

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	225	202	11%	▲
	Admits	76	93	-18%	▼
	Discharges	52	59	-12%	▼
	Service Hours	2,191	1,699	29%	▲

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

Consumer Satisfaction Survey (Based on 43 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Overall		91%	80%	91%
✓ Access		88%	80%	88%
✓ Participation in Treatment		88%	80%	92%
● Outcome		73%	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	226	100.0%

Client Demographics

Age	#	%	State Avg
18-25	21	9%	9%
26-34	35	15%	18%
35-44	52	23%	26%
45-54	46	20%	19%
55-64	54	24%	18%
65+	18	8%	11%

Gender	#	%	State Avg
Female	128	57%	▲ 39%
Male	97	43%	▼ 60%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Hispanic-Other	225	100%	▲ 12%
Non-Hispanic	1	0%	▼ 63%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%
Unknown			▼ 14%

Race	#	%	State Avg
Black/African American	96	42%	▲ 18%
White/Caucasian	67	30%	▼ 58%
Multiple Races	49	22%	▲ 1%
Other	12	5%	12%
Am. Indian/Native Alaskan	1	0%	1%
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	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	63	42	49% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		3	100%	85%	92%	15% ▲

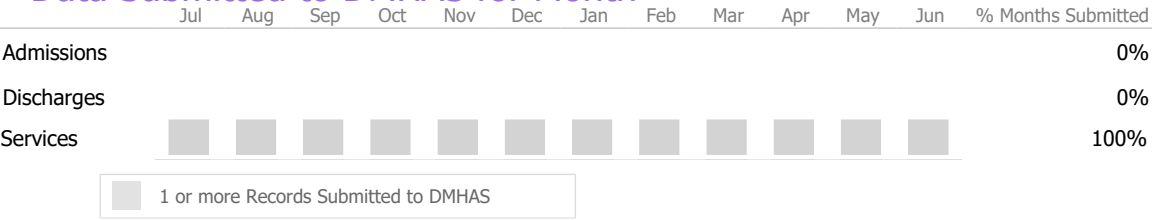
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		3	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	100%	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	16	17	-6%
Admits	-	2	-100% ▼
Discharges	1	1	0%
Service Hours	73	120	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Periodic Submitted		
6 Month Updates	100%	78%

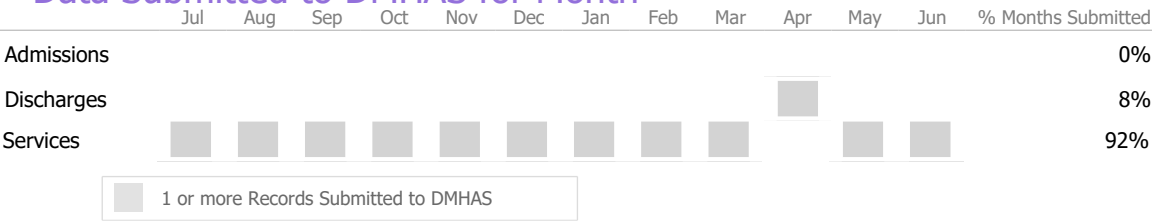
Recovery

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		13	87%	90%	95%	-3%

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	6	7	-14%	▼
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Service Hours	60	64	-6%	

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	50%	85%	86%	-35% ▼

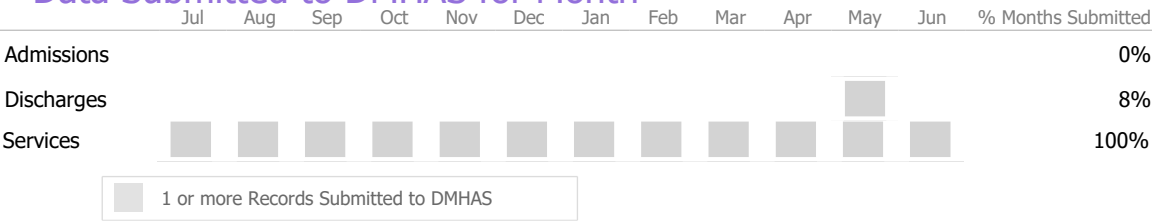
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	96%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99% 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	31	26	19% ▲
Admits	6	27	-78% ▼
Discharges	4	1	300% ▲
Service Hours	486	89	

