

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	289	282	2%
	Admits	9	12	-25% ▼
	Discharges	44	7	529%
	Service Hours	504	560	-10%

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

Consumer Satisfaction Survey

(Based on 124 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Outcome		94%	80%	83%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Access		85%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	289	100.0%

Client Demographics

Age	#	%	State Avg
18-25	8	3%	8%
26-34	43	15%	18%
35-44	53	18%	25%
45-54	50	17%	19%
55-64	72	25%	19%
65+	62	22%	12%

Gender	#	%	State Avg
Female	185	64%	▲ 40%
Male	104	36%	▼ 59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	268	93%	▲ 64%
Hispanic-Other	8	3%	12%
Hisp-Puerto Rican	6	2%	10%
Unknown	4	1%	▼ 13%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	280	97%	▲ 59%
Black/African American	5	2%	▼ 18%
Other	3	1%	▼ 12%
Asian	1	0%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			8%

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	99%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	13%	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		1	2%	50%	49%	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		65	22%	30%	31%	-8%
Social Support		104	36%	60%	57%	-24% ▼
Self Help		13	4%	N/A	22%	N/A
Stable Living Situation		109	38%	95%	72%	-57% ▼
Improved/Maintained Function Score		0	0%	75%	38%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		171	70%	90%	82%	-20% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	22%	75%	75%	-53% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
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