

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	451	508	-11%	▼
	Admits	124	124	0%	
	Discharges	166	184	-10%	
	Service Hours	3,006	3,000	0%	

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

Consumer Satisfaction Survey (Based on 144 FY24 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%
✓ Respect		100%	80%	91%
✓ Access		99%	80%	88%
✓ Participation in Treatment		99%	80%	92%
✓ Outcome		99%	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	Outpatient	452	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	42	9%	9%	Female	282	62%	▲ 40%
26-34	60	13%	19%	Male	169	37%	▼ 60%
35-44	71	16%	26%	Transgender/Other	1	0%	0%
45-54	91	20%	18%				
55-64	116	26%	18%				
65+	71	16%	10%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hisp-Puerto Rican	253	56%	▲ 10%	Other	164	36%	▲ 12%
Non-Hispanic	125	28%	▼ 64%	White/Caucasian	103	23%	▼ 58%
Hispanic-Other	44	10%	12%	Black/African American	71	16%	18%
Unknown	28	6%	14%	Multiple Races	61	13%	▲ 1%
Hispanic-Cuban	1	0%	0%	Unknown	51	11%	10%
Hispanic-Mexican	1	0%	1%	Asian	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%
				Am. Indian/Native Alaskan			1%

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

Program Activity

Table with 4 columns: Measure, Actual, 1 Yr Ago, Variance %. Rows include Unique Clients, Admits, Discharges, and Service Hours.

Data Submission Quality

Table with 4 columns: Data Entry, Actual, State Avg. Rows include Valid NOMS Data, 6 Month Updates, and Valid MH/SU Diagnosis.

Discharge Outcomes

Table with 7 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Row: Treatment Completed Successfully.

Recovery

Table with 7 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Rows include Social Support, Stable Living Situation, Employed, and Improved/Maintained Function Score.

Service Utilization

Table with 7 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Row: Clients Receiving Services.

Service Engagement

Table with 7 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Row: 2 or more Services within 30 days.

Data Submitted to DMHAS for Month

Table with 13 columns: Jul, Aug, Sep, Oct, Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, % Months Submitted. Rows include Admissions, Discharges, and Services.

Legend for data submission: Green triangle for > 10% Over, Red triangle for < 10% Under. Legend for quality: Orange bar for Actual, Vertical line for Goal, Green check for Goal Met, Red circle for Below Goal. Note: \* State Avg based on 76 Active Standard Outpatient Programs