

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	249	237	5%
	Admits	81	85	-5%
	Discharges	80	75	7%
	Service Hours	13,640	14,018	-3%
	Bed Days	4,745	4,534	5%

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

Consumer Satisfaction Survey (Based on 41 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		93%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		81%	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	236	94.4%
	Residential Services	14	5.6%

Client Demographics

Age	#	%	State Avg
18-25	7	3%	9%
26-34	62	25%	18%
35-44	77	31%	26%
45-54	50	20%	19%
55-64	39	16%	18%
65+	12	5%	11%

Gender	#	%	State Avg
Male	182	73%	▲ 60%
Female	66	27%	▼ 39%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	189	76%	▲ 63%
Hisp-Puerto Rican	33	13%	10%
Hispanic-Other	20	8%	12%
Unknown	4	2%	▼ 14%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
Black/African American	133	53%	▲ 18%
White/Caucasian	61	24%	▼ 58%
Other	44	18%	12%
Asian	4	2%	1%
Unknown	4	2%	9%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan	1	0%	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	6	6	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	1,825	1,614	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	85%
Periodic Submitted		
6 Month Updates	80%	96%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	60%	76%	-60% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A
Recovery						
Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	95%	63%	-95% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	25%	13%	-25% ▼
Self Help		1	17%	N/A	60%	N/A
● Social Support		2	33%	60%	87%	-27% ▼
✓ 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	2,224 days	100%	90%	89%	10%
< 90% 90-110% > 110%							

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													8%
1 or more Records Submitted to DMHAS													

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 61 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	730	730	0%

Data Submission Quality

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

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	95%	63%	-95% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		1	50%	N/A	67%	N/A
✓ Social Support		2	100%	60%	89%	40% ▲
✓ Stable Living Situation		2	100%	90%	99%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	3,393 days	100%	90%	88%	10%

< 90%

90-110%

>110%

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

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,825	1,825	0%

Data Submission Quality

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

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	95%	63%	-95% ▼
National Recovery Measure (NOMS)						
Self Help		4	80%	N/A	67%	N/A
✓ Social Support		4	80%	60%	89%	20% ▲
✓ Stable Living Situation		5	100%	90%	99%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	3,315 days	100%	90%	88%	10%

< 90%

90-110%

>110%

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	127	2%
Admits	44	43	2%
Discharges	43	42	2%
Service Hours	7,175	8,204	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
Periodic Submitted		
6 Month Updates	100%	88%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		42	32%	35%	40%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	99%	90%	98%	9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	100	6%
Admits	36	41	-12% ▼
Discharges	36	32	13% ▲
Service Hours	6,464	5,814	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Periodic Submitted		
6 Month Updates	96%	88%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													83%
Services													100%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		16	15%	35%	40%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		71	99%	90%	98%	9%

▲ > 10% Over ▼ < 10% Under

Actual | Goal

✓

 Goal Met Below Goal

* State Avg based on 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Bed Days	365	365	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Periodic Submitted		
6 Month Updates	100%	96%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	76%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	87%	N/A

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	95%	63%	-95% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	100%	25%	13%	75% ▲
Self Help		1	100%	N/A	60%	N/A
Social Support		1	100%	60%	87%	40% ▲
Stable Living Situation		1	100%	95%	95%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	4,382 days	100%	90%	89%	10%

< 90%

90-110%

>110%

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

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 61 Active Supervised Apartments Programs