

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	146	127	15%	▲
	Admits	141	98	44%	▲
	Discharges	131	111	18%	▲
	Service Hours	324	397	-18%	▼

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

Consumer Satisfaction Survey (Based on 2 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%
✓ Access		100%	80%	88%
✓ Outcome		100%	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	Case Management	146	100.0%

Client Demographics

Age	#	%	State Avg
18-25	15	10%	8%
26-34	21	14%	18%
35-44	32	22%	26%
45-54	22	15%	19%
55-64	34	23%	18%
65+	22	15%	11%

Gender	#	%	State Avg
Female	96	66%	40%
Male	48	33%	60%
Transgender/Other	2	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	127	87%	63%
Unknown	10	7%	13%
Hispanic-Other	7	5%	12%
Hisp-Puerto Rican	2	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	120	82%	58%
Black/African American	8	5%	18%
Unknown	8	5%	9%
Other	6	4%	12%
Multiple Races	3	2%	1%
Asian	1	1%	1%
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	146	127	15% ▲
Admits	141	98	44% ▲
Discharges	131	111	18% ▲
Service Hours	324	397	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	61%

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		109	83%	50%	71%	33% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	27%	20%	9%	7%
Self Help		0	0%	N/A	33%	N/A
✓ Social Support		127	83%	60%	65%	23% ▲
✓ Stable Living Situation		139	91%	80%	61%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	84%	90%	78%	-6%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs