

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	406	424	-4%
	Admits	275	279	-1%
	Discharges	149	293	-49% ▼
	Service Hours	8,360	8,723	-4%
	S.Rehab/PHP/IOP	2,823	2,526	12% ▲

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

Consumer Satisfaction Survey (Based on 119 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Access		98%	80%	88%
✓ Outcome		98%	80%	83%
✓ Respect		97%	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	Social Rehabilitation	362	53.4%
	Employment Services	136	20.1%
	Education Support	68	10.0%
	Case Management	34	5.0%
	Community Support	32	4.7%
Addiction	Employment Services	46	6.8%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	48	12%	9%	Male	224	55%	60%
26-34	90	22%	18%	Female	181	45%	39%
35-44	88	22%	26%	Transgender/Other	1	0%	0%
45-54	76	19%	19%				
55-64	56	14%	18%				
65+	47	12%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	306	75%	▲ 63%	White/Caucasian	214	53%	58%
Hispanic-Other	62	15%	12%	Black/African American	115	28%	18%
Hisp-Puerto Rican	26	6%	10%	Other	69	17%	12%
Unknown	5	1%	▼ 14%	Asian	6	1%	1%
Hispanic-Mexican	4	1%	1%	Multiple Races	2	0%	1%
Hispanic-Cuban	3	1%	0%	Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			9%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

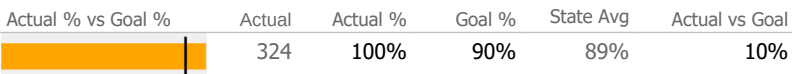
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	362	357	1%
Admits	143	128	12% ▲
Discharges	39	139	-72% ▼
Service Hours	2,876	3,424	-16% ▼
Social Rehab/PHP/IOP Days	2,823	2,526	12% ▲

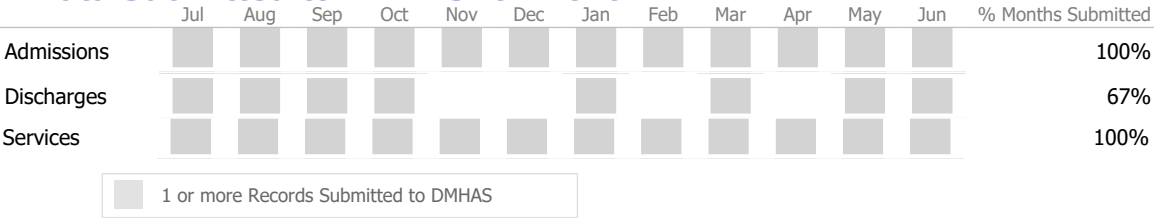
Service Utilization



Clients Receiving Services



Data Submitted to DMHAS for Month



* State Avg based on 35 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	126	8%
Admits	60	51	18% ▲
Discharges	53	49	8%
Service Hours	1,723	1,666	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		72	53%	35%	40%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		90	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
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	68	72	-6%
Admits	32	35	-9%
Discharges	24	36	-33% ▼
Service Hours	904	609	49% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		62	91%	35%	75%	56% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		46	100%	90%	100%	10%

Data Submission Quality

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

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 5 Active Education Support Programs

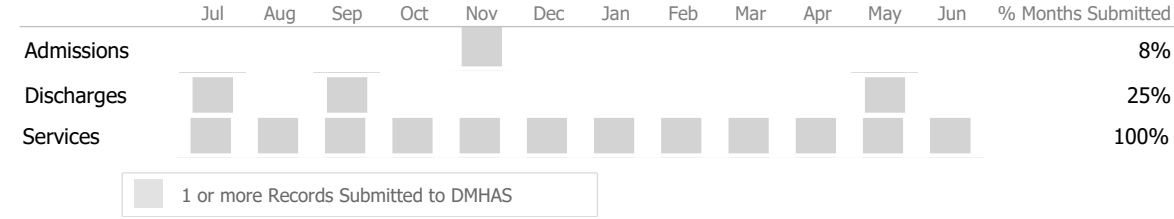
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	40	-20% ▼
Admits	1	8	-88% ▼
Discharges	3	9	-67% ▼
Service Hours	1,590	1,879	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Periodic Submitted		
6 Month Updates	93%	89%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month



Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	65%	62%	35% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		26	81%	65%	62%	16% ▲

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		11	34%	20%	16%	14% ▲
Self Help		32	100%	N/A	44%	N/A
✓ Social Support		29	91%	60%	81%	31% ▲
✓ Stable Living Situation		32	100%	80%	89%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	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	7	7	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	81	101	-19% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	92%	15% ▲

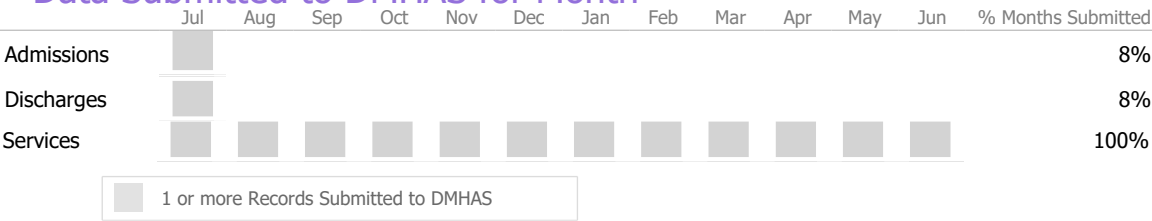
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	83%	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	10	8	25% ▲
Admits	3	1	200% ▲
Discharges	3	1	200% ▲
Service Hours	132	124	7%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

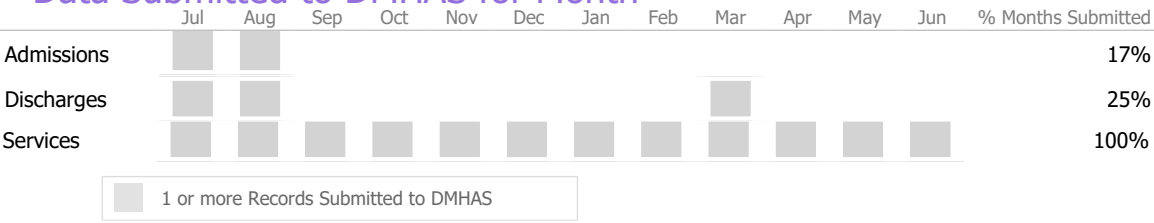
Service Utilization

	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	17	18	-6%
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Service Hours	670	628	7%

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	100%	85%	86%	15% ▲

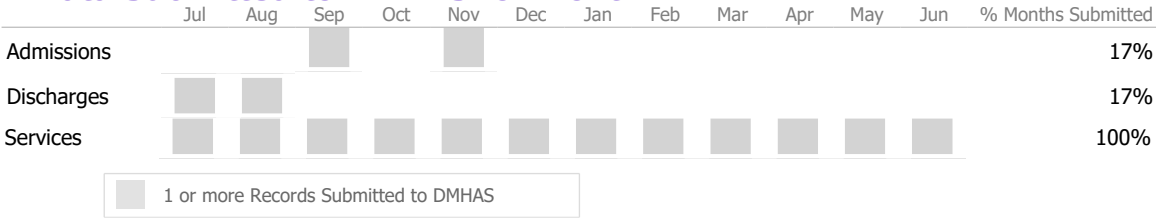
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	93%	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	46	67	-31%	▼
Admits	33	52	-37%	▼
Discharges	24	55	-56%	▼
Service Hours	384	293	31%	▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	37%	35%	36%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	95%	90%	93%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Periodic Submitted		
6 Month Updates	100%	46%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■			■	■	■	83%
Discharges			■		■	■	■			■	■	■	58%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■

 1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 15 Active Employment Services Programs