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	91%	85%	92%	6%

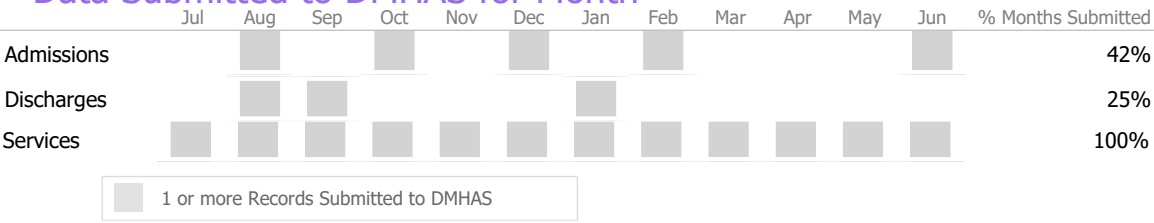
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	96%	90%	95%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	88%	78%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	4	6	-33% ▼
Discharges	1	4	-75% ▼
Service Hours	146	239	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	97%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	79%

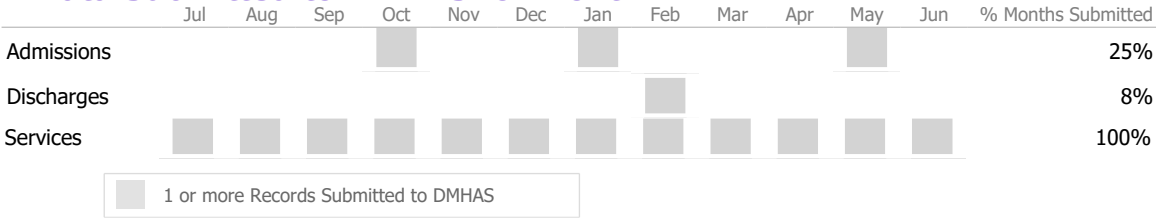
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	70%	85%	86%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	95%	90%	96%	5%

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	5	8	-38% ▼
Admits	1	1	0%
Discharges	-	4	-100% ▼
Service Hours	92	59	55% ▲

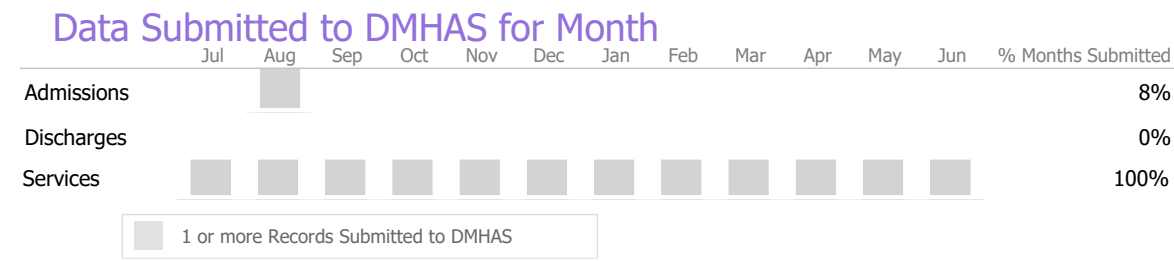
Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		5	100%	85%	92%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		5	100%	90%	95%	10%

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



▲ > 10% Over

▼ < 10% Under

Actual

Goal

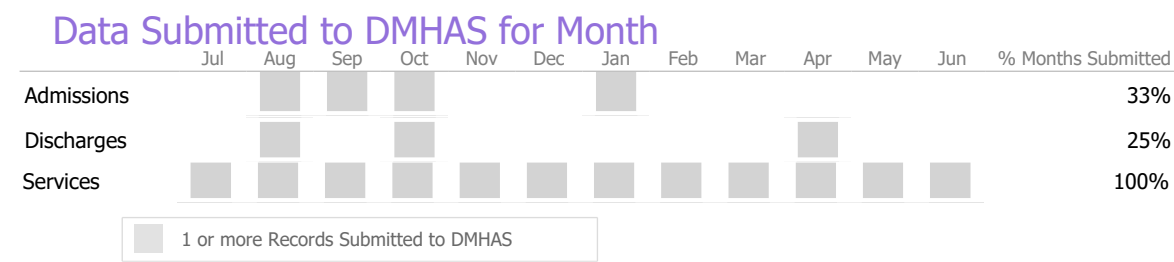
✓ Goal Met

● Below Goal

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

Program Activity				Recovery							
Measure	Actual	1 Yr Ago	Variance %	National Recovery Measure (NOMS)							
Unique Clients	16	17	-6%	✓	Stable Living Situation		15	94%	85%	86%	9%
Admits	4	9	-56% ▼	Service Utilization							
Discharges	4	5	-20% ▼								
Service Hours	236	169	39% ▲	✓	Clients Receiving Services		12	100%	90%	96%	10%

Data Submission Quality			
Data Entry		Actual	State Avg
Valid NOMS Data			98% 97%
Periodic Submitted		Actual	State Avg
6 Month Updates			91% 79%



▲ > 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	8	13% ▲
Admits	2	2	0%
Discharges	3	1	200% ▲
Service Hours	95	135	-30% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	86%	4%

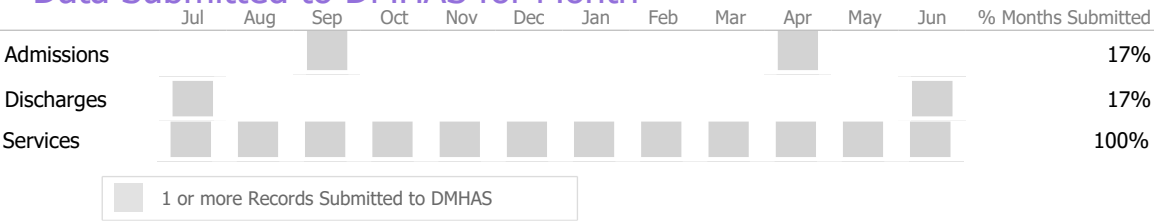
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	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

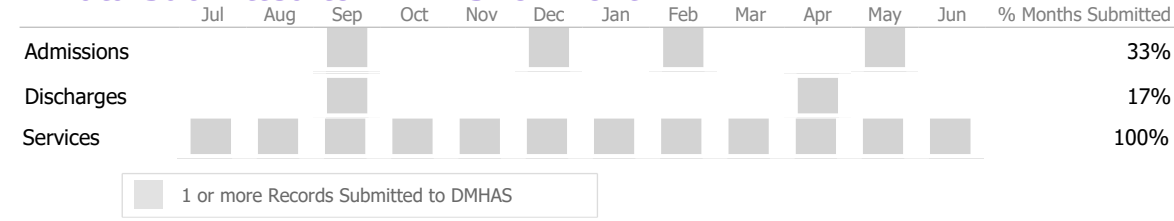
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	6	4	50% ▲
Discharges	2	6	-67% ▼
Service Hours	187	219	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted	Actual	State Avg
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		14	82%	85%	86%	-3%
Service Utilization						
Clients Receiving Services		15	100%	90%	96%	10%

Service Utilization

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

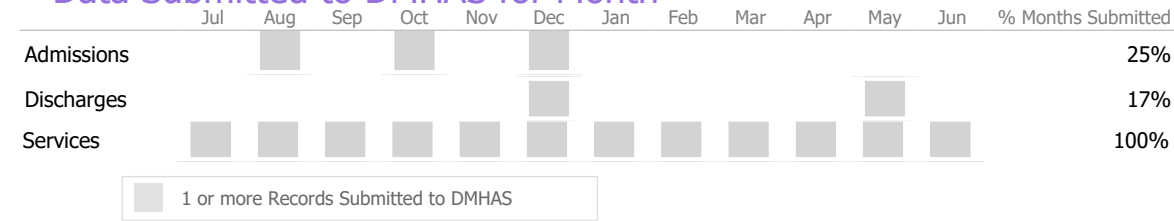
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	37	-16% ▼
Admits	5	5	0%
Discharges	2	11	-82% ▼
Service Hours	390	426	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted	Actual	State Avg
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		31	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	86%	90%	96%	-4%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

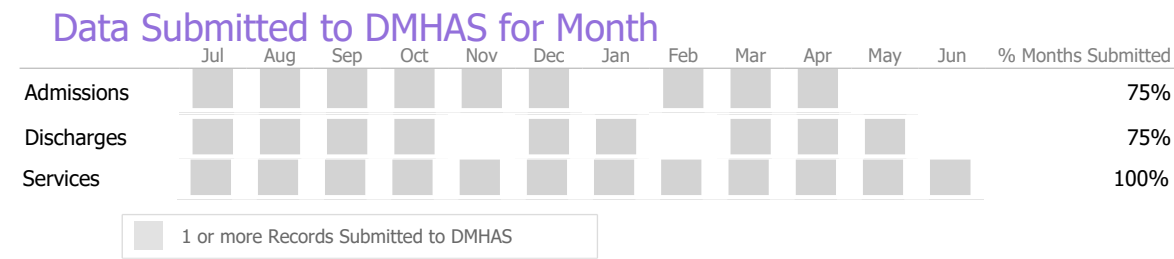
* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	36	25% ▲
Admits	28	30	-7%
Discharges	29	20	45% ▲
Service Hours	9	58	-84% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Periodic Submitted		
6 Month Updates	9%	61%



Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	45%	50%	71%	-5%
Recovery						
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		14	31%	20%	9%	11% ▲
Self Help		0	0%	N/A	30%	N/A
✓ Social Support		43	96%	60%	65%	36% ▲
● Stable Living Situation		0	0%	80%	61%	-80% ▼
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	69%	90%	81%	-21% ▼

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

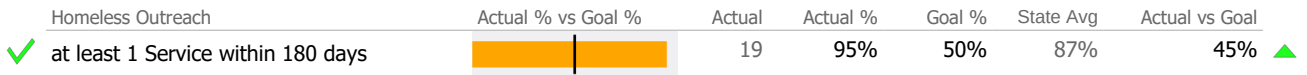
● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

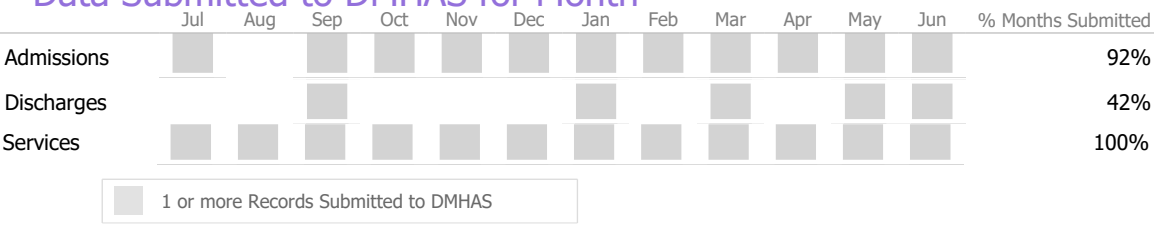
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	12	125% ▲
Admits	20	6	233% ▲
Discharges	5	5	0%
Service Hours	354	79	

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