

Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 98     | 94       | 4%         |
|               | Admits         | 45     | 31       | 45% ▲      |
|               | Discharges     | 34     | 35       | -3%        |
|               | Service Hours  | 1,057  | 810      | 31% ▲      |

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

Consumer Satisfaction Survey (Based on 35 FY25 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Quality and Appropriateness |                      | 100%        | 80%    | 93%       |
| ✓ Access                      |                      | 100%        | 80%    | 88%       |
| ✓ General Satisfaction        |                      | 97%         | 80%    | 92%       |
| ✓ Overall                     |                      | 97%         | 80%    | 91%       |
| ✓ Participation in Treatment  |                      | 97%         | 80%    | 92%       |
| ✓ Respect                     |                      | 96%         | 80%    | 91%       |
| ✓ Outcome                     |                      | 91%         | 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    | 98 | 100.0% |

Client Demographics

| Age               |    |     |           | Gender                          |    |     |           |
|-------------------|----|-----|-----------|---------------------------------|----|-----|-----------|
|                   | #  | %   | State Avg |                                 | #  | %   | State Avg |
| 18-25             | 4  | 4%  | 9%        | Male                            | 49 | 50% | 60%       |
| 26-34             | 20 | 20% | 18%       | Female                          | 48 | 49% | 39%       |
| 35-44             | 23 | 23% | 26%       | Transgender/Other               | 1  | 1%  | 0%        |
| 45-54             | 17 | 17% | 19%       |                                 |    |     |           |
| 55-64             | 21 | 21% | 18%       |                                 |    |     |           |
| 65+               | 13 | 13% | 11%       |                                 |    |     |           |
| Ethnicity         |    |     |           | Race                            |    |     |           |
|                   | #  | %   | State Avg |                                 | #  | %   | State Avg |
| Non-Hispanic      | 63 | 64% | 63%       | Black/African American          | 49 | 50% | ▲ 18%     |
| Hispanic-Other    | 21 | 21% | 12%       | White/Caucasian                 | 28 | 29% | ▼ 58%     |
| Hisp-Puerto Rican | 11 | 11% | 10%       | Other                           | 17 | 17% | 12%       |
| Unknown           | 2  | 2%  | ▼ 14%     | Multiple Races                  | 2  | 2%  | 1%        |
| Hispanic-Cuban    | 1  | 1%  | 0%        | Hawaiian/Other Pacific Islander | 1  | 1%  | 0%        |
| Hispanic-Mexican  |    |     | 1%        | Unknown                         | 1  | 1%  | 9%        |
|                   |    |     |           | Am. Indian/Native Alaskan       |    |     | 1%        |
|                   |    |     |           | Asian                           |    |     | 1%        |

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

Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 10     | 12       | -17% ▼     |
| Admits         | -      | 2        | -100% ▼    |
| Discharges     | 3      | 2        | 50% ▲      |
| Service Hours  | 290    | 147      | 97% ▲      |

Recovery

| National Recovery Measure (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation        | <div></div>        | 10     | 100%     | 85%    | 92%       | 15% ▲          |

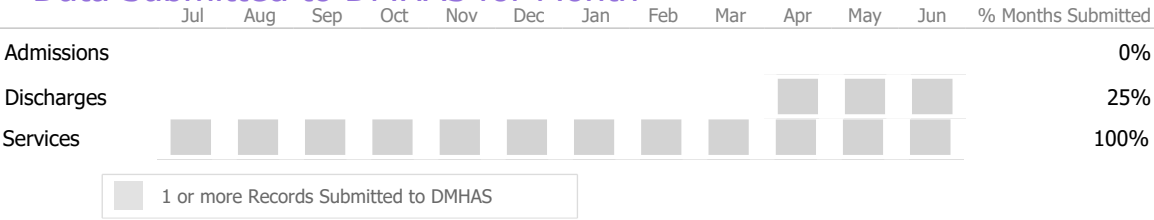
Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div></div>        | 7      | 100%     | 90%    | 95%       | 10%            |

Data Submission Quality

| Data Entry         | Actual           | State Avg |
|--------------------|------------------|-----------|
| Valid NOMS Data    | <div></div> 100% | 99%       |
| Periodic Submitted |                  |           |
| 6 Month Updates    | <div></div> 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 | 8      | 8        | 0%         |
| Admits         | -      | 2        | -100% ▼    |
| Discharges     | -      | -        |            |
| Service Hours  | 87     | 103      | -15% ▼     |

Recovery

| National Recovery Measure (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation        | <div></div>        | 8      | 100%     | 85%    | 92%       | 15% ▲          |

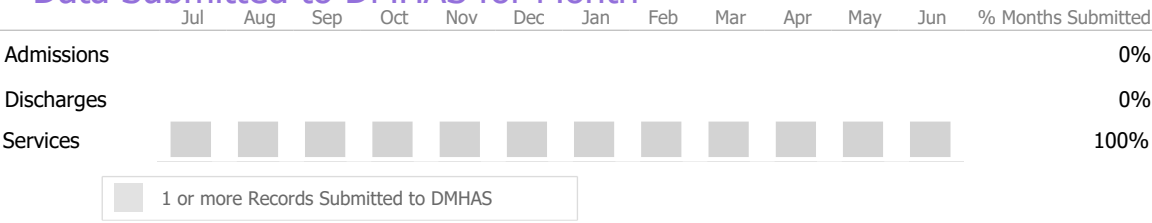
Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div></div>        | 8      | 100%     | 90%    | 95%       | 10%            |

Data Submission Quality

| Data Entry         | Actual           | State Avg |
|--------------------|------------------|-----------|
| Valid NOMS Data    | <div></div> 100% | 99%       |
| Periodic Submitted |                  |           |
| 6 Month Updates    | <div></div> 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 | 27     | 19       | 42%        | ▲ |
| Admits         | 11     | 1        | 1000%      | ▲ |
| Discharges     | 8      | 2        | 300%       | ▲ |
| Service Hours  | 265    | 239      | 11%        | ▲ |

Recovery

| National Recovery Measure (NOMS) |                         | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|-------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓                                | Stable Living Situation | <div><div></div></div> | 28     | 100%     | 85%    | 86%       | 15% ▲          |

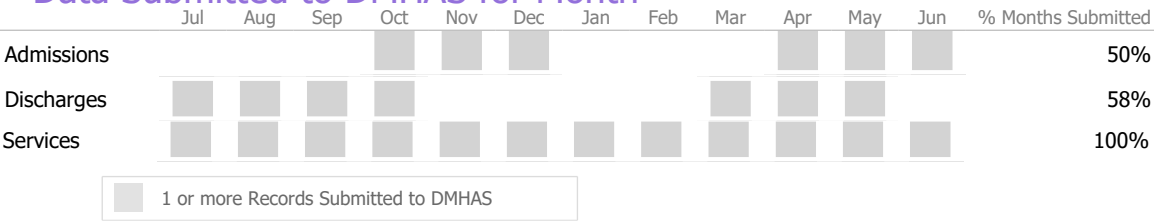
Service Utilization

|   |                            | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|----------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ | Clients Receiving Services | <div><div></div></div> | 20     | 100%     | 90%    | 96%       | 10%            |

Data Submission Quality

| Data Entry         | Actual                      | State Avg |
|--------------------|-----------------------------|-----------|
| Valid NOMS Data    | <div><div></div></div> 100% | 97%       |
| Periodic Submitted |                             |           |
| 6 Month Updates    | <div><div></div></div> 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 | 9      | 7        | 29% ▲      |
| Admits         | 2      | -        |            |
| Discharges     | 2      | -        |            |
| Service Hours  | 56     | 55       | 2%         |

Recovery

| National Recovery Measure (NOMS) | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation        | <div><div></div></div> | 8      | 89%      | 85%    | 92%       | 4%             |

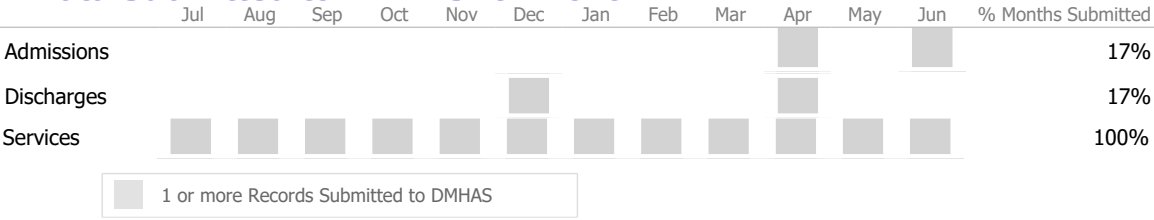
Service Utilization

|                              | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | <div><div></div></div> | 6      | 86%      | 90%    | 95%       | -4%            |

Data Submission Quality

| Data Entry         | Actual                      | State Avg |
|--------------------|-----------------------------|-----------|
| Valid NOMS Data    | <div><div></div></div> 100% | 99%       |
| Periodic Submitted | Actual                      | State Avg |
| 6 Month Updates    | <div><div></div></div> 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 | 15     | 12       | 25% ▲      |
| Admits         | 9      | 9        | 0%         |
| Discharges     | 9      | 6        | 50% ▲      |
| Service Hours  | 106    | 71       | 48% ▲      |

Recovery

| National Recovery Measure (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation        | <div></div>        | 15     | 100%     | 85%    | 86%       | 15% ▲          |

Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div></div>        | 7      | 100%     | 90%    | 96%       | 10%            |

Data Submission Quality

| Data Entry         | Actual           | State Avg |
|--------------------|------------------|-----------|
| Valid NOMS Data    | <div></div> 100% | 97%       |
| Periodic Submitted |                  |           |
| 6 Month Updates    | <div></div> 100% | 79%       |

Data Submitted to DMHAS for Month

|            | Jul         | Aug         | Sep         | Oct         | Nov         | Dec         | Jan         | Feb         | Mar         | Apr         | May         | Jun         | % Months Submitted |
|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| Admissions | <div></div> | <div></div> | <div></div> | <div></div> |             |             |             |             | <div></div> | <div></div> |             | <div></div> | 58%                |
| Discharges | <div></div> | <div></div> | <div></div> |             | <div></div> |             | <div></div> |             | <div></div> | <div></div> |             | <div></div> | 67%                |
| Services   | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 100%               |

1 or more Records Submitted to DMHAS

▲ > 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 | 28     | 29       | -3%        |
| Admits         | 23     | 17       | 35% ▲      |
| Discharges     | 11     | 23       | -52% ▼     |
| Service Hours  | 192    | 141      | 37% ▲      |

Data Submission Quality

| Data Entry         | Actual                      | State Avg |
|--------------------|-----------------------------|-----------|
| Valid NOMS Data    | <div><div></div></div> 100% | 97%       |
| Periodic Submitted |                             |           |
| 6 Month Updates    | <div><div></div></div> 100% | 79%       |

Data Submitted to DMHAS for Month

|            | Jul         | Aug         | Sep         | Oct         | Nov         | Dec         | Jan         | Feb         | Mar         | Apr         | May         | Jun         | % Months Submitted |
|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| Admissions | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> |             | <div></div> | <div></div> | <div></div> | 92%                |
| Discharges |             |             | <div></div> | <div></div> |             |             | <div></div> |             | <div></div> |             |             | <div></div> | 42%                |
| Services   | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 100%               |

1 or more Records Submitted to DMHAS

Recovery

| National Recovery Measure (NOMS)   | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| <div>Stable Living Situation</div> | <div><div></div></div> | 24     | 83%      | 85%    | 86%       | -2%            |

Service Utilization

|                                       | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| <div>Clients Receiving Services</div> | <div><div></div></div> | 18     | 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 | 5      | 7        | -29%       | ▼ |
| Admits         | -      | -        |            |   |
| Discharges     | 1      | 2        | -50%       | ▼ |
| Service Hours  | 60     | 53       | 14%        | ▲ |

Recovery

| National Recovery Measure (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation        | <div></div>        | 5      | 100%     | 85%    | 86%       | 15% ▲          |

Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div></div>        | 4      | 100%     | 90%    | 96%       | 10%            |

Data Submission Quality

| Data Entry         | Actual           | State Avg |
|--------------------|------------------|-----------|
| Valid NOMS Data    | <div></div> 100% | 97%       |
| Periodic Submitted |                  |           |
| 6 Month Updates    | <div></div> 100% | 79%       |

Data Submitted to DMHAS for Month

