

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	117	162	-28%	▼
	Admits	191	235	-19%	▼
	Discharges	190	236	-19%	▼
	Service Hours		-		
	S.Rehab/PHP/IOP	210	264	-20%	▼

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

Consumer Satisfaction Survey (Based on 1 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Outcome		100%	80%	83%
● Access		0%	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	Crisis Services	105	88.2%
	IOP	14	11.8%

Client Demographics

Age	#	%	State Avg
18-25	28	24%	▲ 8%
26-34	24	21%	18%
35-44	13	11%	▼ 26%
45-54	21	18%	19%
55-64	16	14%	18%
65+	15	13%	11%

Gender	#	%	State Avg
Male	67	57%	60%
Female	50	43%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	92	79%	▲ 63%
Hispanic-Other	13	11%	12%
Unknown	12	10%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
White/Caucasian	96	82%	▲ 58%
Unknown	7	6%	9%
Black/African American	5	4%	▼ 18%
Other	5	4%	12%
Asian	3	3%	1%
Am. Indian/Native Alaskan	1	1%	1%
Multiple Races			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	14	18	-22% ▼
Admits	12	15	-20% ▼
Discharges	12	16	-25% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	210	264	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	66%
Periodic Submitted		
6 Month Updates	N/A	43%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										67%
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		8	67%	50%	58%	17% ▲
Follow-up within 30 Days of Discharge		1	12%	90%	72%	-78% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		12	100%	75%	62%	25% ▲
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		3	21%	30%	32%	-9%
Self Help		2	14%	N/A	8%	N/A
Social Support		11	79%	60%	69%	19% ▲
Stable Living Situation		14	100%	95%	90%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	50%	90%	93%	-40% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	149	-30%	▼
Admits	179	220	-19%	▼
Discharges	178	220	-19%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		164	96%	90%	72%	6%
✓ Community Location Evaluation		171	100%	80%	73%	20% ▲
✓ Follow-up Service within 48 hours		134	99%	90%	89%	9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Mobile Crisis Team Programs