

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	413	377	10%
	Admits	105	63	67% ▲
	Discharges	47	71	-34% ▼
	Service Hours	1,713	1,786	-4%

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

Consumer Satisfaction Survey (Based on 42 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		95%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		86%	80%	91%
● Outcome		79%	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	344	75.9%
	Community Support	109	24.1%

Client Demographics

Age	#	%	State Avg
18-25	19	5%	8%
26-34	62	15%	18%
35-44	66	16%	26%
45-54	73	18%	19%
55-64	101	24%	18%
65+	92	22% ▲	11%

Gender	#	%	State Avg
Female	213	52% ▲	40%
Male	199	48% ▼	60%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	330	80% ▲	63%
Hispanic-Other	56	14%	12%
Hisp-Puerto Rican	21	5%	10%
Hispanic-Mexican	3	1%	1%
Unknown	2	0% ▼	13%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	264	64%	58%
Black/African American	84	20%	18%
Other	57	14%	12%
Unknown	4	1%	9%
Asian	3	1%	1%
Am. Indian/Native Alaskan	1	0%	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	109	117	-7%
Admits	30	31	-3%
Discharges	31	40	-23% ▼
Service Hours	894	940	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		18	67%	65%	59%	2%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		15	17%	65%	61%	-48% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	21%	20%	15%	1%
Self Help		15	14%	N/A	44%	N/A
✓ Social Support		97	89%	60%	81%	29% ▲
✓ Stable Living Situation		109	100%	80%	90%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	100%	90%	99%	10%

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	344	302	14% ▲
Admits	75	32	134% ▲
Discharges	16	31	-48% ▼
Service Hours	819	847	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
Periodic Submitted		
6 Month Updates	89%	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	■	■	■	■	■	■		■	■	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		12	100%	50%	48%	50% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		2	1%	75%	41%	-74% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		73	21%	30%	25%	-9%
Self Help		15	4%	N/A	22%	N/A
✓ Social Support		276	80%	60%	58%	20% ▲
● Stable Living Situation		317	92%	95%	74%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		294	90%	90%	84%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		44	59%	75%	77%	-16% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs