

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	357	398	-10%
	Admits	61	65	-6%
	Discharges	32	81	-60% ▼
	Service Hours	1,136	1,470	-23% ▼

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

### Consumer Satisfaction Survey

(Based on 150 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Outcome		97%	80%	83%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	359	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	20	6%	8%
26-34	43	12%	18%
35-44	48	13% ▼	25%
45-54	76	21%	19%
55-64	99	28%	19%
65+	73	20%	12%

Gender	#	%	State Avg
Female	236	66% ▲	40%
Male	122	34% ▼	59%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	216	60% ▲	10%
Non-Hispanic	92	26% ▼	64%
Hispanic-Other	35	10%	12%
Unknown	16	4%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Other	139	39% ▲	12%
White/Caucasian	91	25% ▼	59%
Black/African American	56	16%	18%
Multiple Races	46	13% ▲	1%
Unknown	25	7%	8%
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

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### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	52%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	61%	50%	49%	11% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		251	70%	60%	57%	10%
✓ Stable Living Situation		341	95%	95%	72%	0%
● Employed		82	23%	30%	31%	-7%
● Improved/Maintained Function Score		105	35%	75%	38%	-40% ▼
Self Help		15	4%	N/A	22%	N/A

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		296	91%	90%	82%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		32	52%	75%	75%	-23% ▼

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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