

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	630	626	2%
	Admits	208	254	-18% ▼
	Discharges	236	190	24% ▲
	Service Hours	6,987	7,496	-7%
	S.Rehab/PHP/IOP	5,270	5,638	-7%

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

Consumer Satisfaction Survey (Based on 139 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ 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	Case Management	325	46.6%
	Social Rehabilitation	237	34.0%
	Community Support	135	19.4%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	24	4%	9%	Male	354	55%	60%
26-34	100	16%	18%	Female	276	43%	39%
35-44	134	21%	26%	Transgender/Other	9	1%	0%
45-54	127	20%	19%				
55-64	166	26%	18%				
65+	84	13%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	338	53%	▲ 12%	White/Caucasian	356	56%	58%
Non-Hispanic	288	45%	▼ 63%	Black/African American	133	21%	18%
Hisp-Puerto Rican	7	1%	10%	Multiple Races	75	12%	▲ 1%
Unknown	5	1%	▼ 14%	Other	51	8%	12%
Hispanic-Cuban	1	0%	0%	Asian	15	2%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	8	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	11	12	-8%
Admits	1	7	-86% ▼
Discharges	-	2	-100% ▼
Service Hours	294	258	14% ▲

Recovery

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

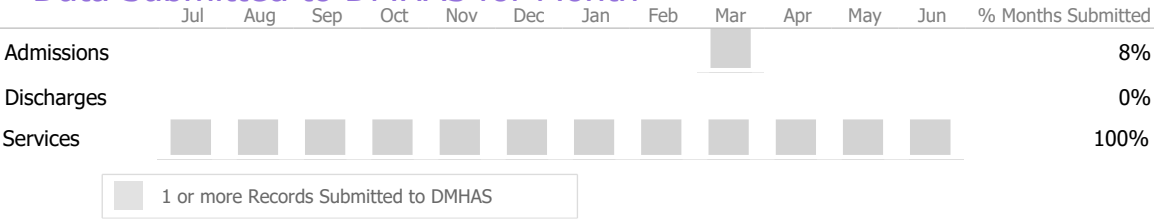
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		12	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	73%	78%

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	37	41	-10%
Admits	2	7	-71% ▼
Discharges	1	6	-83% ▼
Service Hours	611	510	20% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		33	89%	85%	86%	4%

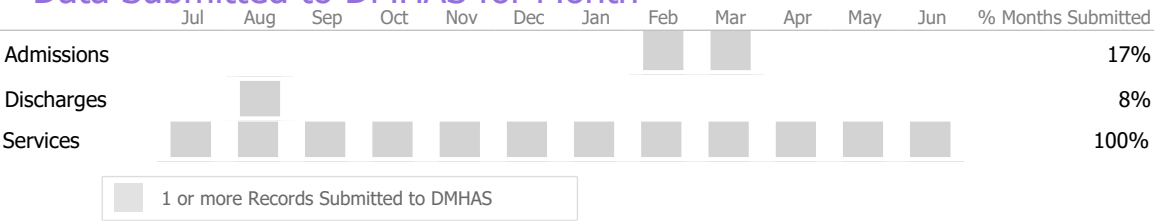
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		36	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Periodic Submitted		
6 Month Updates	100%	79%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	136	-1%
Admits	26	18	44% ▲
Discharges	37	26	42% ▲
Service Hours	3,633	4,868	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Periodic Submitted		
6 Month Updates	100%	89%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		31	89%	65%	62%	24% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		111	90%	65%	62%	25% ▲

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		25	18%	20%	16%	-2%
Self Help		73	54%	N/A	44%	N/A
✓ Social Support		127	93%	60%	81%	33% ▲
✓ Stable Living Situation		133	98%	80%	89%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		99	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	10	13	-23%	▼
Admits	1	5	-80%	▼
Discharges	1	4	-75%	▼
Service Hours	273	136	100%	▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	86%	5%

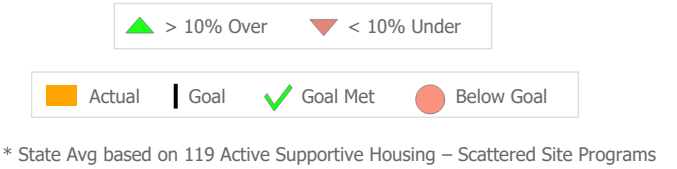
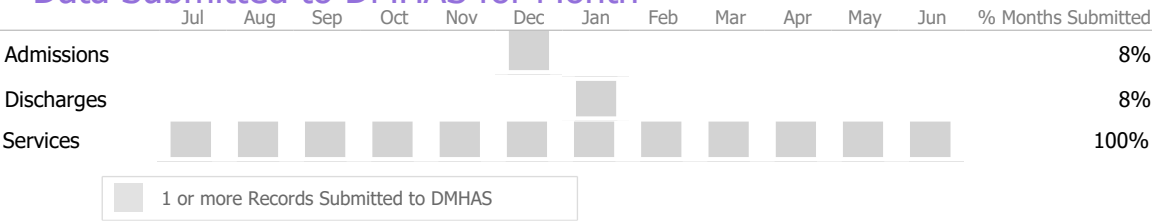
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	89%	79%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	16	19%	▲
Admits	5	1	400%	▲
Discharges	3	2	50%	▲
Service Hours	302	231	31%	▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	89%	85%	92%	4%

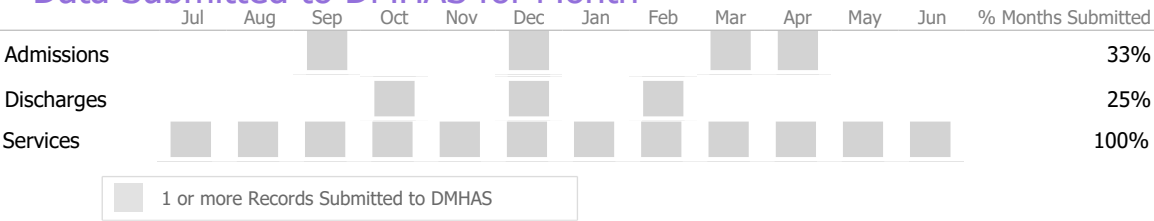
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	95%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted		
6 Month Updates		78%

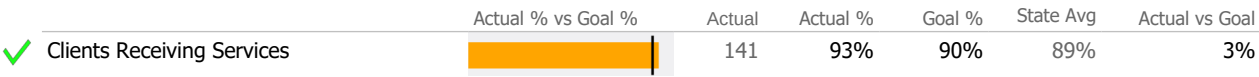
Data Submitted to DMHAS for Month



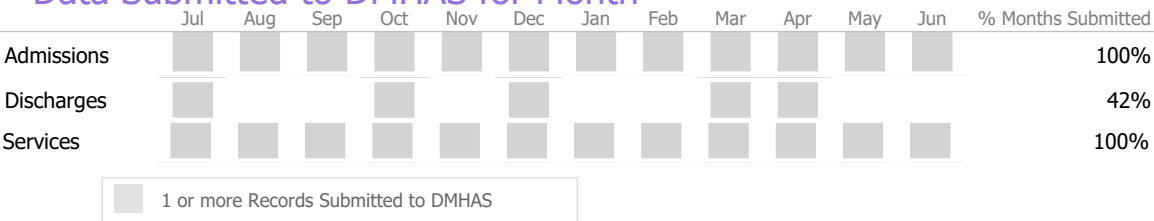
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	236	236	0%
Admits	58	47	23% ▲
Discharges	87	57	53% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	5,270	5,638	-7%

Service Utilization



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 35 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	188	149	27% ▲

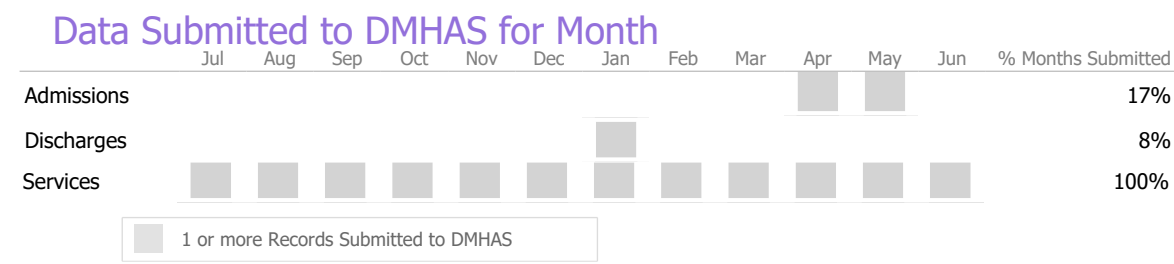
Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	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	Actual	State Avg	
6 Month Updates		83%	79%



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

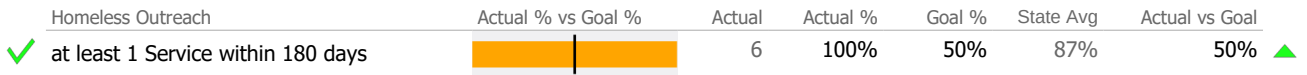
● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

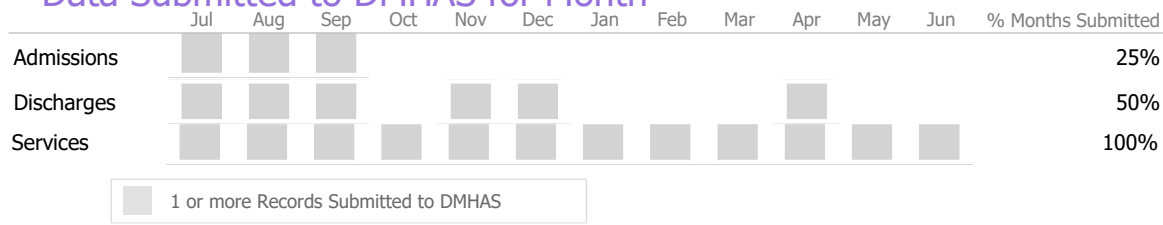
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	84	-63%	▼
Admits	6	38	-84%	▼
Discharges	20	59	-66%	▼
Service Hours	215	548	-61%	▼

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	9	11	-18% ▼
Admits	-	4	-100% ▼
Discharges	2	2	0%
Service Hours	119	165	-28% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	86%	15% ▲

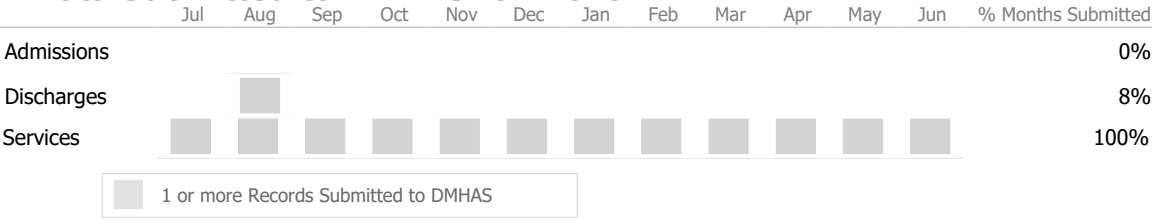
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	100%	79%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

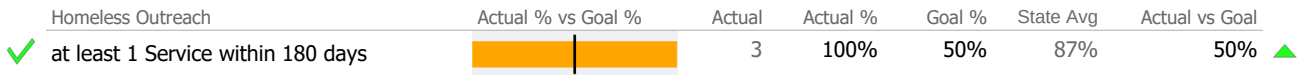
● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

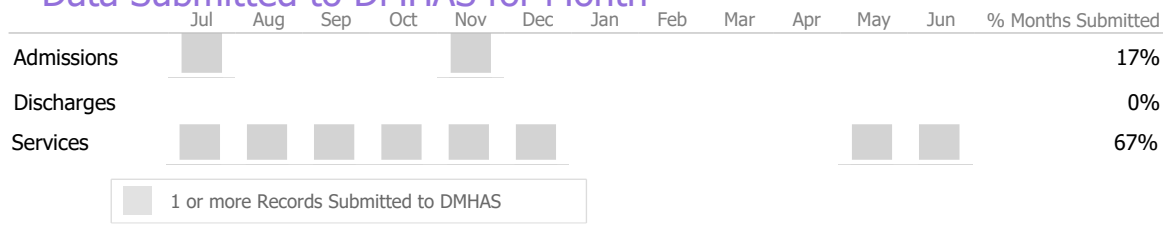
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	3	5	-40% ▼
Discharges	-	4	-100% ▼
Service Hours	20	32	-38% ▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

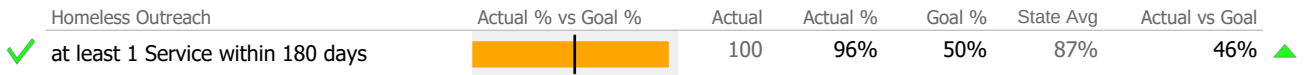
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

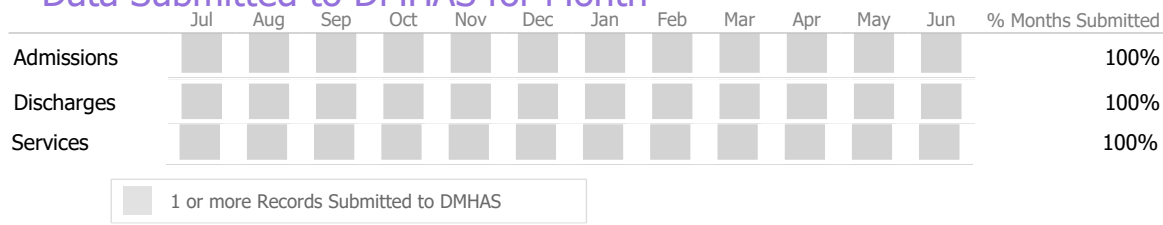
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	195	120	63%	▲
Admits	104	120	-13%	▼
Discharges	84	26	223%	▲
Service Hours	1,332	598	123%	▲

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