

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	761	690	10%
	Admits	285	406	-30% ▼
	Discharges	194	212	-8%
	Service Hours	5,222	4,832	8%
	Bed Days	4,488	3,182	41% ▲

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

Consumer Satisfaction Survey (Based on 199 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		91%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Respect		91%	80%	91%
✓ Access		88%	80%	88%
● Outcome		77%	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	685	88.5%
	Residential Services	54	7.0%
Addiction	Case Management	35	4.5%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	26	3%	9%	Male	518	68%	60%
26-34	81	11%	18%	Female	232	30%	39%
35-44	150	20%	26%	Transgender/Other	16	2%	0%
45-54	197	26%	19%				
55-64	221	29% ▲	18%				
65+	89	12%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	736	96% ▲	12%	White/Caucasian	308	40% ▼	58%
Non-Hispanic	19	2% ▼	63%	Black/African American	248	32% ▲	18%
Unknown	11	1% ▼	14%	Multiple Races	129	17% ▲	1%
Hispanic-Cuban			0%	Other	66	9%	12%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	7	1%	1%
Hisp-Puerto Rican			10%	Asian	5	1%	1%
				Hawaiian/Other Pacific Islander	3	0%	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	16	15	7%
Admits	4	1	300% ▲
Discharges	3	3	0%
Service Hours	211	237	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	85%	78%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	92%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	85%	90%	95%	-5%

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	28	26	8%
Admits	4	9	-56% ▼
Discharges	6	2	200% ▲
Service Hours	256	258	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Periodic Submitted		
6 Month Updates	62%	79%

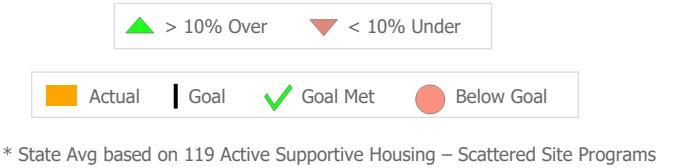
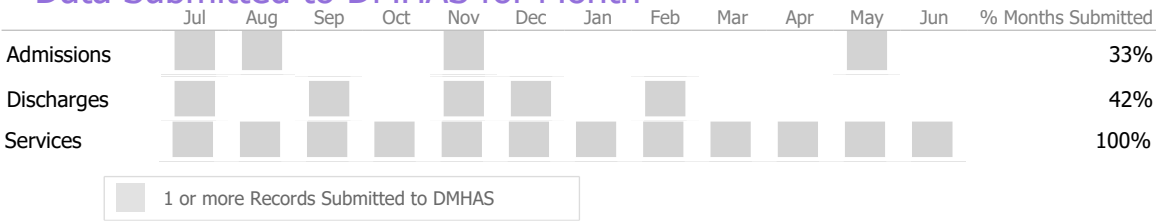
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		18	64%	85%	86%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	68%	90%	96%	-22% ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	50	-4%
Admits	7	15	-53% ▼
Discharges	5	8	-38% ▼
Service Hours	636	458	39% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		39	80%	85%	86%	-5%

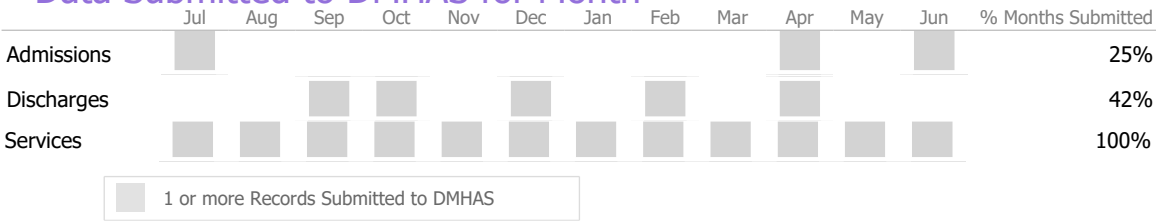
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		42	95%	90%	96%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
Periodic Submitted		
6 Month Updates	83%	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	9	9	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	44	62	-29% ▼

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		7	70%	90%	96%	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%

Periodic Submitted	Actual	State Avg
6 Month Updates	60%	79%

Data Submitted to DMHAS for Month

[illegible]

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

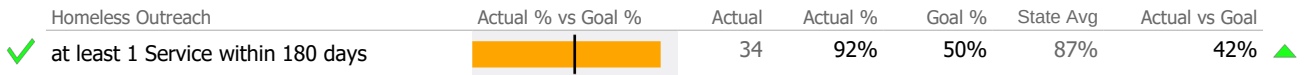
■ Actual
 ■ Goal
 ✓ Goal Met
 ● Below Goal

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

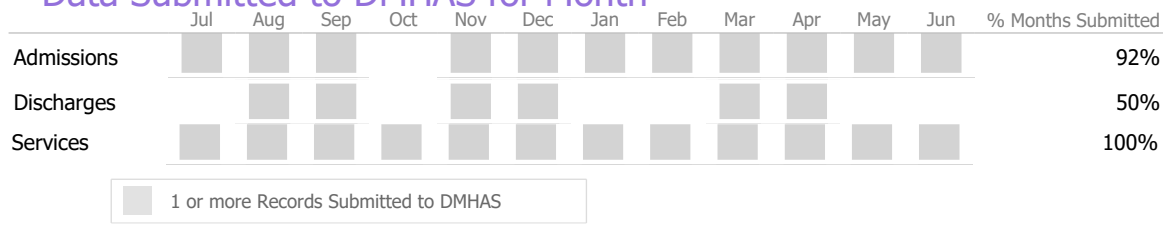
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	41	71% ▲
Admits	38	23	65% ▲
Discharges	15	8	88% ▲
Service Hours	394	193	104% ▲

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

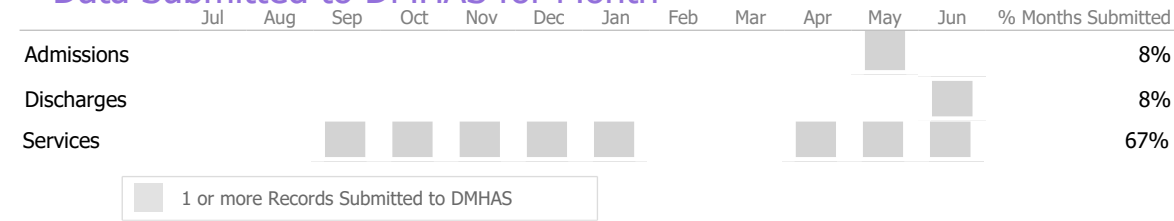
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	29	146	-80% ▼

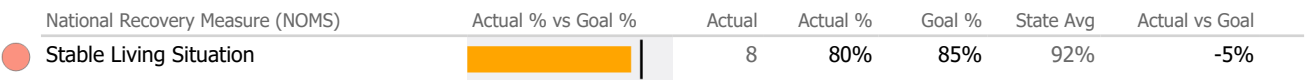
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	38%	78%

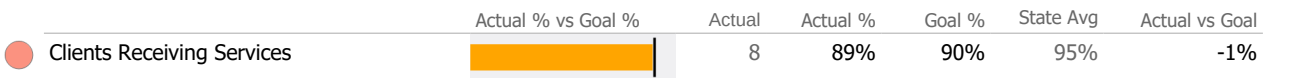
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

