

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	737	639	15%	▲
	Admits	212	311	-32%	▼
	Discharges	137	166	-17%	▼
	Service Hours	3,942	3,543	11%	▲
	Bed Days	15,290	13,467	14%	▲

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

Consumer Satisfaction Survey (Based on 199 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		91%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Respect		91%	80%	91%
✓ Access		88%	80%	88%
● Outcome		77%	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	645	85.5%
	Residential Services	82	10.9%
Addiction	Case Management	27	3.6%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	29	4%	8%	Male	494	67%	60%
26-34	76	10%	18%	Female	233	31%	40%
35-44	129	17%	26%	Transgender/Other	14	2%	0%
45-54	195	26%	19%				
55-64	218	29% ▲	18%				
65+	92	12%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	712	96% ▲	12%	White/Caucasian	289	39% ▼	58%
Non-Hispanic	19	3% ▼	63%	Black/African American	254	34% ▲	18%
Unknown	10	1% ▼	13%	Multiple Races	121	16% ▲	1%
Hispanic-Cuban			0%	Other	63	9%	12%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	6	1%	1%
Hisp-Puerto Rican			10%	Asian	5	1%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%
				Unknown			9%

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

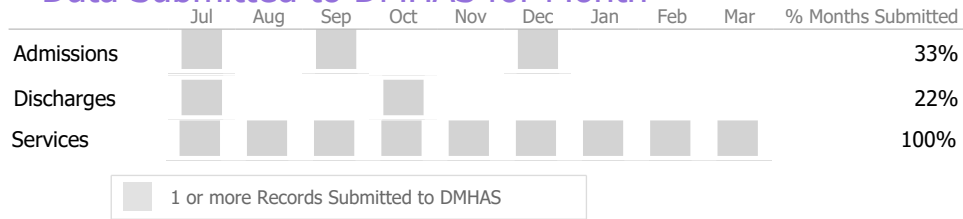
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	4	1	300% ▲
Discharges	2	2	0%
Service Hours	144	187	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	83%	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		15	94%	85%	91%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	86%	90%	95%	-4%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

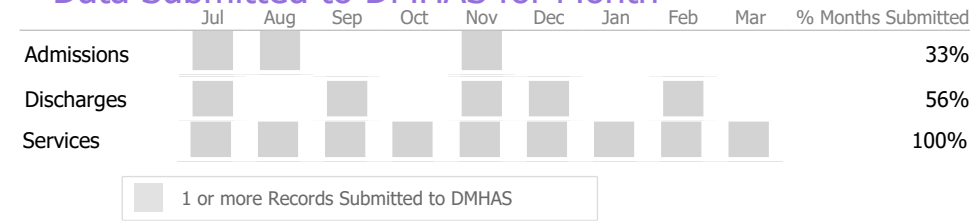
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	23	17% ▲
Admits	3	6	-50% ▼
Discharges	6	1	500% ▲
Service Hours	194	200	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Periodic Submitted		
6 Month Updates	60%	84%

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		18	67%	85%	86%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	67%	90%	96%	-23% ▼

▲ > 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	46	48	-4%
Admits	4	13	-69% ▼
Discharges	4	7	-43% ▼
Service Hours	498	340	47% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		39	85%	85%	86%	0%

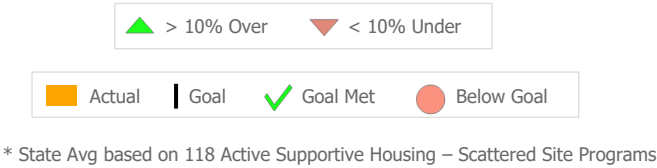
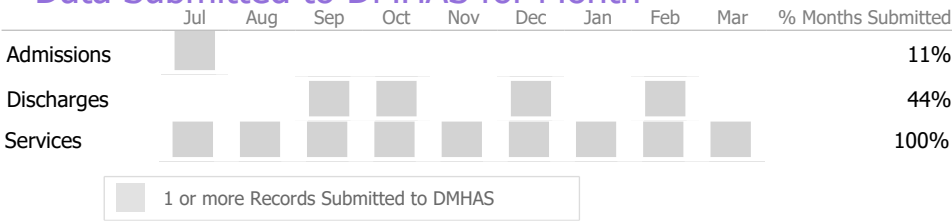
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		40	95%	90%	96%	5%

Data Submission Quality

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

Data Submitted to DMHAS for Month



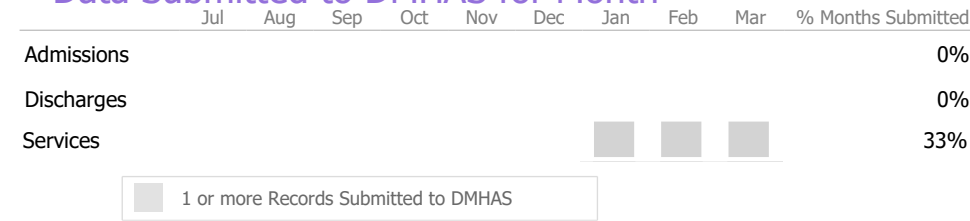
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	19	58	-67% ▼

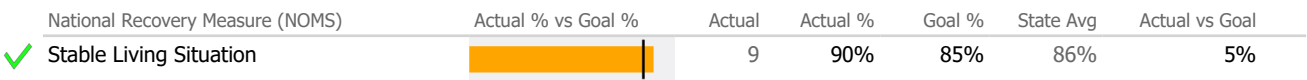
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	50%	84%

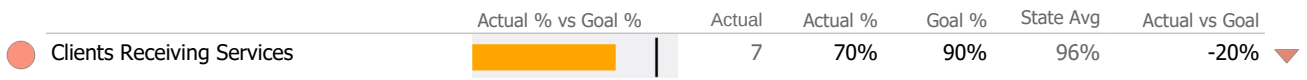
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 10% Over ▼ < 10% Under

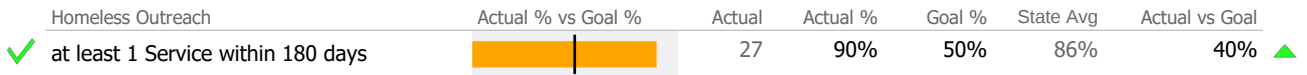
Actual | Goal ✓ Goal Met ● Below Goal

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

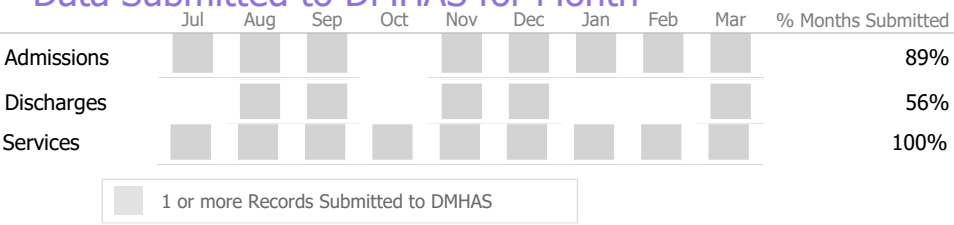
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	28	125%	▲
Admits	30	10	200%	▲
Discharges	12	7	71%	▲
Service Hours	263	115	128%	▲

Service Engagement



Data Submitted to DMHAS for Month



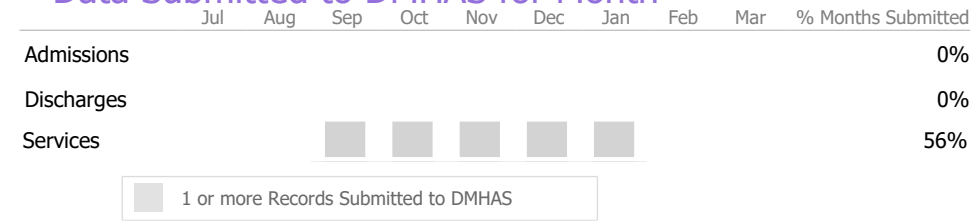
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	4	146	-97% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	89%	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		8	89%	85%	91%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	67%	90%	95%	-23% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

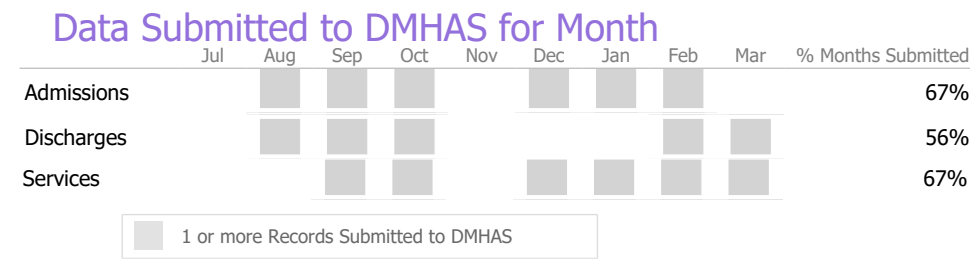
* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	42	7%
Admits	14	20	-30% ▼
Discharges	7	13	-46% ▼
Service Hours	32	66	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	61%



Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	50%	71%	-36% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	9%	-20% ▼
Self Help		12	27%	N/A	33%	N/A
Social Support		14	31%	60%	65%	-29% ▼
Stable Living Situation		3	7%	80%	61%	-73% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	29%	90%	78%	-61% ▼

▲ > 10% Over

▼ < 10% Under

■ Actual

■ Goal

✓ Goal Met

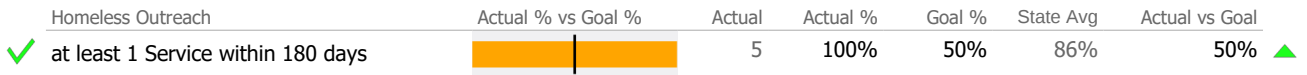
● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

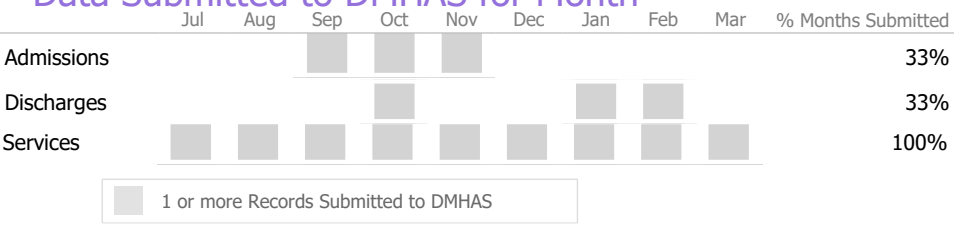
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	12	58%	▲
Admits	5	6	-17%	▼
Discharges	4	1	300%	▲
Service Hours	105	11		

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

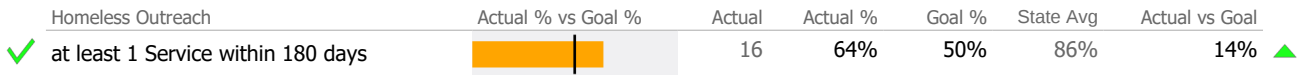
● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

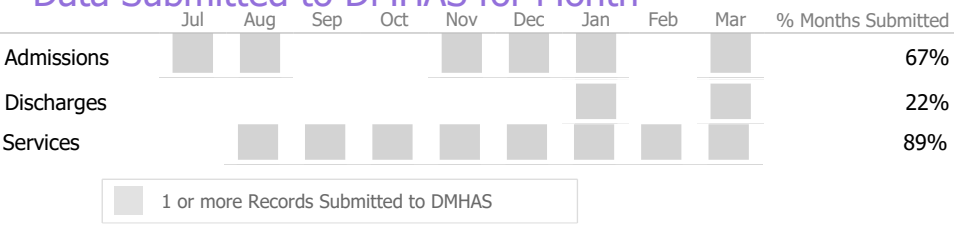
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	95	-3%
Admits	25	47	-47% ▼
Discharges	8	28	-71% ▼
Service Hours	118	312	-62% ▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

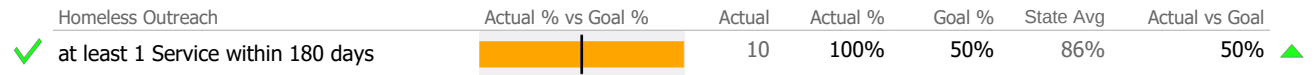
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

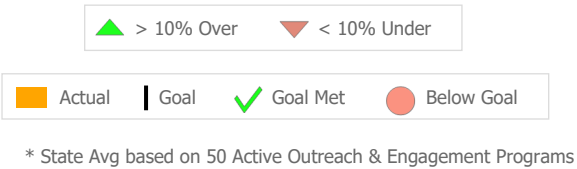
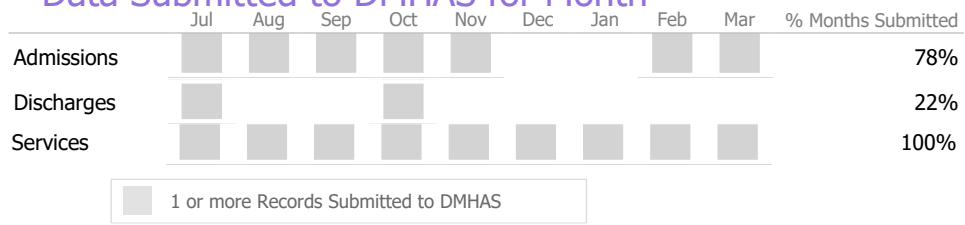
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	66	8%
Admits	10	20	-50% ▼
Discharges	4	7	-43% ▼
Service Hours	37	56	-33% ▼

Service Engagement



Data Submitted to DMHAS for Month



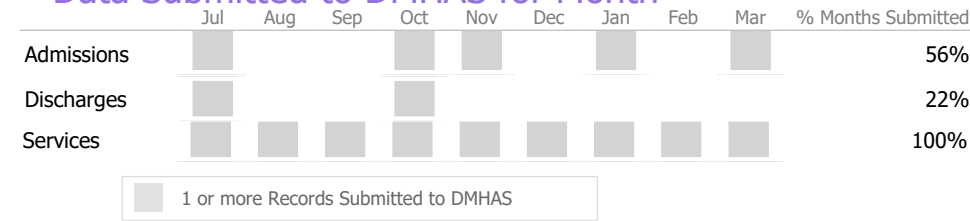
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	40	38%	▲
Admits	11	32	-66%	▼
Discharges	3	1	200%	▲
Service Hours	464	258	80%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	11%	84%

Data Submitted to DMHAS for Month



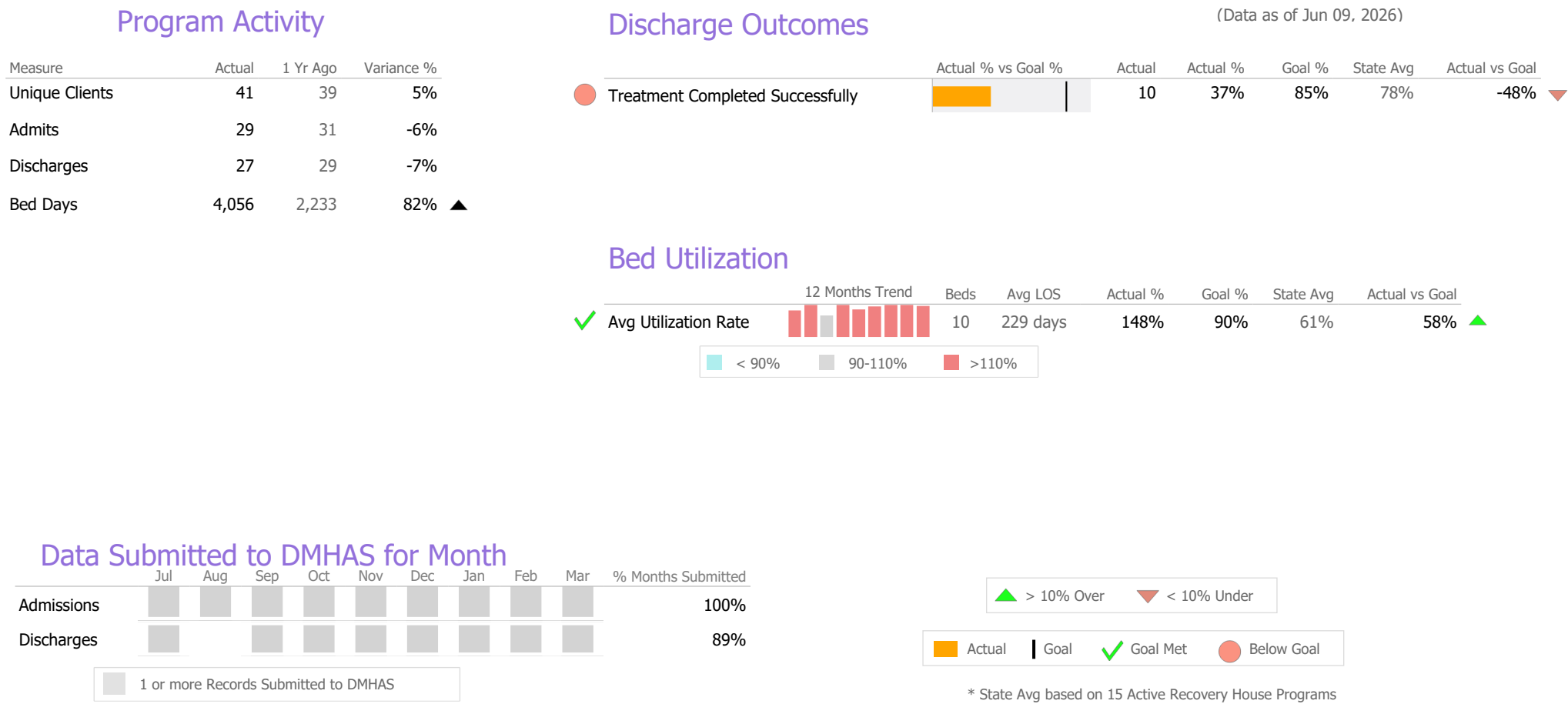
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	16%	85%	86%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	92%	90%	96%	2%

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



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	41	0%
Admits	-	-	
Discharges	-	-	
Bed Days	11,234	11,234	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

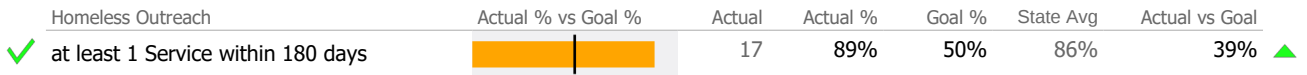
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 6 Active Shelter Programs

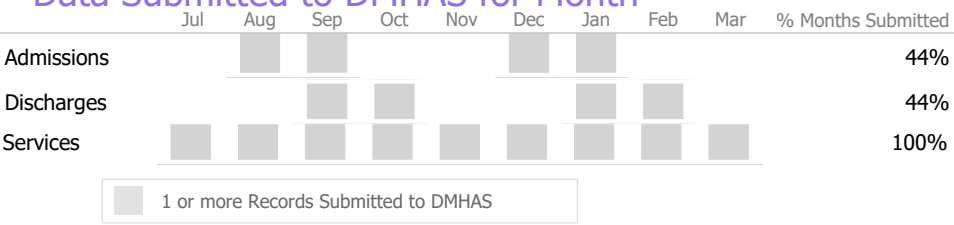
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	34	26%	▲
Admits	19	27	-30%	▼
Discharges	11	7	57%	▲
Service Hours	144	95	51%	▲

Service Engagement



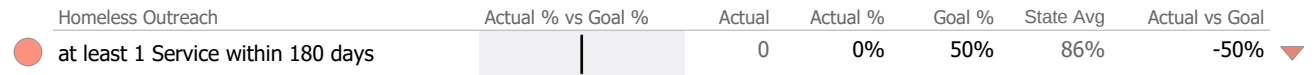
Data Submitted to DMHAS for Month



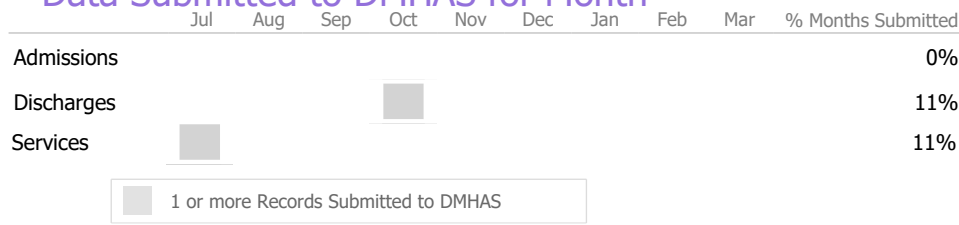
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	12	-17%	▼
Admits	-	4	-100%	▼
Discharges	4	2	100%	▲
Service Hours	1	20	-95%	▼

Service Engagement



Data Submitted to DMHAS for Month

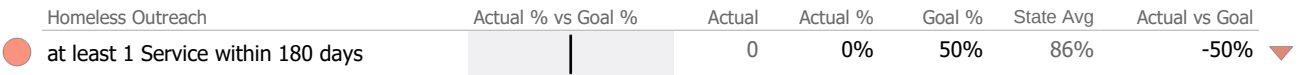


* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	11	-55% ▼
Admits	-	8	-100% ▼
Discharges	-	-	
Service Hours	-	43	-100% ▼

Service Engagement



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

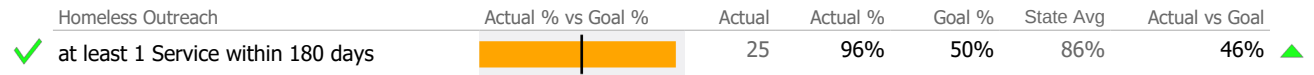
Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

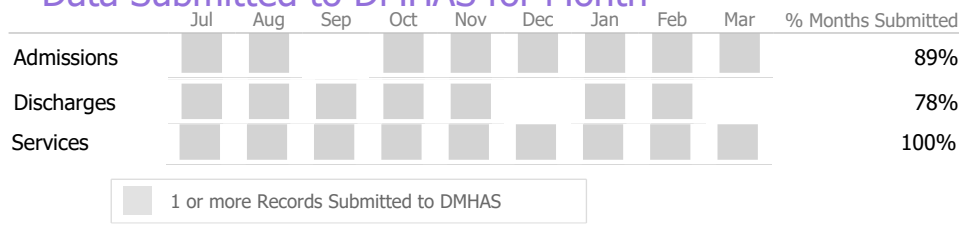
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	32	88% ▲
Admits	26	18	44% ▲
Discharges	12	3	300% ▲
Service Hours	202	78	158% ▲

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

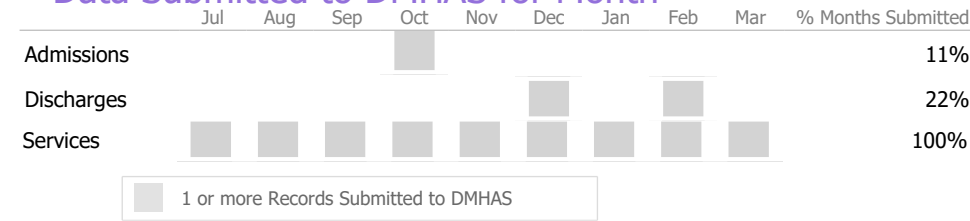
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	32	-6%
Admits	1	4	-75% ▼
Discharges	3	3	0%
Service Hours	410	459	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
Periodic Submitted		
6 Month Updates	81%	84%

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		17	57%	85%	86%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	89%	90%	96%	-1%

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

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

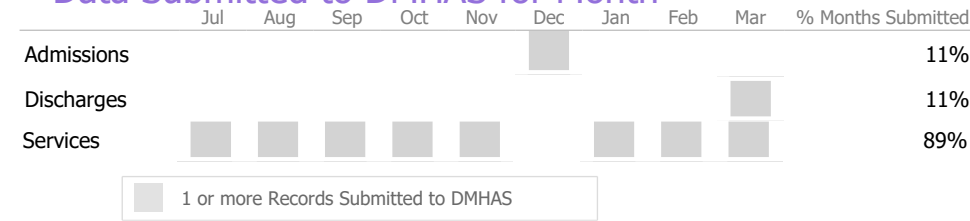
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	15	13% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	114	140	-18% ▼

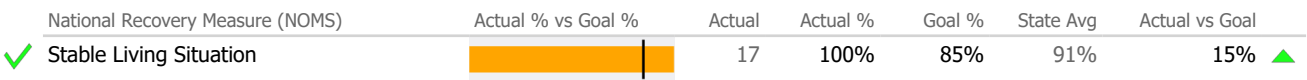
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	73%	76%

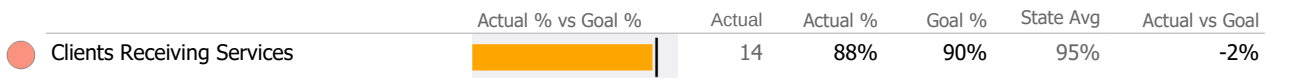
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 10% Over ▼ < 10% Under

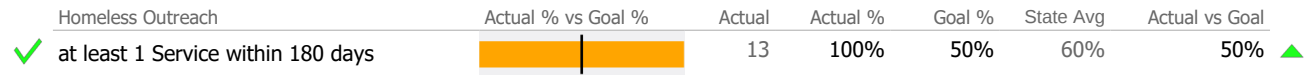
Actual | Goal ✓ Goal Met ● Below Goal

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

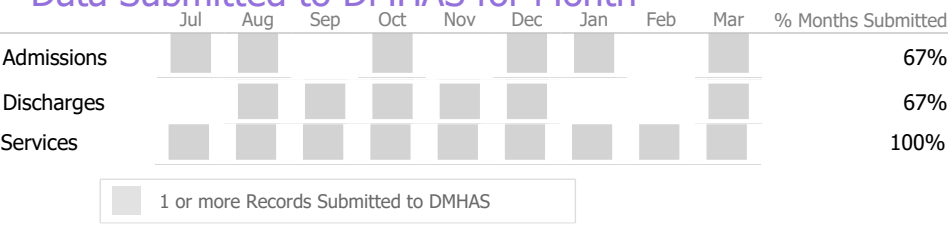
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	26	4%
Admits	13	12	8%
Discharges	10	10	0%
Service Hours	350	320	9%

Service Engagement



Data Submitted to DMHAS for Month



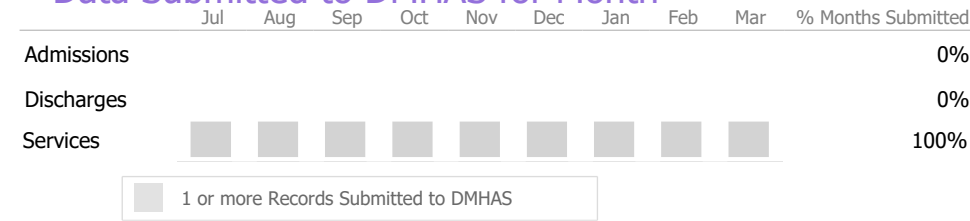
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	46	-76%	▼
Admits	-	34	-100%	▼
Discharges	-	35	-100%	▼
Service Hours	134	-		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	50%	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		9	75%	85%	91%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	75%	90%	95%	-15% ▼

▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	91%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

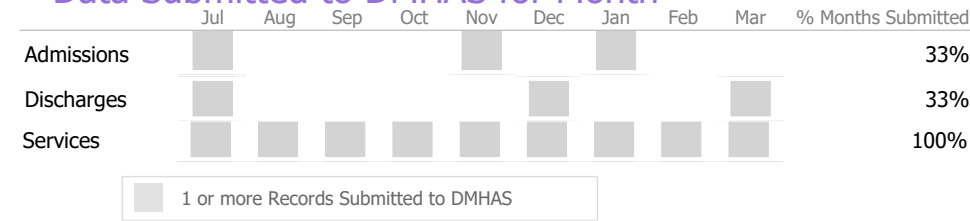
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	30	67%▲	
Admits	6	4	50%▲	
Discharges	3	6	-50%▼	
Service Hours	354	314	13%▲	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	18%	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		30	59%	85%	91%	-26%▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	92%	90%	95%	2%

▲ > 10% Over ▼ < 10% Under

Actual | Goal

✓

 Goal Met

●

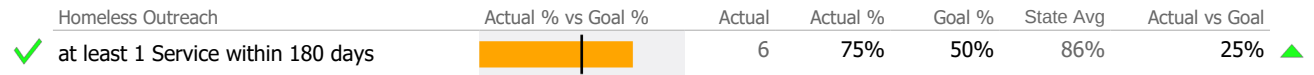
 Below Goal

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

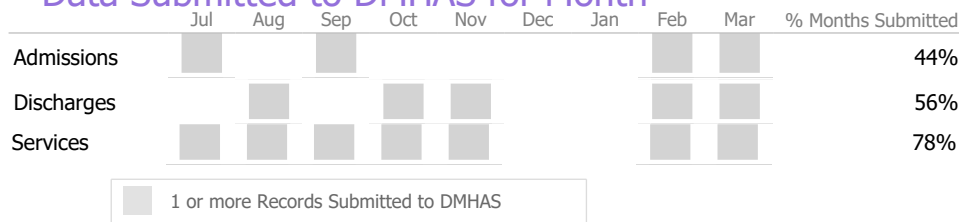
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	9	178% ▲
Admits	8	11	-27% ▼
Discharges	16	3	433% ▲
Service Hours	63	40	58% ▲

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	162	145	11% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		11	92%	85%	91%	7%

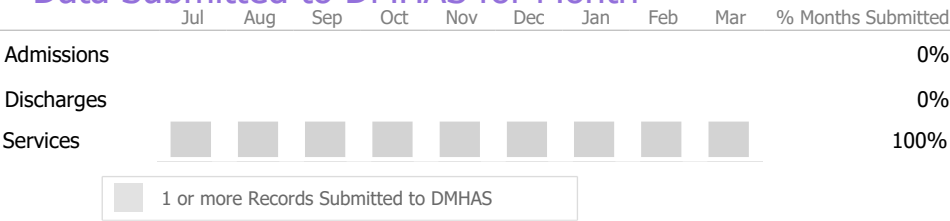
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	92%	90%	95%	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	33%	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	11	9	22% ▲
Admits	3	-	
Discharges	-	1	-100% ▼
Service Hours	130	139	-7%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	91%	15% ▲

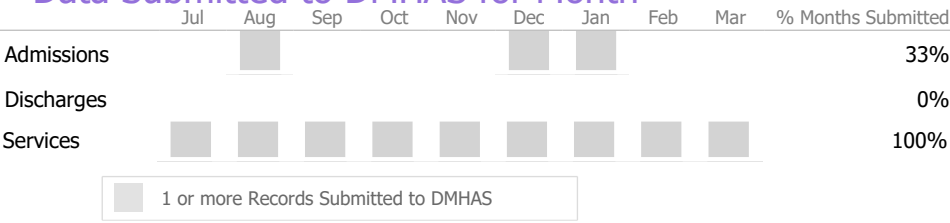
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	95%	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	44%	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