

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	378	427	-11%	▼
	Admits	82	99	-17%	▼
	Discharges	64	137	-53%	▼
	Service Hours	1,781	2,295	-22%	▼

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

Consumer Satisfaction Survey (Based on 150 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Outcome		97%	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	380	100.0%

Client Demographics

Age	#	%	State Avg
18-25	23	6%	8%
26-34	52	14%	18%
35-44	52	14%	▼ 26%
45-54	76	20%	19%
55-64	103	27%	18%
65+	74	19%	11%

Gender	#	%	State Avg
Female	243	64%	▲ 40%
Male	136	36%	▼ 60%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	222	58%	▲ 10%
Non-Hispanic	104	27%	▼ 63%
Hispanic-Other	37	10%	12%
Unknown	17	4%	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Other	142	37%	▲ 12%
White/Caucasian	95	25%	▼ 58%
Black/African American	63	17%	18%
Multiple Races	53	14%	▲ 1%
Unknown	25	7%	9%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%

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

Program Activity

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Unique Clients	378	427	-11% ▼
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	89%
Periodic Submitted		
6 Month Updates	47%	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		33	53%	50%	48%	3%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		138	41%	75%	41%	-34% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		73	19%	30%	25%	-11% ▼
Self Help		19	5%	N/A	22%	N/A
✓ Social Support		242	64%	60%	58%	4%
● Stable Living Situation		352	93%	95%	74%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		299	95%	90%	84%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		45	55%	75%	77%	-20% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs