

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	152	155	-2%
	Admits	82	86	-5%
	Discharges	78	92	-15% ▼
	Service Hours	250	228	10%
	Bed Days	12,867	10,763	20% ▲

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

Consumer Satisfaction Survey (Based on 63 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		80%	80%	93%
● Participation in Treatment		77%	80%	92%
● General Satisfaction		76%	80%	92%
● Overall		76%	80%	91%
● Access		71%	80%	88%
● Respect		69%	80%	91%
● Outcome		61%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	107	67.7%
	Case Management	51	32.3%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	4	3%	9%	Male	85	56%	60%
26-34	24	16%	18%	Female	67	44%	39%
35-44	33	22%	26%	Transgender/Other			0%
45-54	39	26%	19%				
55-64	31	20%	18%				
65+	21	14%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	151	99%	▲ 12%	White/Caucasian	75	49%	58%
Unknown	1	1%	▼ 14%	Other	34	22%	12%
Hispanic-Cuban			0%	Black/African American	23	15%	18%
Hispanic-Mexican			1%	Multiple Races	18	12%	▲ 1%
Hisp-Puerto Rican			10%	Am. Indian/Native Alaskan	1	1%	1%
Non-Hispanic			▼ 63%	Asian	1	1%	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	11	10	10%
Admits	1	1	0%
Discharges	-	-	
Service Hours	39	46	-15% ▼

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		10	91%	85%	86%	6%

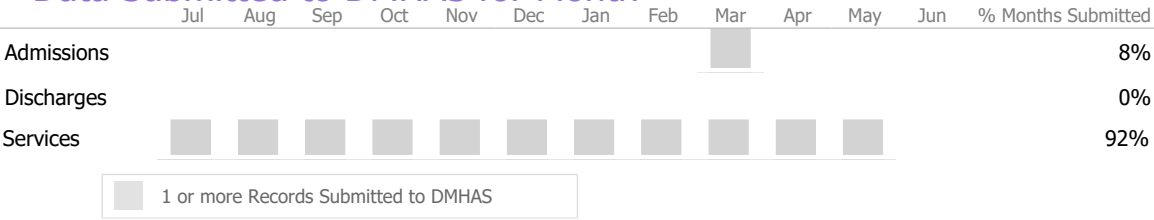
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	0%	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	27	26	4%
Admits	6	1	500% ▲
Discharges	4	5	-20% ▼
Service Hours	169	130	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
Periodic Submitted		
6 Month Updates	11%	78%

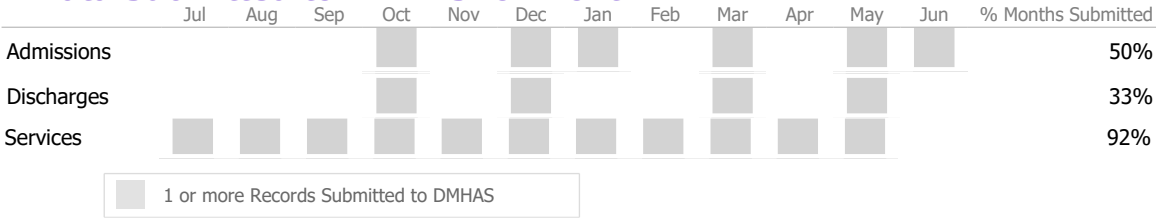
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		20	74%	85%	92%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	96%	90%	95%	6%

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	107	104	3%
Admits	75	76	-1%
Discharges	73	72	1%
Bed Days	12,867	10,763	20% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

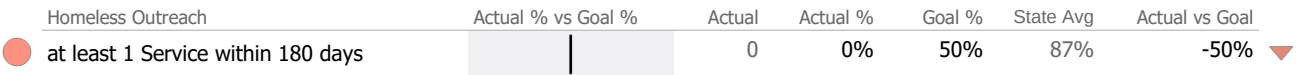
Below Goal

* State Avg based on 6 Active Shelter Programs

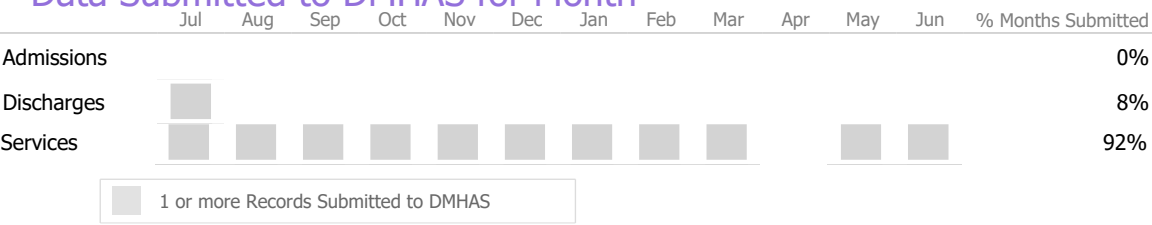
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	19	-26%	▼
Admits	-	8	-100%	▼
Discharges	1	5	-80%	▼
Service Hours	42	39	6%	

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