

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	354	389	-9%
	Admits	186	216	-14% ▼
	Discharges	107	213	-50% ▼
	Service Hours	6,181	6,465	-4%
	S.Rehab/PHP/IOP	2,007	1,827	10%

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

Consumer Satisfaction Survey (Based on 119 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Access		98%	80%	88%
✓ Outcome		98%	80%	83%
✓ Respect		97%	80%	91%

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

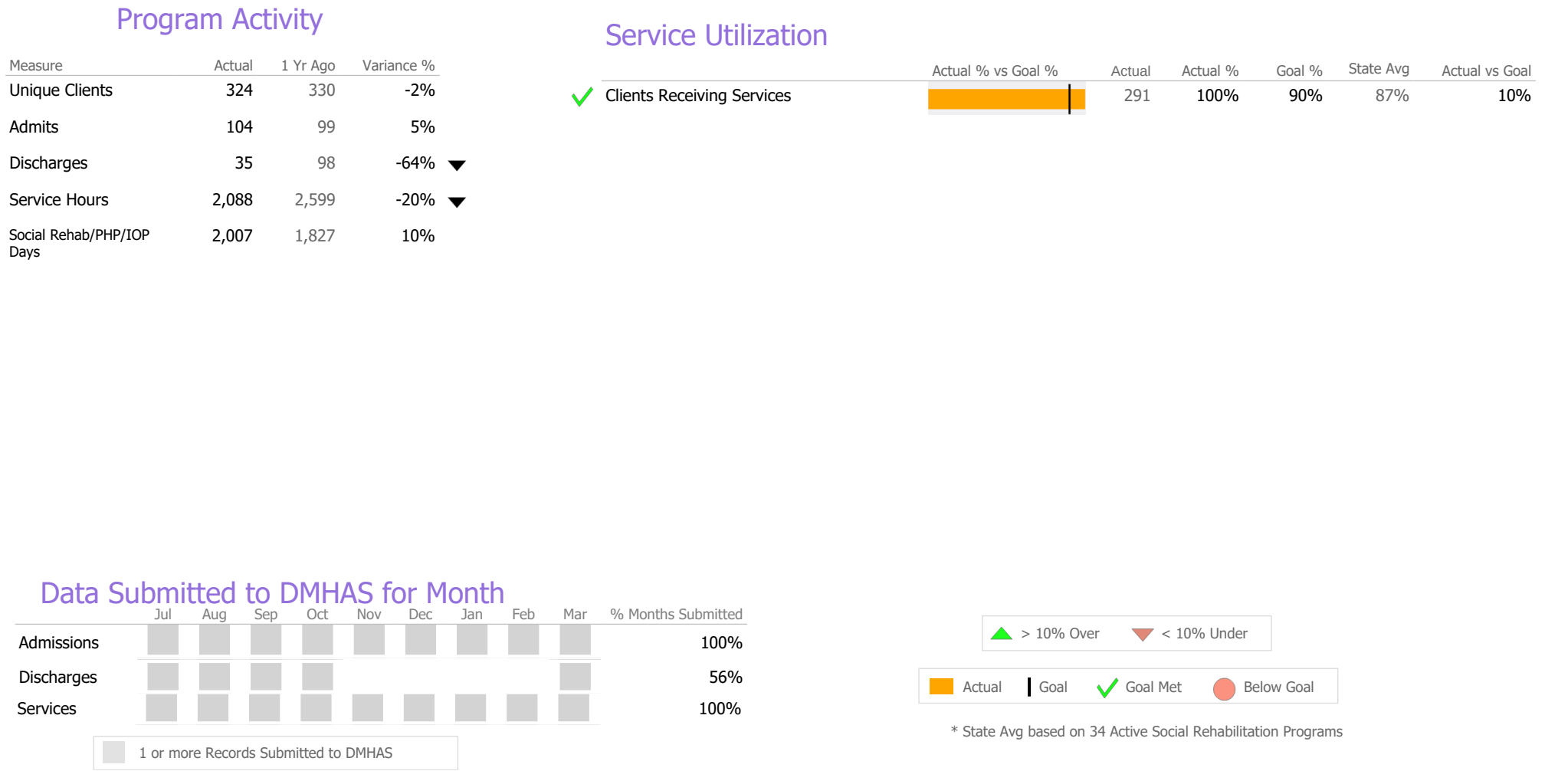
Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	324	54.8%
	Employment Services	112	19.0%
	Education Support	60	10.2%
	Case Management	34	5.8%
	Community Support	32	5.4%
Addiction	Employment Services	29	4.9%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	34	10%	8%	Male	195	55%	60%
26-34	75	21%	18%	Female	158	45%	40%
35-44	76	21%	26%	Transgender/Other	1	0%	0%
45-54	68	19%	19%				
55-64	56	16%	18%				
65+	45	13%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	272	77%	▲ 63%	White/Caucasian	188	53%	58%
Hispanic-Other	47	13%	12%	Black/African American	103	29%	▲ 18%
Hisp-Puerto Rican	24	7%	10%	Other	55	16%	12%
Unknown	5	1%	▼ 13%	Asian	6	2%	1%
Hispanic-Mexican	4	1%	1%	Multiple Races	2	1%	1%
Hispanic-Cuban	2	1%	0%	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	112	116	-3%
Admits	35	41	-15% ▼
Discharges	39	38	3%
Service Hours	1,270	1,193	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Periodic Submitted		
6 Month Updates	94%	92%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		60	54%	35%	40%	19% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	99%	90%	98%	9%

▲ > 10% Over ▼ < 10% Under

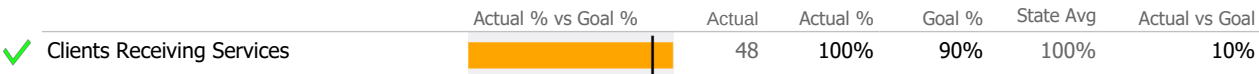
Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	61	-2%
Admits	24	24	0%
Discharges	12	27	-56% ▼
Service Hours	660	411	61% ▲

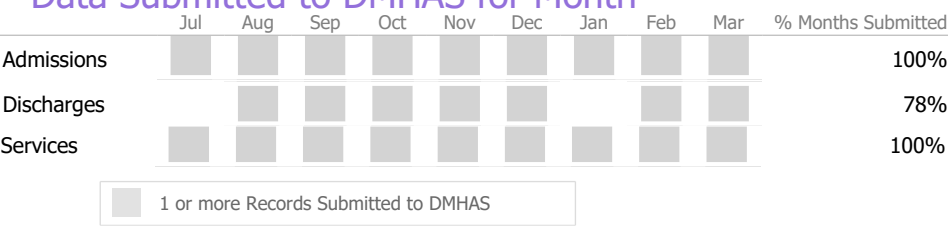
Service Utilization



Data Submission Quality

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

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓

Goal Met

Below Goal

* State Avg based on 5 Active Education Support Programs

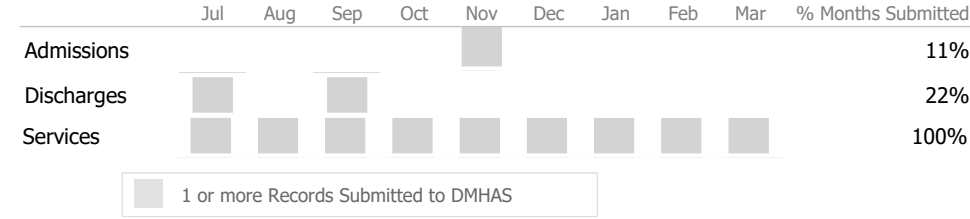
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	38	-16% ▼
Admits	1	6	-83% ▼
Discharges	2	6	-67% ▼
Service Hours	1,254	1,371	-9%

