

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	166	165	1%
	Admits	62	64	-3%
	Discharges	69	66	5%
	Service Hours	2,723	2,578	6%

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

Consumer Satisfaction Survey (Based on 75 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		93%	80%	92%
● Outcome		69%	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	Community Support	149	89.2%
	Outpatient	18	10.8%
Addiction			

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	16	10%	8%	Female	105	63%	▲ 40%
26-34	26	16%	18%	Male	60	36%	▼ 60%
35-44	31	19%	26%	Transgender/Other	1	1%	0%
45-54	32	19%	19%				
55-64	40	24%	18%				
65+	21	13%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	104	63%	63%	White/Caucasian	66	40%	▼ 58%
Hisp-Puerto Rican	53	32%	▲ 10%	Black/African American	57	34%	▲ 18%
Hispanic-Other	6	4%	12%	Other	40	24%	▲ 12%
Unknown	3	2%	▼ 13%	Asian	1	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	1%	1%
Hispanic-Mexican			1%	Unknown	1	1%	9%
				Am. Indian/Native Alaskan			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	18	11	64% ▲
Admits	9	2	350% ▲
Discharges	8	6	33% ▲
Service Hours	146	70	107% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
Valid Primary Drug Data	98%	46%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	7%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■						■	44%
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		1	12%	50%	56%	-38% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		16	94%	75%	34%	19% ▲

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		8	44%	55%	24%	-11% ▼
✓ Employed		10	56%	50%	22%	6%
✓ Not Arrested		18	100%	75%	45%	25% ▲
● Self Help		1	6%	60%	15%	-54% ▼
Social Support		14	78%	N/A	35%	N/A
✓ Stable Living Situation		18	100%	95%	45%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	44%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	89%	75%	63%	14% ▲

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	149	156	-4%
Admits	53	62	-15% ▼
Discharges	61	60	2%
Service Hours	2,577	2,507	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Periodic Submitted		
6 Month Updates	100%	90%
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		37	61%	65%	59%	-4%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		127	100%	65%	61%	35% ▲

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		23	15%	20%	15%	-5%
Self Help		8	5%	N/A	44%	N/A
✓ Social Support		128	84%	60%	81%	24% ▲
✓ Stable Living Situation		147	96%	80%	90%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		100	100%	90%	99%	10%

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met

●

 Below Goal

* State Avg based on 32 Active CSP Programs