

Reporting Period: July 2025 -September 2025 (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,959	2,736	8%
	Admits	174	236	-26% ▼
	Discharges	84	147	-43% ▼
	Service Hours	2,060	2,075	-1%

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

Consumer Satisfaction Survey (Based on 183 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		94%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		82%	80%	88%
✓ Outcome		81%	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	2,819	94.7%
Addiction	Case Management	158	5.3%

Client Demographics

Age	#	%	State Avg
18-25	257	9%	9%
26-34	481	16%	18%
35-44	570	19%	25%
45-54	447	15%	18%
55-64	589	20%	19%
65+	615	21%	11%

Gender	#	%	State Avg
Female	1,820	61%	▲ 41%
Male	1,141	38%	▼ 58%
Transgender/Other	3	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,574	87%	▲ 64%
Hispanic-Other	205	7%	12%
Unknown	184	6%	13%
Hisp-Puerto Rican	1	0%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,530	85%	▲ 59%
Other	167	6%	12%
Unknown	152	5%	8%
Black/African American	87	3%	▼ 17%
Asian	17	1%	1%
Am. Indian/Native Alaskan	10	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	158	294	-46%	▼
Admits	63	152	-59%	▼
Discharges	64	128	-50%	▼
Service Hours	150	396	-62%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 98%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div></div></div> 3%	44%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	58	91%	50%	60%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	133	84%	N/A	69%	N/A
✓ Employed	<div><div></div></div>	54	34%	20%	28%	14% ▲
● Stable Living Situation	<div><div></div></div>	118	75%	80%	67%	-5%
● Self Help	<div><div></div></div>	40	25%	60%	47%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	89	94%	90%	93%	4%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,814	2,469	14% ▲
Admits	111	84	32% ▲
Discharges	20	19	5%
Service Hours	1,910	1,679	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 87%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 31%	50%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 99%	98%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	3	15%	50%	45%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	842	30%	30%	28%	0%
Social Support	<div><div></div></div>	1,323	47%	60%	55%	-13% ▼
Stable Living Situation	<div><div></div></div>	1,335	47%	95%	69%	-48% ▼
Self Help	<div><div></div></div>	160	6%	N/A	21%	N/A
Improved/Maintained Function Score	<div><div></div></div>	529	20%	75%	34%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	1,996	74%	90%	88%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	73	66%	75%	75%	-9%

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 76 Active Standard Outpatient Programs