Data Submission Quality

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

Data Submitted to DMHAS for Month



Discharge Outcomes

(Data as of Jun 09, 2026)

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	65%	59%	35% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		26	84%	65%	61%	19% ▲
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	31%	20%	15%	11% ▲
Self Help		32	100%	N/A	44%	N/A
✓ Social Support		29	91%	60%	81%	31% ▲
✓ Stable Living Situation		32	100%	80%	90%	20% ▲

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	99%	10%

▲ > 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	7	7	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	69	66	5%

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		7	100%	85%	91%	15% ▲

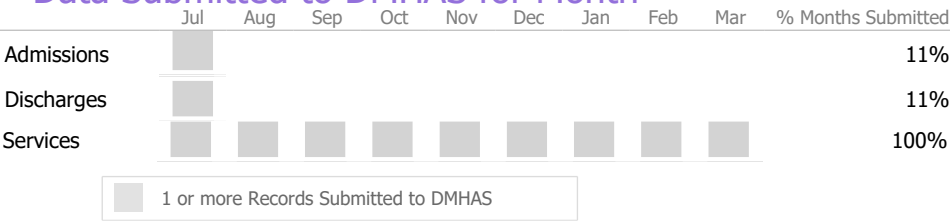
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		6	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	100%	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	10	8	25%	▲
Admits	3	1	200%	▲
Discharges	2	-		
Service Hours	111	97	13%	▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		10	100%	85%	86%	15% ▲

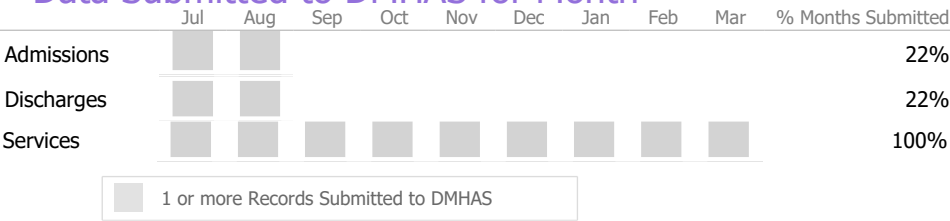
Service Utilization

		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		
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	17	16	6%
Admits	2	1	100% ▲
Discharges	2	2	0%
Service Hours	509	488	4%

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		16	94%	85%	86%	9%

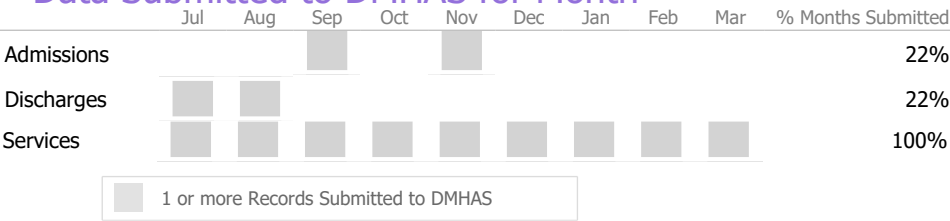
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	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	29	59	-51% ▼
Admits	16	43	-63% ▼
Discharges	14	41	-66% ▼
Service Hours	221	241	-8%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		11	38%	35%	30%	3%

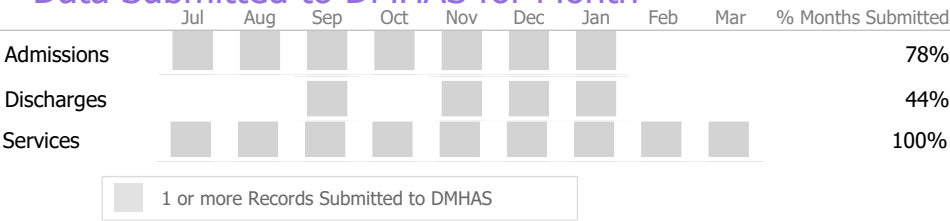
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Periodic Submitted		
6 Month Updates	100%	45%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs