

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	390	425	-8%
	Admits	194	263	-26% ▼
	Discharges	197	229	-14% ▼
	Service Hours	3,982	4,235	-6%
	Bed Days	15,352	17,142	-10%

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

Consumer Satisfaction Survey (Based on 132 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		91%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Access		88%	80%	88%
● Outcome		67%	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	153	38.8%
	Crisis Services	38	9.6%
	Residential Services	27	6.9%
Addiction	Case Management	107	27.2%
	Residential Services	69	17.5%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	26	7%	9%	Male	214	55%	60%
26-34	57	15%	18%	Female	170	43%	39%
35-44	88	23%	26%	Transgender/Other	7	2%	0%
45-54	98	25%	19%				
55-64	89	23%	18%				
65+	32	8%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	389	99%	▲ 12%	Black/African American	153	39%	▲ 18%
Hisp-Puerto Rican	1	0%	10%	White/Caucasian	113	29%	▼ 58%
Unknown	1	0%	▼ 14%	Multiple Races	83	21%	▲ 1%
Hispanic-Cuban			0%	Other	38	10%	12%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	3	1%	1%
Non-Hispanic			▼ 63%	Asian	1	0%	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	35	38	-8%
Admits	4	9	-56% ▼
Discharges	1	7	-86% ▼
Service Hours	720	1,457	-51% ▼

Data Submission Quality

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

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		35	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	96%	10%

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	15	14	7%
Admits	2	-	
Discharges	4	1	300% ▲
Service Hours	348	545	-36% ▼

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		14	93%	85%	86%	8%

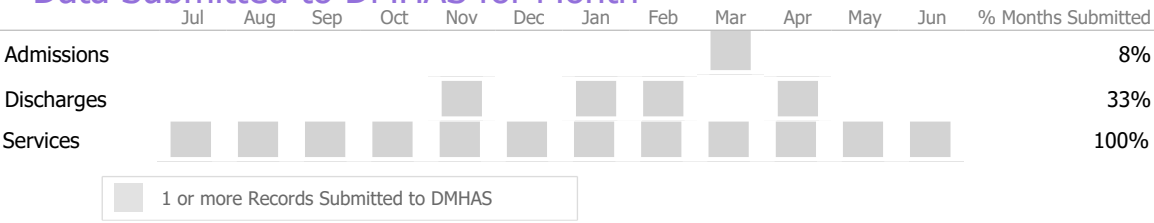
Service Utilization

		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	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	38	36	6%
Admits	32	31	3%
Discharges	31	30	3%
Bed Days	2,502	2,509	0%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		30	97%	85%	92%	12% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		23	88%	90%	53%	-2% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	109 days	69%	90%	60%	-21% ▼

< 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													100%
Discharges													92%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 13 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	116	-9%
Admits	55	81	-32% ▼
Discharges	79	58	36% ▲
Service Hours	124	109	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	93%
Periodic Submitted		
6 Month Updates	100%	42%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													100%
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		23	29%	50%	53%	-21% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		11	10%	20%	29%	-10% ▼
Self Help		26	23%	60%	57%	-37% ▼
Social Support		24	21%	N/A	80%	N/A
Stable Living Situation		15	13%	80%	71%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	100%	90%	92%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

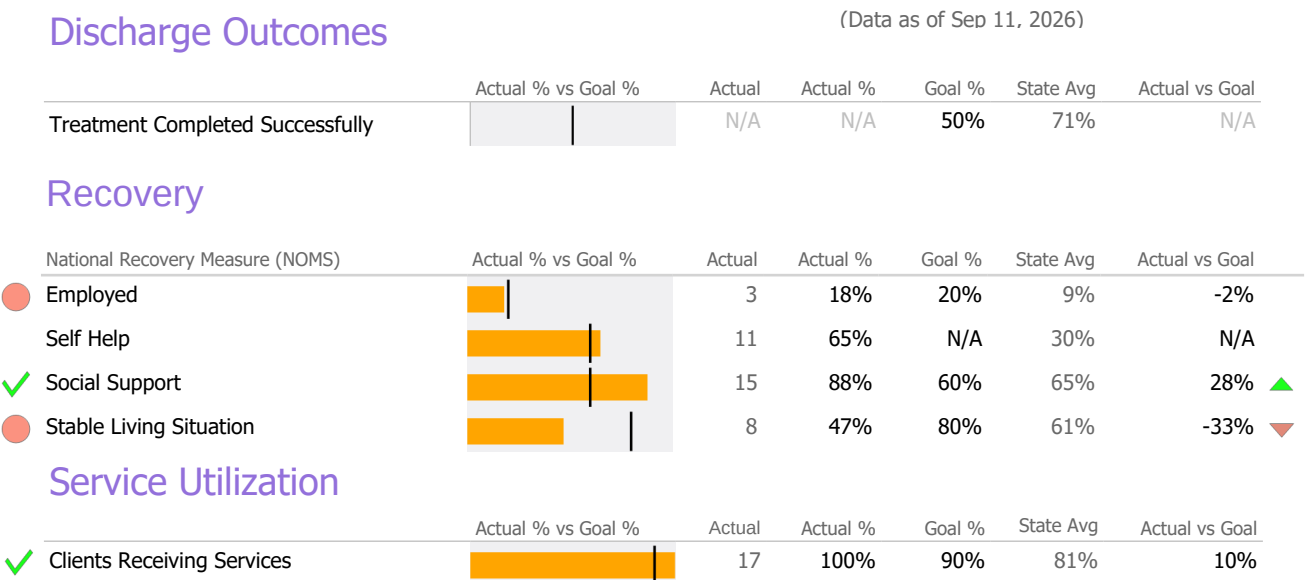
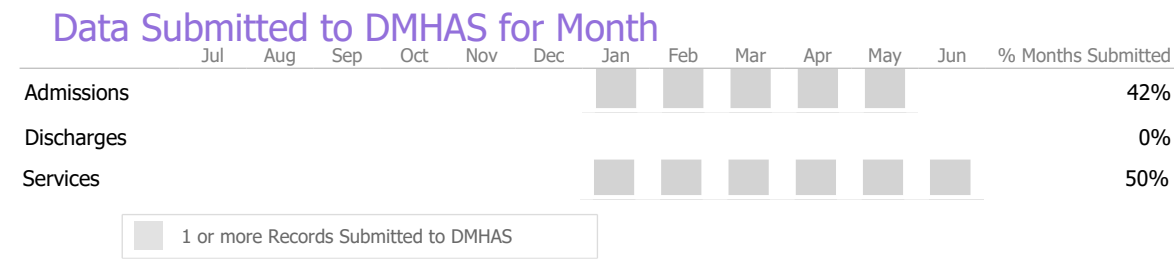
* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17		
Admits	17	-	
Discharges	-	-	
Service Hours	236	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Periodic Submitted		
6 Month Updates	N/A	61%



> 10% Over

< 10% Under

Actual

Goal

Goal Met

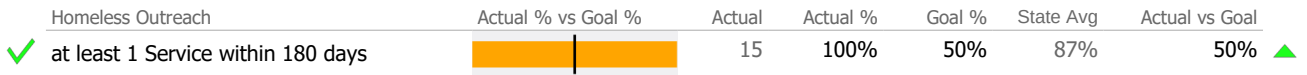
Below Goal

* State Avg based on 30 Active Standard Case Management Programs

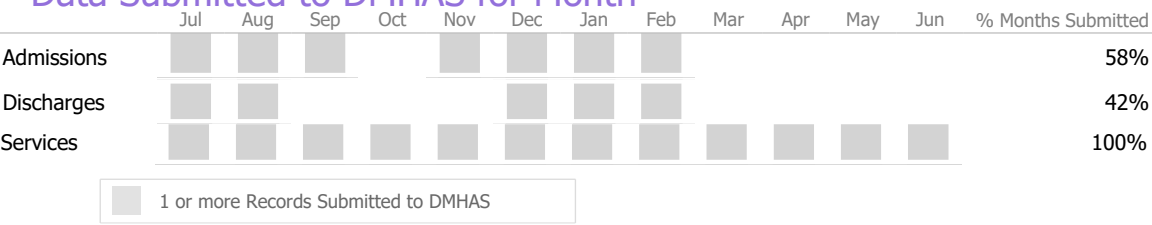
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	32	-28%	▼
Admits	15	24	-38%	▼
Discharges	6	24	-75%	▼
Service Hours	652	439	48%	▲

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	16	-38%	▼
Admits	1	7	-86%	▼
Discharges	-	8	-100%	▼
Service Hours	403	323	25%	▲

Recovery

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

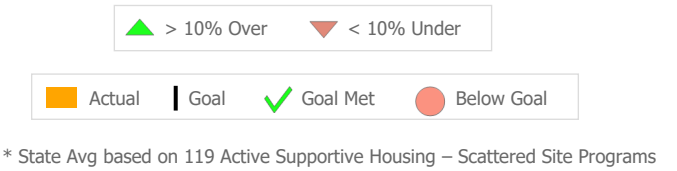
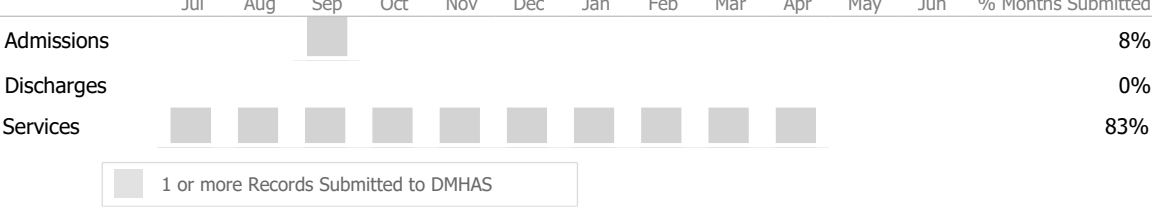
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted		
6 Month Updates	50%	79%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	35	-6%
Admits	2	10	-80% ▼
Discharges	-	4	-100% ▼
Service Hours	818	857	-5%

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		33	100%	85%	86%	15% ▲

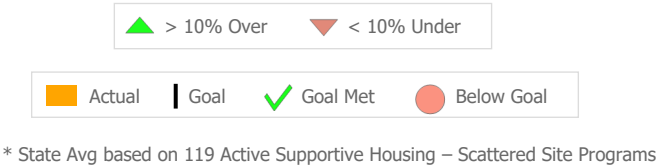
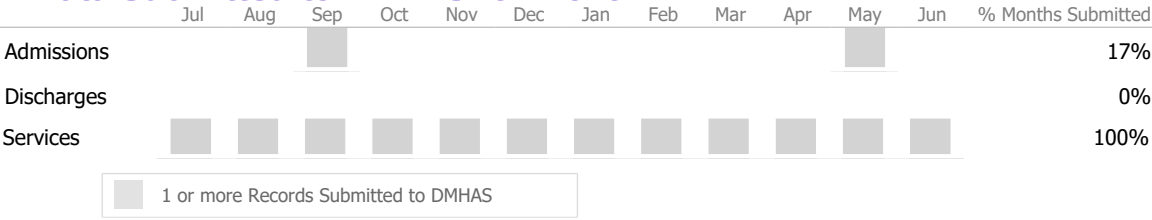
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		33	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



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	15	-33% ▼
Admits	4	8	-50% ▼
Discharges	5	9	-44% ▼
Bed Days	2,216	2,398	-8%

Data Submission Quality

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

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	80%	85%	44%	-5%
Follow-up within 30 Days of Discharge		1	25%	90%	29%	-65% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		10	100%	60%	61%	40% ▲
Social Support		10	100%	N/A	86%	N/A

Bed Utilization

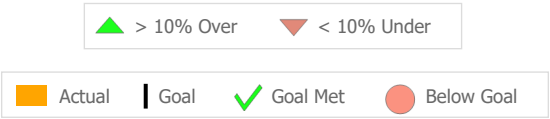
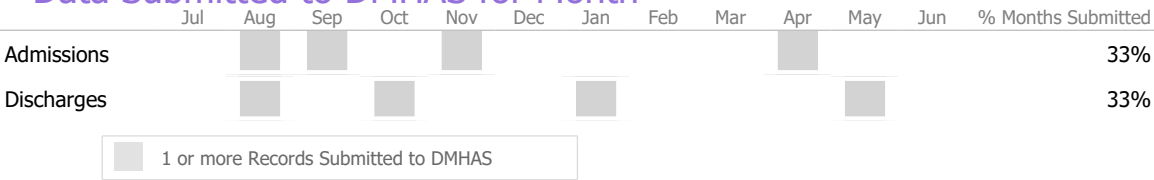
	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		9	531 days	67%	90%	82%	-23% ▼

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month



* State Avg based on 3 Active AIDS Residential Programs

Mental Health - Case Management - Supportive Housing – Scattered Site

Reporting Period: July 2025 - June 2026

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	4	3	33% ▲
Discharges	6	2	200% ▲
Service Hours	364	230	58% ▲

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	75%	85%	86%	-10%

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	96%	10%

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%
Periodic Submitted		Actual	State Avg
6 Month Updates		100%	79%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■		■			■				25%
Discharges	■		■	■				■	■			■	50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Service Hours	318	273	16% ▲

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



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%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

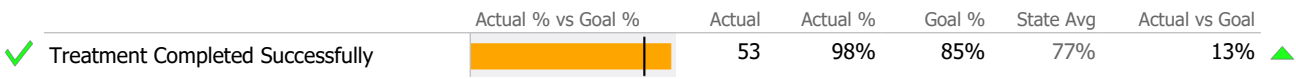
* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

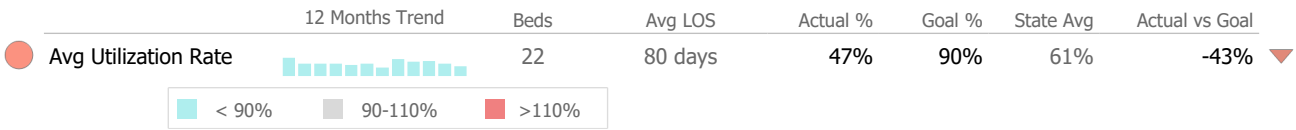
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	83	-29% ▼
Admits	50	78	-36% ▼
Discharges	54	76	-29% ▼
Bed Days	3,740	5,069	-26% ▼

Discharge Outcomes

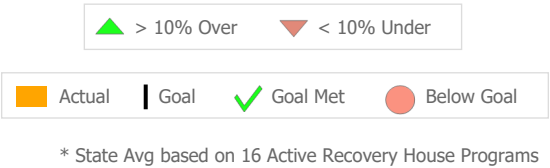
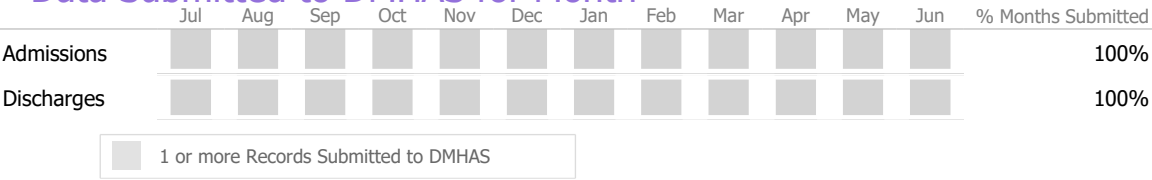
(Data as of Sep 11, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	15	-7%
Admits	3	6	-50% ▼
Discharges	6	4	50% ▲
Bed Days	3,541	3,718	-5%

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		6	100%	60%	76%	40% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		4	67%	90%	87%	-23% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		12	92%	95%	63%	-3%
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	25%	13%	-25% ▼
Self Help		14	100%	N/A	60%	N/A
✓ Social Support		14	100%	60%	87%	40% ▲
✓ Stable Living Situation		14	100%	95%	95%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	570 days	81%	90%	89%	-9%

< 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													25%
Discharges													33%

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