

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	299	295	1%
	Admits	19	25	-24% ▼
	Discharges	57	11	418%
	Service Hours	772	880	-12% ▼

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

Consumer Satisfaction Survey (Based on 124 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Outcome		94%	80%	83%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Access		85%	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	Outpatient	299	100.0%

Client Demographics

Age	#	%	State Avg
18-25	8	3%	8%
26-34	47	16%	18%
35-44	54	18%	26%
45-54	55	18%	19%
55-64	72	24%	18%
65+	62	21%	11%

Gender	#	%	State Avg
Female	191	64%	▲ 40%
Male	108	36%	▼ 60%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	277	93%	▲ 63%
Hispanic-Other	9	3%	12%
Hisp-Puerto Rican	6	2%	10%
Unknown	4	1%	▼ 13%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	288	96%	▲ 58%
Black/African American	6	2%	▼ 18%
Other	4	1%	▼ 12%
Asian	1	0%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

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

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Periodic Submitted		
6 Month Updates	13%	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										67%
Discharges										89%
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		4	7%	50%	48%	-43% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	41%	-75% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		66	22%	30%	25%	-8%
Self Help		13	4%	N/A	22%	N/A
Social Support		126	42%	60%	58%	-18% ▼
Stable Living Situation		132	44%	95%	74%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		180	74%	90%	84%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	37%	75%	77%	-38% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs