

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	135	125	8%
	Admits	62	56	11% ▲
	Discharges	57	66	-14% ▼
	Service Hours	178	179	0%
	Bed Days	9,538	7,980	20% ▲

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

Consumer Satisfaction Survey (Based on 63 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		80%	80%	93%
● Participation in Treatment		77%	80%	92%
● General Satisfaction		76%	80%	92%
● Overall		76%	80%	91%
● Access		71%	80%	88%
● Respect		69%	80%	91%
● Outcome		61%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	90	64.7%
	Case Management	49	35.3%

Client Demographics

Age	#	%	State Avg
18-25	3	2%	8%
26-34	20	15%	18%
35-44	31	23%	26%
45-54	35	26%	19%
55-64	27	20%	18%
65+	19	14%	11%

Gender	#	%	State Avg
Male	75	56%	60%
Female	60	44%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hispanic-Other	134	99%	▲ 12%
Unknown	1	1%	▼ 13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Non-Hispanic			▼ 63%

Race	#	%	State Avg
White/Caucasian	66	49%	58%
Other	30	22%	12%
Black/African American	22	16%	18%
Multiple Races	16	12%	▲ 1%
Asian	1	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			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	11	10	10%
Admits	1	1	0%
Discharges	-	-	
Service Hours	22	36	-37% ▼

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		10	91%	85%	86%	6%

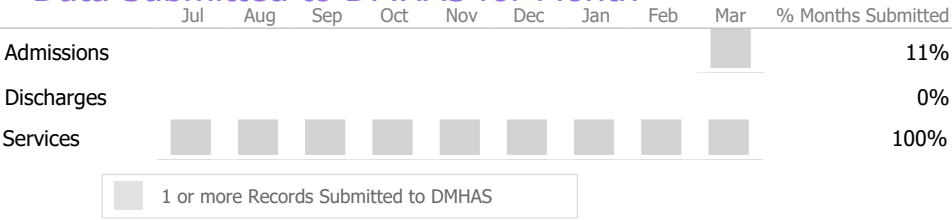
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
Periodic Submitted		
6 Month Updates		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	25	26	-4%
Admits	4	1	300% ▲
Discharges	3	4	-25% ▼
Service Hours	120	109	10%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		20	80%	85%	91%	-5%

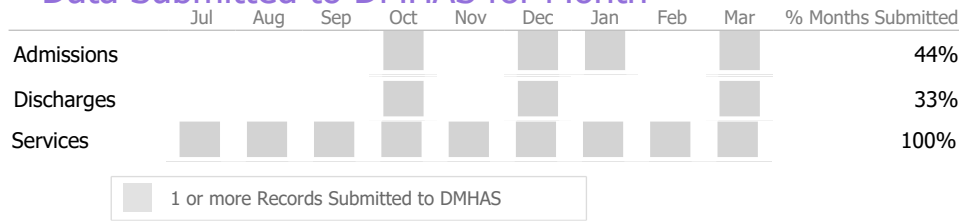
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% 99%
Periodic Submitted		
6 Month Updates		26% 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	90	74	22% ▲
Admits	57	46	24% ▲
Discharges	53	47	13% ▲
Bed Days	9,538	7,980	20% ▲

Data Submitted to DMHAS for Month

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

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	0	10	▼
Admits	-	-	
Discharges	-	10	-100% ▼
Service Hours	-	12	-100% ▼

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

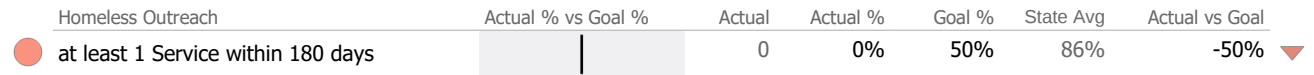
● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

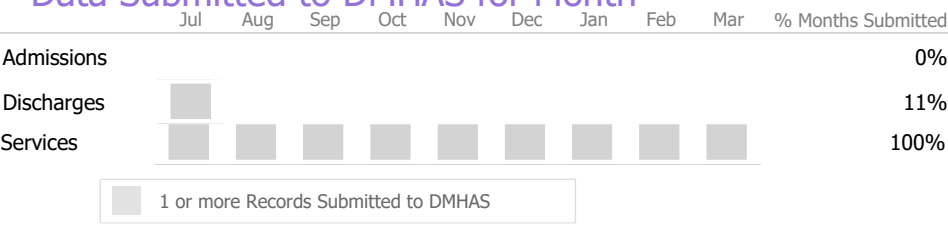
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	19	-26%	▼
Admits	-	8	-100%	▼
Discharges	1	5	-80%	▼
Service Hours	36	22	63%	▲

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