

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%	96%	80%	91%
✓ Quality and Appropriateness	95% 80% 93%	95%	80%	93%
✓ Participation in Treatment	94% 80% 92%	94%	80%	92%
✓ Overall	94% 80% 91%	94%	80%	91%
✓ General Satisfaction	89% 80% 92%	89%	80%	92%
✓ Access	82% 80% 88%	82%	80%	88%
✓ Outcome	81% 80% 83%	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	Gender	#	%	State Avg
18-25	257	9%	9%	Female	1,820	61%	41%
26-34	481	16%	18%	Male	1,141	38%	58%
35-44	570	19%	25%	Transgender/Other	3	0%	0%
45-54	447	15%	18%	Race	#	%	State Avg
55-64	589	20%	19%	White/Caucasian	2,530	85%	59%
65+	615	21%	11%	Other	167	6%	12%
				Unknown	152	5%	8%
Ethnicity	#	%	State Avg	Black/African American	87	3%	17%
Non-Hispanic	2,574	87%	64%	Asian	17	1%	1%
Hispanic-Other	205	7%	12%	Am. Indian/Native Alaskan	10	0%	1%
Unknown	184	6%	13%	Multiple Races	1	0%	1%
Hisp-Puerto Rican	1	0%	10%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban							
Hispanic-Mexican							

■ 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	98%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	3%	44%

Discharge Outcomes

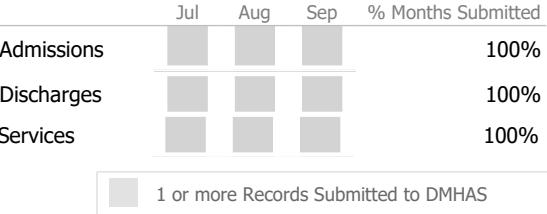
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		58	91%	50%	60%	41% 

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		89	94%	90%	93%	4% 

Data Submitted to DMHAS for Month

 > 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	87%	89%
On-Time Periodic		
6 Month Updates	31%	50%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

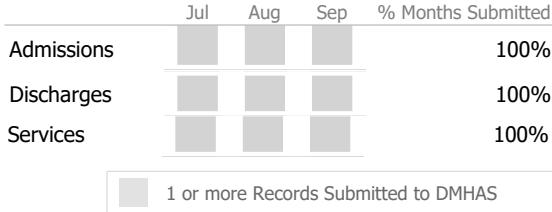
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	15%	50%	45%	-35% ▼
Recovery						
✓ Employed		842	30%	30%	28%	0%
● Social Support		1,323	47%	60%	55%	-13% ▼
● Stable Living Situation		1,335	47%	95%	69%	-48% ▼
Self Help		160	6%	N/A	21%	N/A
● Improved/Maintained Function Score		529	20%	75%	34%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1,996	74%	90%	88%	-16% ▼
Service Engagement						
Outpatient						
✓ 2 or more Services within 30 days		73	66%	75%	75%	-9%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs