

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	328	320	3%
	Admits	73	52	40% ▲
	Discharges	75	64	17% ▲
	Service Hours	343	351	-2%
	Bed Days	4,939	4,842	2%

▲ > 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	292	88.8%
	Residential Services	37	11.2%

Client Demographics

Age	#	%	State Avg
18-25	109	33% ▲	8%
26-34	67	20%	18%
35-44	42	13% ▼	25%
45-54	34	10%	19%
55-64	45	14%	19%
65+	30	9%	12%

Gender	#	%	State Avg
Male	172	52%	59%
Female	156	48%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	219	67%	64%
Hisp-Puerto Rican	83	25% ▲	10%
Hispanic-Other	25	8%	12%
Unknown	1	0% ▼	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	138	42% ▼	59%
Black/African American	88	27%	18%
Other	72	22%	12%
Unknown	27	8%	8%
Asian	2	1%	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	12	10	20% ▲
Admits	5	3	67% ▲
Discharges	6	4	50% ▲
Bed Days	1,207	1,073	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
Periodic Submitted		
6 Month Updates	100%	87%
Diagnosis		
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		4	67%	75%	56%	-8%
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	74%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	60%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		4	57%	75%	54%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	196 days	0.4	94%	90%	84%	4%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■			67%
Discharges	■	■	■			■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 64 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	133	-17% ▼
Admits	-	-	
Discharges	9	5	80% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted		
6 Month Updates	0%	51%
Diagnosis		
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		4	57%	50%	49%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		4	4%	30%	31%	-26% ▼
● Social Support		9	8%	60%	57%	-52% ▼
Self Help		4	4%	N/A	22%	N/A
● Improved/Maintained Function Score		0	0%	75%	38%	-75% ▼
● Stable Living Situation		9	8%	95%	72%	-87% ▼

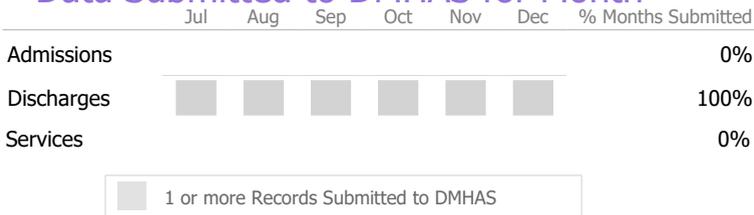
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	82%	-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



▲ > 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	112	101	11% ▲
Admits	35	27	30% ▲
Discharges	31	34	-9%
Service Hours	343	351	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted		
6 Month Updates	6%	51%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	73%	50%	49%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		110	97%	60%	57%	37% ▲
✓ Employed		66	58%	30%	31%	28% ▲
✓ Stable Living Situation		108	96%	95%	72%	1%
Self Help		51	45%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	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		33	94%	75%	75%	19% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	61	21%	▲
Admits	29	17	71%	▲
Discharges	23	14	64%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted		
6 Month Updates	11%	51%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	9%	50%	49%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		71	81%	60%	57%	21% ▲
✓ Employed		31	35%	30%	31%	5%
✓ Stable Living Situation		88	100%	95%	72%	5%
Self Help		15	17%	N/A	22%	N/A

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	42%	75%	75%	-33% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	4	5	-20% ▼
Discharges	6	7	-14% ▼
Bed Days	3,732	3,769	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	87%
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		6	100%	75%	56%	25% ▲
● No Re-admit within 30 Days of Discharge		5	83%	85%	74%	-2%
✓ Follow-up within 30 Days of Discharge		6	100%	90%	60%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	75%	54%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	570 days	0.5	97%	90%	84%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■		■	■	■	67%
Discharges	■		■		■	■	67%

■ 1 or more Records Submitted to DMHAS

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 | Goal
 ✓ Goal Met
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