

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	340	316	8%
	Admits	39	25	56% ▲
	Discharges	38	28	36% ▲
	Service Hours	175	164	7%
	Bed Days	2,479	2,405	3%

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

Consumer Satisfaction Survey (Based on 18 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Access		94%	80%	88%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Outcome		88%	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	308	90.3%
	Residential Services	33	9.7%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	96	29%	▲ 9%	Female	174	51%	41%
26-34	66	20%	18%	Male	166	49%	58%
35-44	45	13%	▼ 25%	Transgender/Other			0%
45-54	36	11%	18%				
55-64	52	16%	19%				
65+	40	12%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	221	65%	64%	White/Caucasian	141	41%	▼ 59%
Hisp-Puerto Rican	93	27%	▲ 10%	Black/African American	81	24%	17%
Hispanic-Other	25	7%	12%	Other	79	23%	▲ 12%
Unknown	1	0%	▼ 13%	Unknown	34	10%	8%
Hispanic-Cuban			0%	Asian	4	1%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	0%	0%
				Am. Indian/Native Alaskan			1%
				Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	4	1	300%	▲
Discharges	5	2	150%	▲
Bed Days	590	521	13%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	92%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	60%	75%	51%	-15% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	76%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		2	67%	90%	63%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		3	60%	75%	48%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	187 days	0.6	92%	90%	85%	2%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 66 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	150	-2%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 89%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 50%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis		100% 98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	28%	-30% ▼
Self Help		0	0%	N/A	21%	N/A
Social Support		0	0%	60%	55%	-60% ▼
Improved/Maintained Function Score		0	0%	75%	34%	-75% ▼
Stable Living Situation		0	0%	95%	69%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	88%	-90% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		N/A	N/A	75%	75%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	87	9%
Admits	17	12	42% ▲
Discharges	16	15	7%
Service Hours	175	164	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	82%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	88%	50%	45%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		94	99%	60%	55%	39% ▲
✓ Employed		56	59%	30%	28%	29% ▲
✓ Stable Living Situation		91	96%	95%	69%	1%
Self Help		54	57%	N/A	21%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	100%	75%	75%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	55	25% ▲
Admits	17	10	70% ▲
Discharges	15	8	88% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	88%	50%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	7%	50%	45%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	84%	60%	55%	24% ▲
✓ Stable Living Situation		76	100%	95%	69%	5%
✓ Employed		25	33%	30%	28%	3%
Self Help		13	17%	N/A	21%	N/A

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	75%	-75% ▼

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met

●

 Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	1	2	-50% ▼
Discharges	2	3	-33% ▼
Bed Days	1,889	1,884	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	51%	25% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		1	50%	85%	76%	-35% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		2	100%	90%	63%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	75%	48%	-75% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	527 days	1.0	98%	90%	85%	8%
< 90% 90-110% >110%										

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
1 or more Records Submitted to DMHAS				

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 66 Active MH Intensive Res. Rehabilitation Programs