

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	286	304	-6%
	Admits	39	37	5%
	Discharges	45	46	-2%
	Service Hours	963	879	10%

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

Consumer Satisfaction Survey

(Based on 115 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		95%	80%	91%
✓ General Satisfaction		95%	80%	92%
● Outcome		77%	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	286	100.0%

Client Demographics

Age	#	%	State Avg
18-25	20	7%	8%
26-34	34	12%	18%
35-44	35	12%	25%
45-54	43	15%	19%
55-64	70	24%	19%
65+	84	29%	12%

Gender	#	%	State Avg
Female	146	51%	40%
Male	140	49%	59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	244	85%	64%
Hispanic-Other	31	11%	12%
Hisp-Puerto Rican	4	1%	10%
Unknown	4	1%	13%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	155	54%	59%
Black/African American	76	27%	18%
Other	39	14%	12%
Multiple Races	10	3%	1%
Asian	4	1%	1%
Unknown	2	1%	8%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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	99%	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		24	55%	50%	49%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		254	89%	60%	57%	29% ▲
✓ Stable Living Situation		280	98%	95%	72%	3%
✓ Employed		90	31%	30%	31%	1%
✓ Improved/Maintained Function Score		212	84%	75%	38%	9%
Self Help		14	5%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		241	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		31	79%	75%	75%	4%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 76 Active Standard Outpatient Programs