

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,252	3,047	7%
	Admits	464	558	-17% ▼
	Discharges	196	418	-53% ▼
	Service Hours	6,069	5,756	5%

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

Consumer Satisfaction Survey (Based on 183 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		94%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		82%	80%	88%
✓ Outcome		81%	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	3,087	94.1%
	Case Management	192	5.9%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	266	8%	8%	Female	1,978	61%	▲ 40%
26-34	508	16%	18%	Male	1,277	39%	▼ 60%
35-44	642	20%	26%	Transgender/Other	3	0%	0%
45-54	486	15%	19%				
55-64	642	20%	18%				
65+	714	22%	▲ 11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	2,837	87%	▲ 63%	White/Caucasian	2,787	86%	▲ 58%
Hispanic-Other	231	7%	12%	Other	183	6%	12%
Unknown	189	6%	13%	Unknown	155	5%	9%
Hisp-Puerto Rican	1	0%	10%	Black/African American	100	3%	▼ 18%
Hispanic-Cuban			0%	Asian	20	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	12	0%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	416	-54% ▼
Admits	105	292	-64% ▼
Discharges	119	364	-67% ▼
Service Hours	260	647	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	43%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■				■	67%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■				■	67%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		111	97%	50%	53%	47% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		59	30%	20%	29%	10%
● Self Help		46	24%	60%	53%	-36% ▼
Social Support		171	88%	N/A	78%	N/A
● Stable Living Situation		147	76%	80%	71%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		55	73%	90%	90%	-17% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,081	2,669	15% ▲
Admits	359	266	35% ▲
Discharges	77	54	43% ▲
Service Hours	5,809	5,109	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	89%
Periodic Submitted		
6 Month Updates	22%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	12%	50%	48%	-38% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		698	24%	75%	41%	-51% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		768	25%	30%	25%	-5%
Self Help		181	6%	N/A	22%	N/A
Social Support		1580	51%	60%	58%	-9%
Stable Living Situation		1592	51%	95%	74%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,942	64%	90%	84%	-26% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		217	61%	75%	77%	-14% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs