

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	59	53	11%	▲
	Admits	20	30	-33%	▼
	Discharges	22	8	175%	▲
	Service Hours	330	220	50%	▲
	Bed Days	1,602	1,580	1%	

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

Consumer Satisfaction Survey (Based on 62 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		90%	80%	88%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Outcome		82%	80%	83%
✓ General Satisfaction		81%	80%	92%
✓ Respect		81%	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	Case Management	42	71.2%
	Residential Services	17	28.8%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	2	3%	8%	Male	49	83%	60%
26-34	4	7%	18%	Female	10	17%	40%
35-44	13	22%	26%	Transgender/Other			0%
45-54	10	17%	19%				
55-64	19	32%	18%				
65+	11	19%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	42	71%	63%	Black/African American	37	63%	18%
Hispanic-Other	14	24%	12%	White/Caucasian	17	29%	58%
Hisp-Puerto Rican	3	5%	10%	Other	2	3%	12%
Hispanic-Cuban			0%	Asian	1	2%	1%
Hispanic-Mexican			1%	Multiple Races	1	2%	1%
Unknown			13%	Unknown	1	2%	9%
				Am. Indian/Native Alaskan			1%
				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	42	39	8%
Admits	7	20	-65% ▼
Discharges	9	-	
Service Hours	274	103	166% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		39	93%	85%	86%	8%

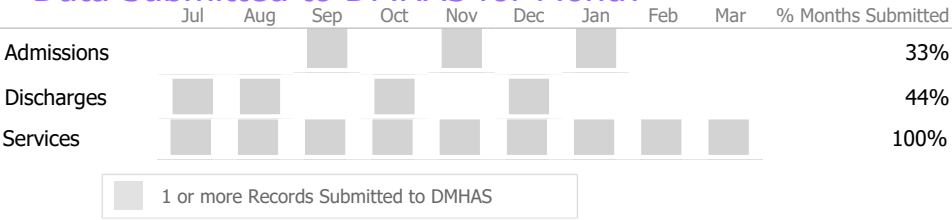
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	94%	90%	96%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	67%	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	1	2	-50% ▼
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	

Recovery

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

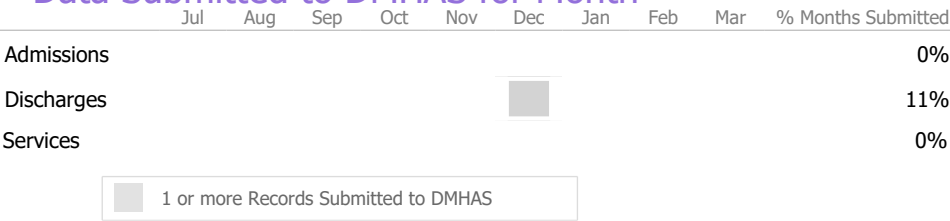
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	N/A	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	14	21% ▲
Admits	13	10	30% ▲
Discharges	12	8	50% ▲
Service Hours	56	118	-52% ▼
Bed Days	1,602	1,580	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Periodic Submitted		
6 Month Updates	50%	58%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■			100%
Discharges		■	■	■		■	■	■	■	78%
Services	■	■	■	■	■	■	■			78%

■ 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		11	92%	95%	74%	-3%
● No Re-admit within 30 Days of Discharge		10	83%	85%	75%	-2%
● Follow-up within 30 Days of Discharge		9	82%	90%	92%	-8%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		12	86%	75%	48%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	40%	90%	87%	-50% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	166 days	73%	90%	84%	-17% ▼

< 90%

90-110%

>110%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Transitional Programs