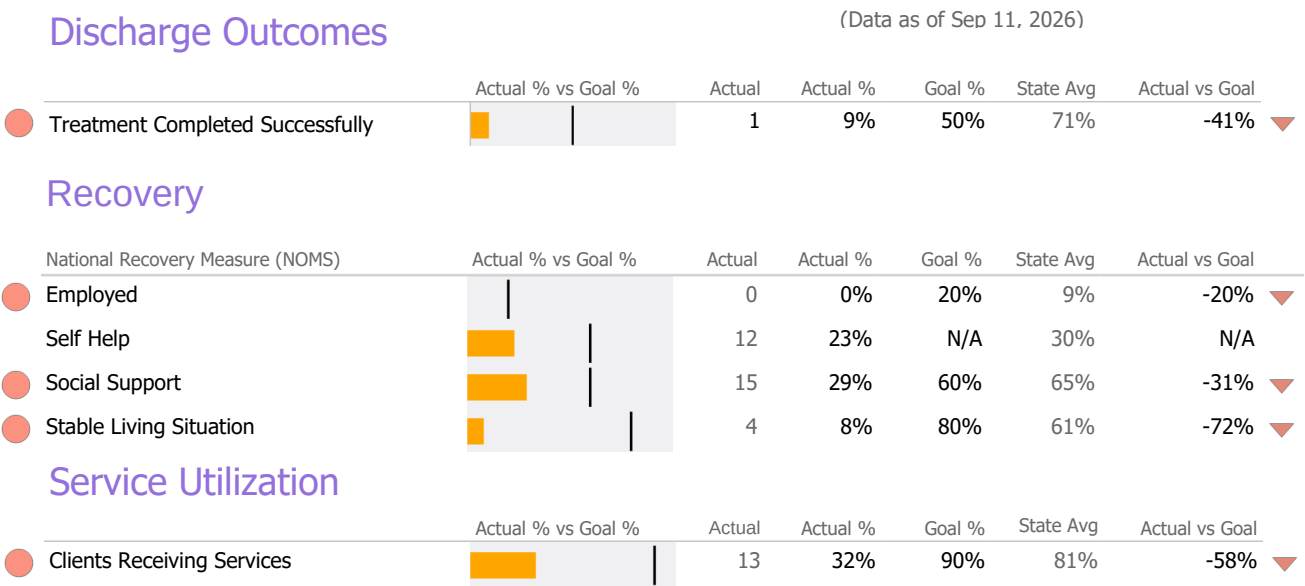
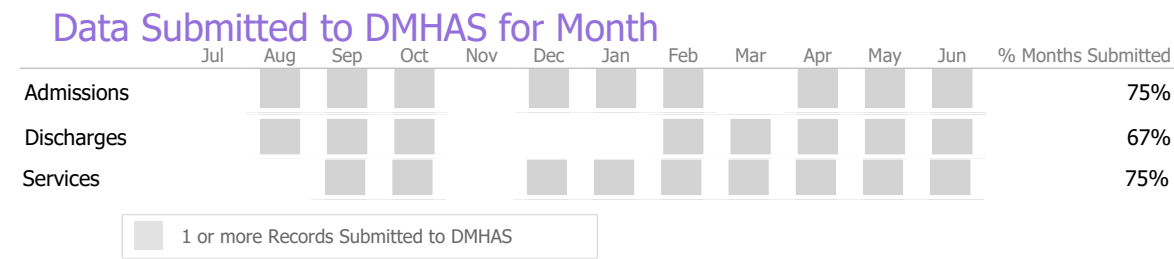
* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	44	18% ▲
Admits	21	22	-5%
Discharges	11	14	-21% ▼
Service Hours	76	70	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	61%



▲ > 10% Over

▼ < 10% Under

■ Actual

■ Goal

✓ Goal Met

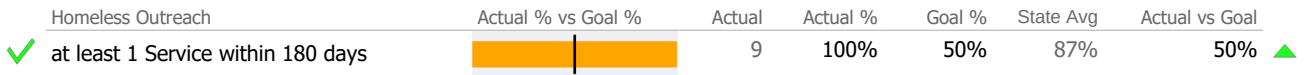
● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

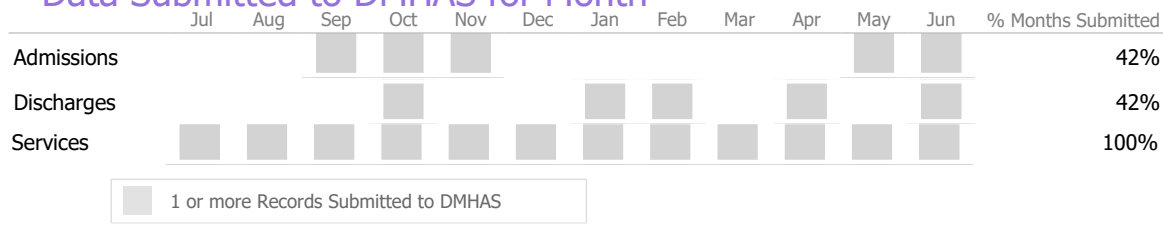
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	16	44% ▲
Admits	9	10	-10%
Discharges	6	2	200% ▲
Service Hours	141	31	

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

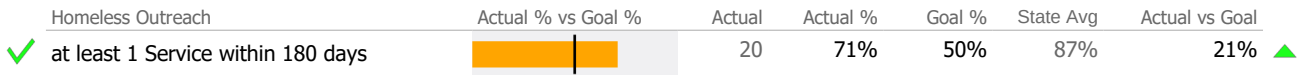
Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

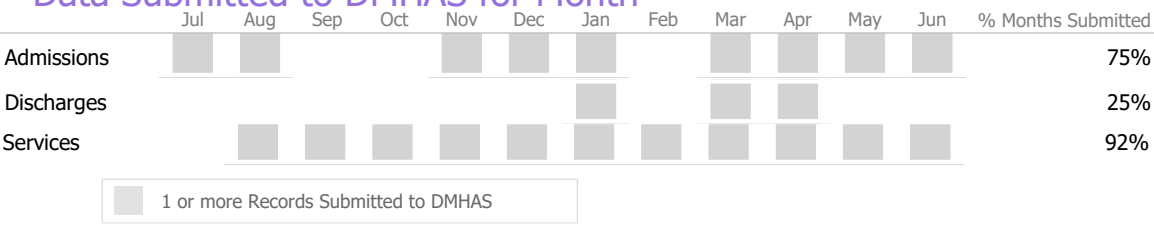
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	102	-7%
Admits	28	54	-48% ▼
Discharges	12	36	-67% ▼
Service Hours	169	356	-52% ▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

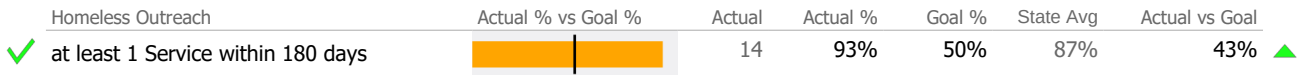
Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

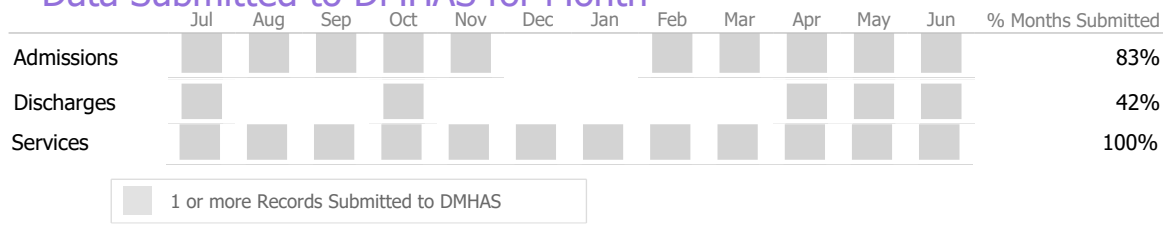
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	68	12%	▲
Admits	15	22	-32%	▼
Discharges	12	7	71%	▲
Service Hours	51	67	-24%	▼

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

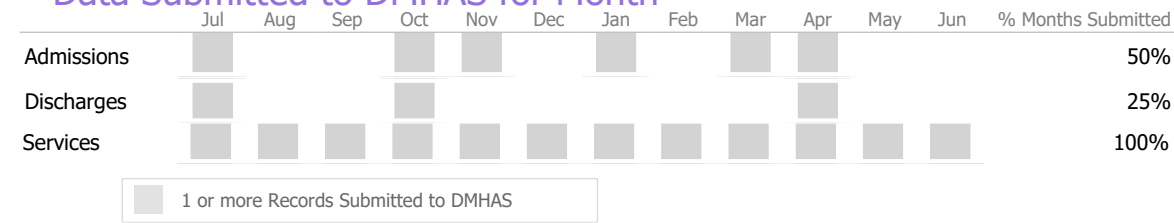
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	46	22%	▲
Admits	12	39	-69%	▼
Discharges	4	3	33%	▲
Service Hours	585	396	48%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Periodic Submitted		
6 Month Updates	29%	79%

Data Submitted to DMHAS for Month



Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	34%	85%	86%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	92%	90%	96%	2%

▲ > 10% Over ▼ < 10% Under

Actual | Goal

✓

 Goal Met Below Goal

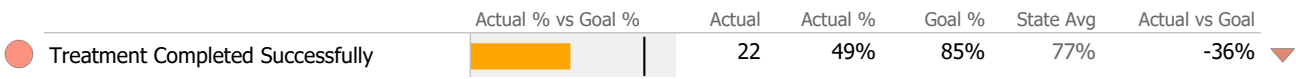
* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

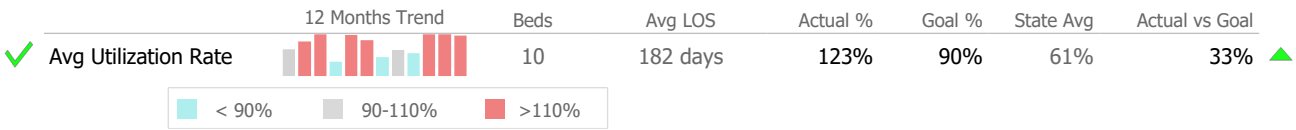
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	46	15% ▲
Admits	41	39	5%
Discharges	45	36	25% ▲
Bed Days	4,487	3,182	41% ▲

Discharge Outcomes

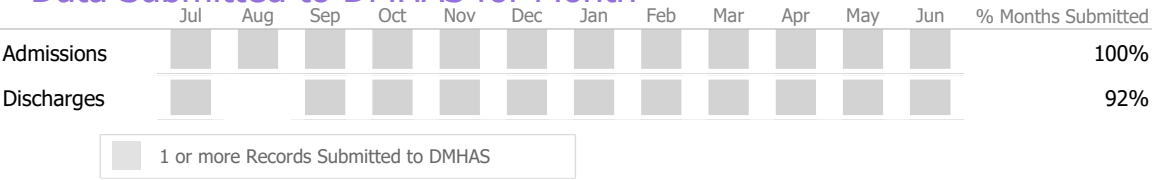
(Data as of Sep 11, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

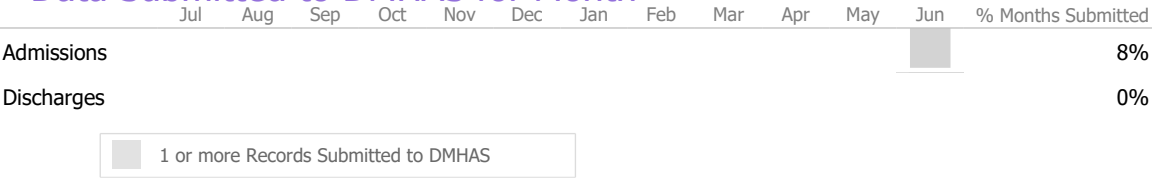
Below Goal

* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	-	-	
Bed Days	1	-	

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

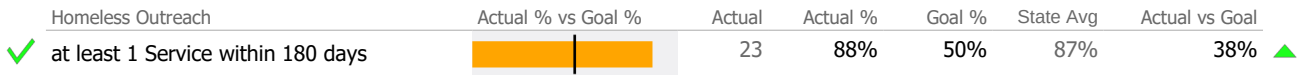
● Below Goal

* State Avg based on 6 Active Shelter Programs

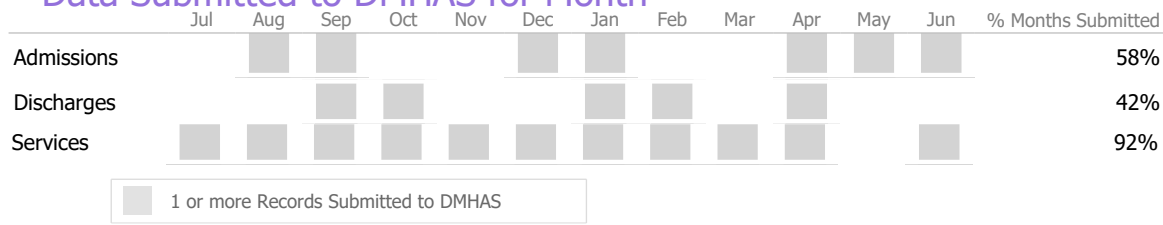
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	35	43% ▲
Admits	26	28	-7%
Discharges	12	11	9%
Service Hours	185	162	14% ▲

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	10	12	-17%	▼
Admits	-	4	-100%	▼
Discharges	4	2	100%	▲
Service Hours	1	21	-95%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	87%	-50% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													8%
Services													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

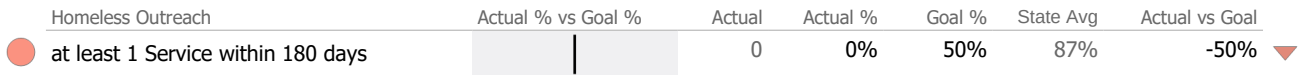
● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

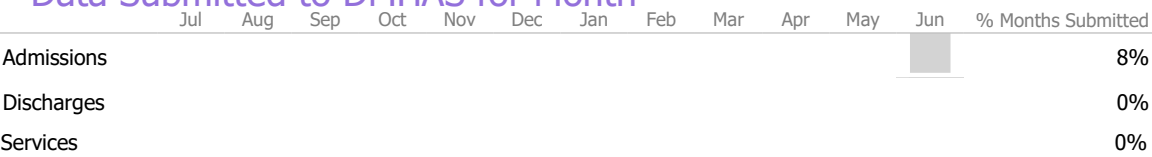
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	12	-50%	▼
Admits	1	9	-89%	▼
Discharges	-	7	-100%	▼
Service Hours	-	49	-100%	▼

Service Engagement



Data Submitted to DMHAS for Month



1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

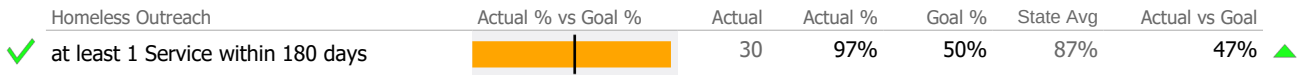
● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

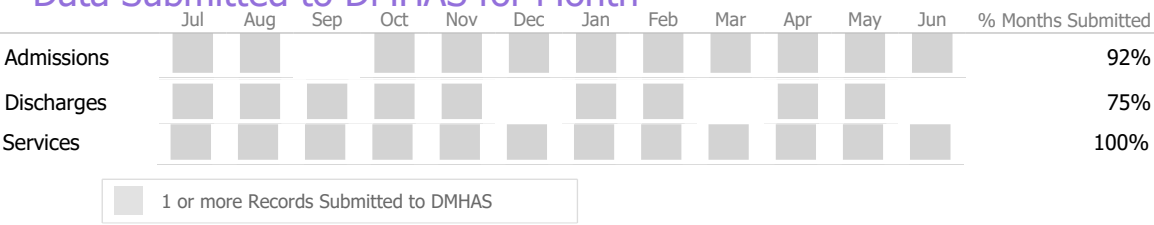
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	39	67% ▲
Admits	31	25	24% ▲
Discharges	16	4	300% ▲
Service Hours	299	141	112% ▲

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	30	32	-6%
Admits	1	4	-75% ▼
Discharges	4	3	33% ▲
Service Hours	518	568	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
Periodic Submitted	Actual	State Avg
6 Month Updates	81%	79%

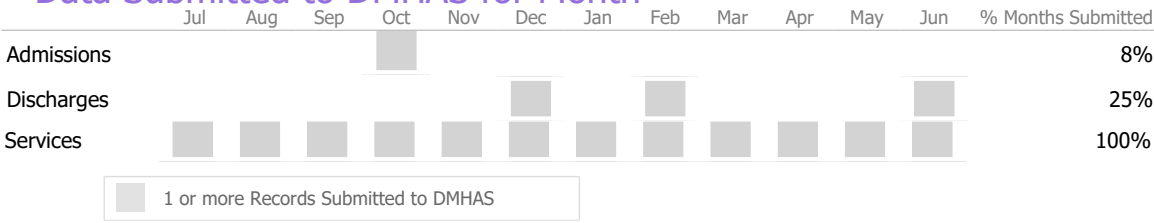
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	50%	85%	86%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	88%	90%	96%	-2%

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	17	16	6%
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	116	172	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	56%	78%

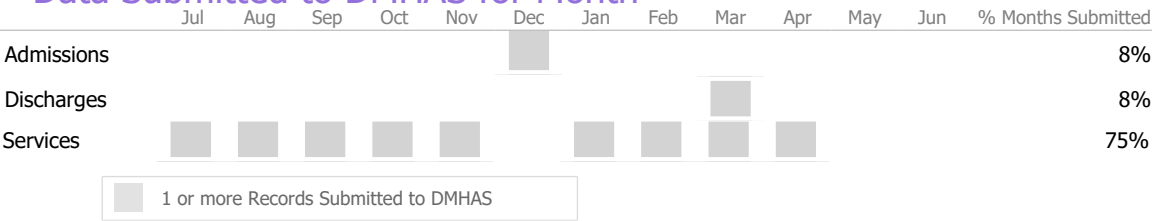
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	92%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	88%	90%	95%	-2%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

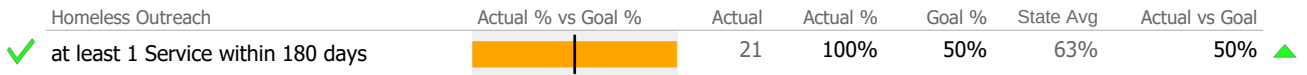
● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

