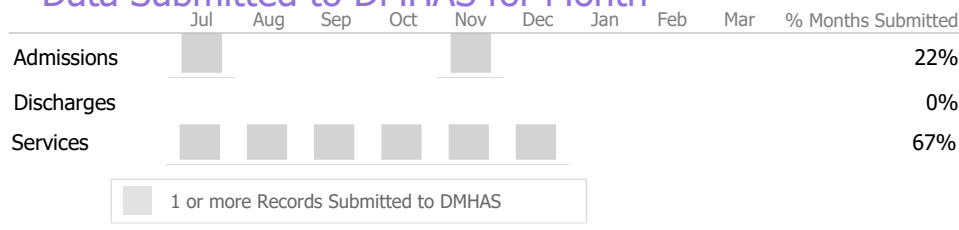
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	3	4	-25% ▼
Discharges	-	4	-100% ▼
Service Hours	18	28	-36% ▼

Service Engagement



Data Submitted to DMHAS for Month



* State Avg based on 50 Active Outreach & Engagement Programs

