

FISCAL YEAR 2025 QUALITY SNAPSHOT

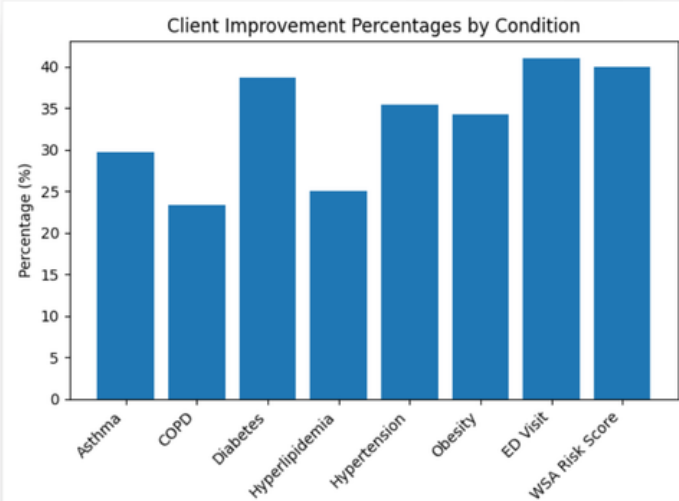
THE SUMMARY

Each year, from October 1 through September 30, we implement a plan guided by applicable laws and regulations. We monitor key measures such as how quickly individuals receive services and their satisfaction with the care provided. With the close of the most recent fiscal year, we have compiled our results—highlighting some of the positive outcomes and accomplishments below.

BHH Analysis Summary

This filtered analysis excludes clients that only have one data entry.

- ED visits and WSA Risk Score continue to show strong improvement.
- Diabetes and hypertension maintain positive trends.
- COPD and Hyperlipidemia remain with low improvements.
- Asthma and Obesity show moderate progress.

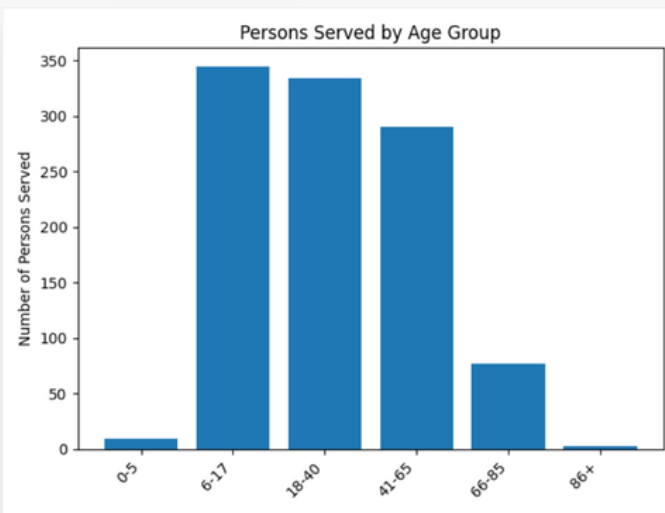


SafeNet Survey

- 99% of parents/ guardians were satisfied with SafeNet services.
- 97% of school staff were satisfied with SafeNet services.
- 100% of parents/guardians agree that their child has met or made progress towards their goals.

NCI Survey

- 100% of clients that participated in the NCI survey reported that they are happy with services they receive from Centra Wellness!
- 100% of clients that participated in the NCI survey reported that Centra Wellness staff are nice and professional.



Total Hours of Service

82,863

48,000 previous
hours served

73% increase in
service hours

Total Clients Served

1,758

1,434 previous
clients served

23% increase of
clients served

Crisis Services

- 300 hours were spent with individuals in the community during a time of crisis.
- 274 individuals were assisted during a time of crisis.
- Day Crisis team spent 388 hours with individuals during a time of crisis.

Final Conclusion

Service delivery increased significantly compared to the previous year, with notable growth in total service hours and individuals served. These increases demonstrate expanded reach and continued commitment to meeting community needs. Overall, Fiscal Year 2025 reflects strong system performance, high satisfaction, and meaningful progress in both service quality and accessibility.