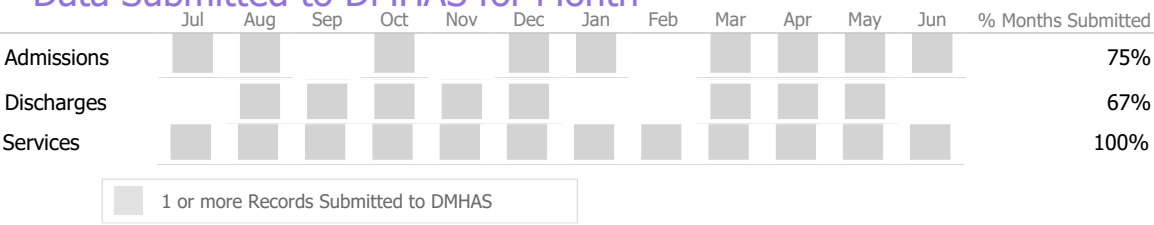
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	30	13% ▲
Admits	21	16	31% ▲
Discharges	16	17	-6%
Service Hours	474	433	9%

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

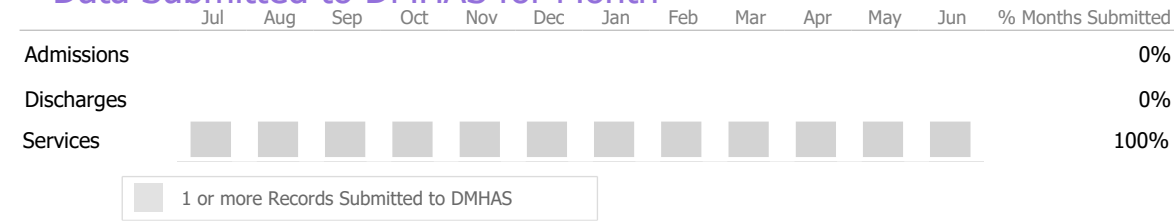
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	46	-76%	▼
Admits	-	34	-100%	▼
Discharges	-	35	-100%	▼
Service Hours	172	19		

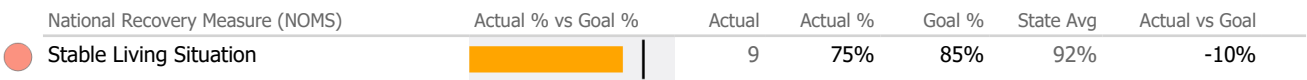
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Periodic Submitted		
6 Month Updates	58%	78%

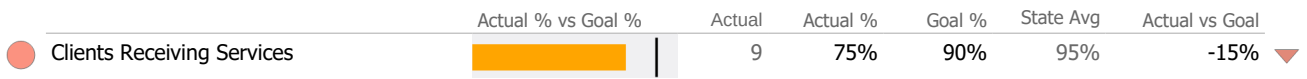
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	92%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

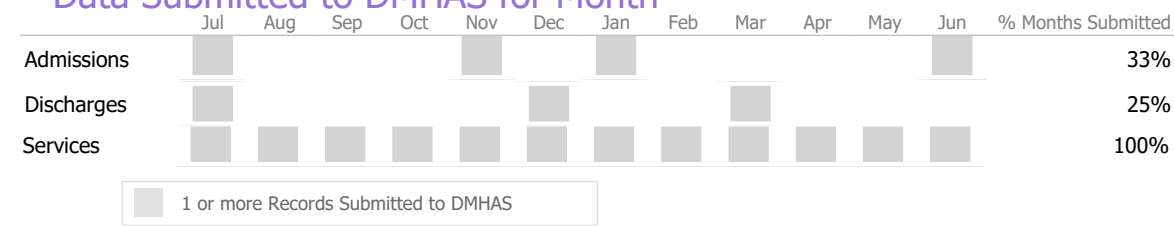
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	53	-2%
Admits	7	26	-73% ▼
Discharges	3	8	-63% ▼
Service Hours	406	492	-17% ▼

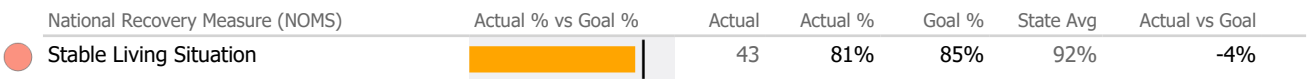
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	63%	78%

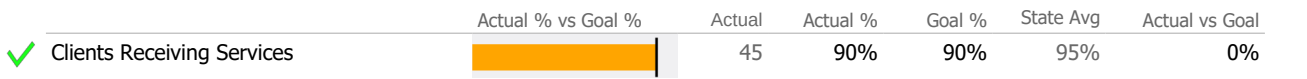
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 10% Over ▼ < 10% Under

Actual | Goal

✓

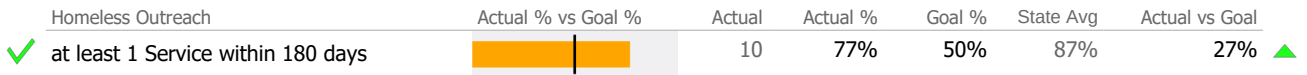
 Goal Met Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

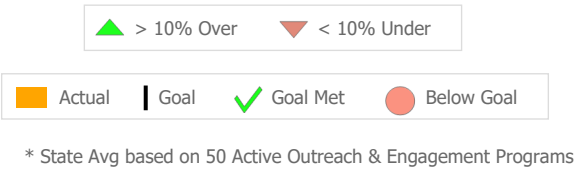
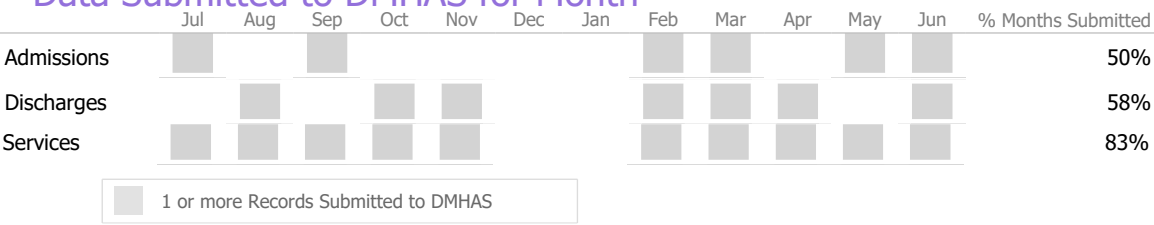
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	20	50%	▲
Admits	13	22	-41%	▼
Discharges	18	5	260%	▲
Service Hours	83	117	-29%	▼

Service Engagement



Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	202	209	-3%

Recovery

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

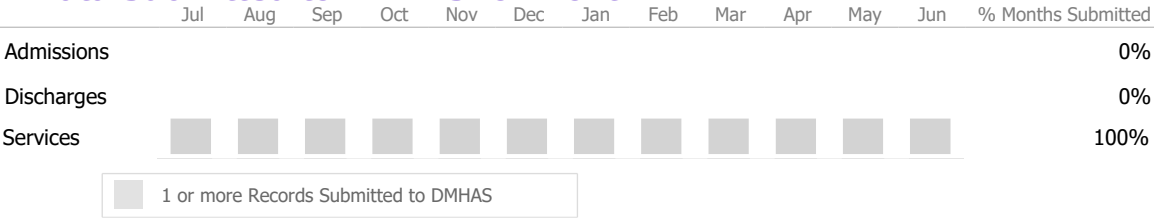
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	92%	90%	95%	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	58%	78%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	9	22% ▲
Admits	3	-	
Discharges	-	1	-100% ▼
Service Hours	174	176	-1%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	92%	15% ▲

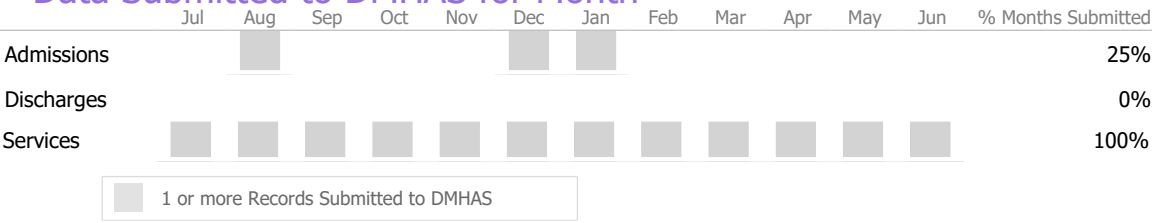
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	95%	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	70%	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