

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,341	1,033	30%	▲
	Admits	752	223	237%	▲
	Discharges	728	195	273%	▲
	Service Hours	1,249	690	81%	▲

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

Consumer Satisfaction Survey (Based on 86 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		99%	80%	92%
✓ Outcome		98%	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	893	59.1%
	Crisis Services	365	24.1%
	Recovery Support	183	12.1%
	IOP	71	4.7%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	124	9%	9%	Female	720	54%	41%
26-34	194	14%	18%	Male	621	46%	58%
35-44	245	18%	25%	Transgender/Other	1	0%	0%
45-54	220	16%	18%				
55-64	286	21%	19%				
65+	269	20%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,026	76%	64%	White/Caucasian	847	63%	59%
Hispanic-Other	239	18%	12%	Black/African American	219	16%	17%
Hisp-Puerto Rican	44	3%	10%	Other	218	16%	12%
Unknown	31	2%	13%	Unknown	24	2%	8%
Hispanic-Cuban	2	0%	0%	Asian	17	1%	1%
Hispanic-Mexican			1%	Multiple Races	10	1%	1%
				Am. Indian/Native Alaskan	5	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	365	52	602% ▲
Admits	449	58	674% ▲
Discharges	449	57	688% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request	<div><div></div></div>	126	28%	90%	73%	-62% ▼
● Community Location Evaluation	<div><div></div></div>	0	0%	80%	73%	-80% ▼
✓ Follow-up Service within 48 hours	<div><div></div></div>	127	92%	90%	89%	2%

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%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	28	154% ▲
Admits	30	6	400% ▲
Discharges	13	9	44% ▲
Service Hours	207	48	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	71%
On-Time Periodic		
6 Month Updates	92%	76%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	3	23%	50%	56%	-27% ▼
Follow-up within 30 Days of Discharge	<div><div></div></div>	0	0%	90%	68%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	59	83%	60%	68%	23% ▲
Employed	<div><div></div></div>	33	46%	30%	42%	16% ▲
Stable Living Situation	<div><div></div></div>	70	99%	95%	95%	4%
Improved/Maintained Function Score	<div><div></div></div>	14	38%	75%	57%	-37% ▼
Self Help	<div><div></div></div>	0	0%	N/A	5%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	41	100%	90%	98%	10%

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 4 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	871	874	0%
Admits	64	62	3%
Discharges	57	37	54% ▲
Service Hours	975	610	60% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 98%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 97%	50%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	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>	6	11%	50%	45%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	817	94%	60%	55%	34% ▲
✓ Employed	<div><div></div></div>	391	45%	30%	28%	15% ▲
✓ Stable Living Situation	<div><div></div></div>	834	96%	95%	69%	1%
Self Help	<div><div></div></div>	0	0%	N/A	21%	N/A
● Improved/Maintained Function Score	<div><div></div></div>	30	4%	75%	34%	-71% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	805	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	<div><div></div></div>	40	63%	75%	75%	-13% ▼

▲ > 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	182	88	107% ▲
Admits	207	92	125% ▲
Discharges	207	91	127% ▲
Service Hours	53	24	119% ▲

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 2 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	2	5	-60% ▼
Discharges	2	1	100% ▲
Service Hours	15	8	84% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 71%	50%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions			<div><div></div></div>	33%
Discharges	<div><div></div></div>			33%
Services	<div><div></div></div>	<div><div></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>	0	0%	50%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	17	77%	60%	55%	17% ▲
● Employed	<div><div></div></div>	6	27%	30%	28%	-3%
● Stable Living Situation	<div><div></div></div>	16	73%	95%	69%	-22% ▼
Self Help	<div><div></div></div>	0	0%	N/A	21%	N/A
● Improved/Maintained Function Score	<div><div></div></div>	2	11%	75%	34%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	20	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	<div><div></div></div>	2	100%	75%	75%	25% ▲

▲ > 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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div></div>	N/A	N/A	85%	91%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div></div>	N/A	N/A	90%	54%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<div>Avg Utilization Rate</div>		15	N/A	N/A	0%	90%	61%	-90%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 13 Active Respite Bed Programs