

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	220	230	-5%
	Admits	72	60	20% ▲
	Discharges	40	68	-41% ▼
	Service Hours	1,234	2,301	-46% ▼
	Bed Days	3,968	3,979	0%

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

Consumer Satisfaction Survey (Based on 29 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ 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	Employment Services	120	53.3%
	Case Management	81	36.0%
	Residential Services	19	8.4%
	Recovery Support	5	2.2%

Client Demographics

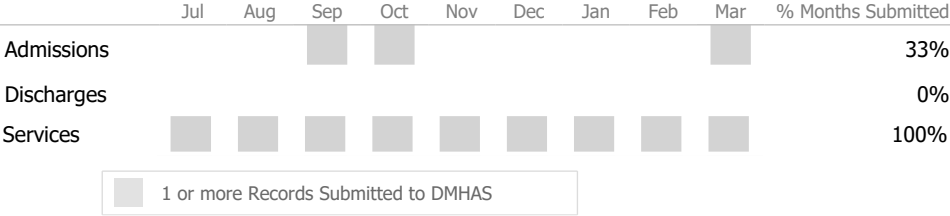
Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	35	16%	8%	Male	135	61%	60%
26-34	33	15%	18%	Female	73	33%	40%
35-44	50	23%	26%	Transgender/Other	13	6%	0%
45-54	47	21%	19%				
55-64	42	19%	18%				
65+	14	6%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	180	81%	▲ 63%	Black/African American	117	53%	▲ 18%
Hisp-Puerto Rican	21	10%	10%	White/Caucasian	60	27%	▼ 58%
Hispanic-Other	16	7%	12%	Other	34	15%	12%
Unknown	3	1%	▼ 13%	Asian	4	2%	1%
Hispanic-Cuban	1	0%	0%	Multiple Races	3	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	2	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	5	11	-55%	▼
Admits	3	1	200%	▲
Discharges	-	4	-100%	▼
Service Hours	458	1,447	-68%	▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Specialing Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	5	4	25% ▲
Discharges	6	3	100% ▲
Bed Days	2,598	2,625	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Periodic Submitted		
6 Month Updates	40%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	60%	74%	23% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		4	80%	90%	85%	-10%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		2	18%	95%	62%	-77% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	20%	25%	12%	-5%
Self Help		9	60%	N/A	59%	N/A
✓ Social Support		14	93%	60%	86%	33% ▲
✓ Stable Living Situation		15	100%	95%	95%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	734 days	95%	90%	89%	5%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										44%

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	6	9	-33% ▼
Admits	1	4	-75% ▼
Discharges	1	5	-80% ▼
Bed Days	1,370	1,354	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Periodic Submitted		
6 Month Updates	100%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	74%	-60% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	20%	95%	62%	-75% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	17%	25%	12%	-8%
Self Help		3	50%	N/A	59%	N/A
Social Support		4	67%	60%	86%	7%
Stable Living Situation		6	100%	95%	95%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	555 days	100%	90%	89%	10%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%

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	24	25	-4%
Admits	6	5	20% ▲
Discharges	9	8	13% ▲
Service Hours	104	151	-31% ▼

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		9	36%	35%	40%	1%

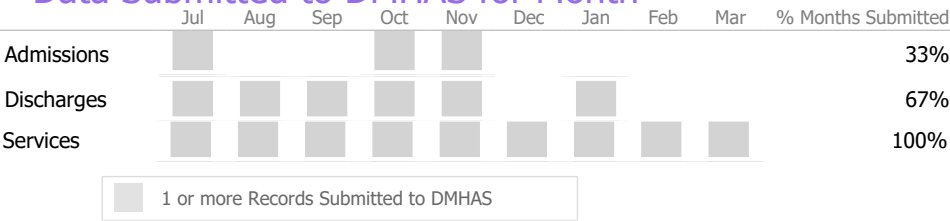
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	94%	90%	98%	4%

Data Submission Quality

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

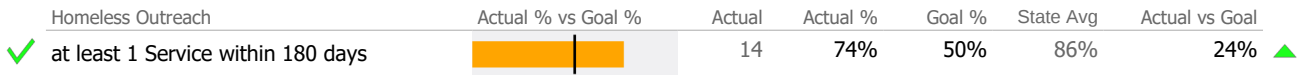
Data Submitted to DMHAS for Month



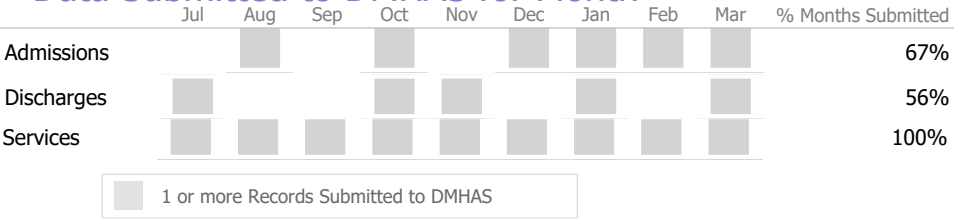
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	78	4%
Admits	19	27	-30% ▼
Discharges	10	10	0%
Service Hours	-	-	

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	97	86	13% ▲
Admits	38	15	153% ▲
Discharges	14	34	-59% ▼
Service Hours	672	690	-3%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	42%	35%	40%	7%

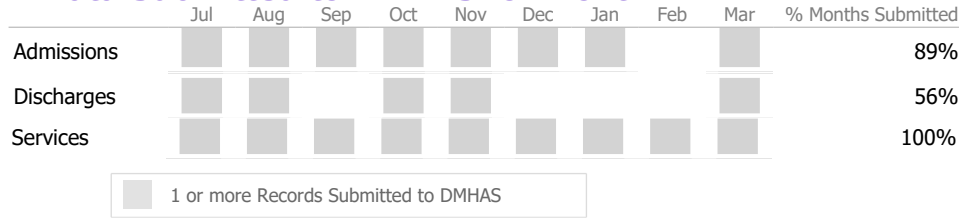
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	90%	90%	98%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	99%	92%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 35 Active Employment Services Programs