

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,249	1,355	-8%
	Admits	1,137	1,078	5%
	Discharges	1,138	1,200	-5%
	Service Hours	18,343	19,327	-5%
	Bed Days	3,139	3,529	-11% ▼

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

Consumer Satisfaction Survey (Based on 209 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
✓ General Satisfaction		87%	80%	92%
✓ Outcome		83%	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	Crisis Services	370	21.9%
	Outpatient	361	21.4%
	Community Support	253	15.0%
	ACT	106	6.3%
	Intake	106	6.3%
	ICS	67	4.0%
	Residential Services	39	2.3%
	Other	1	0.1%
Forensic MH	Forensics Community-based	387	22.9%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	170	14%	8%	Male	780	62%	60%
26-34	267	21%	18%	Female	457	37%	40%
35-44	284	23%	26%	Transgender/Other	13	1%	0%
45-54	181	15%	19%				
55-64	205	16%	18%				
65+	139	11%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	870	70%	63%	White/Caucasian	742	65%	58%
Unknown	233	19%	13%	Black/African American	177	16%	18%
Hispanic-Other	82	7%	12%	Other	71	6%	12%
Hisp-Puerto Rican	59	5%	10%	Unknown	66	6%	9%
Hispanic-Mexican	4	0%	1%	Multiple Races	52	5%	1%
Hispanic-Cuban	2	0%	0%	Am. Indian/Native Alaskan	13	1%	1%
				Asian	13	1%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	111	-5%
Admits	27	29	-7%
Discharges	26	35	-26% ▼
Service Hours	3,971	4,464	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
Periodic Submitted		
6 Month Updates	97%	93%
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										89%
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		16	62%	65%	58%	-3%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		25	96%	85%	95%	11% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		11	69%	90%	54%	-21% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		36	40%	85%	50%	-45% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		9	8%	15%	8%	-7%
Self Help		106	100%	N/A	67%	N/A
✓ Social Support		69	65%	60%	71%	5%
✓ Stable Living Situation		90	85%	60%	89%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	100%	90%	100%	10%

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met

●

 Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	30	163% ▲
Admits	84	28	200% ▲
Discharges	84	28	200% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		77	93%	90%	72%	3%
✓ Community Location Evaluation		83	100%	80%	73%	20% ▲
● Follow-up Service within 48 hours		0	0%	90%	89%	-90% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 0 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	127	120	6%
Admits	21	37	-43% ▼
Discharges	24	24	0%
Service Hours	1,109	1,145	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Periodic Submitted		
6 Month Updates	98%	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	■	■	■	■	■		■	■		78%
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		17	71%	50%	48%	21% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		16	13%	75%	41%	-62% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		16	13%	30%	25%	-17% ▼
Self Help		126	99%	N/A	22%	N/A
✓ Social Support		105	83%	60%	58%	23% ▲
✓ Stable Living Situation		122	96%	95%	74%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		103	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	52%	75%	77%	-23% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	307	313	-2%
Admits	422	423	0%
Discharges	421	426	-1%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		358	86%	90%	72%	-4%
Community Location Evaluation		401	96%	80%	73%	16%
Follow-up Service within 48 hours		5	45%	90%	89%	-45%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	24	-25%	▼
Admits	2	8	-75%	▼
Discharges	4	6	-33%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										22%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 1 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	357	481	-26%	▼
Admits	304	240	27%	▲
Discharges	303	412	-26%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		90	97%	0%	81%	97% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	37	5%
Admits	27	29	-7%
Discharges	30	29	3%
Bed Days	3,139	3,529	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
Periodic Submitted		
6 Month Updates	100%	100%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										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	40%	95%	40%	-55% ▼
✓ No Re-admit within 30 Days of Discharge		30	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		12	100%	90%	100%	10%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		5	16%	95%	16%	-79% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	194 days	76%	90%	76%	-14% ▼

< 90%

90-110%

>110%

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 1 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	257	226	14% ▲
Admits	75	77	-3%
Discharges	61	42	45% ▲
Service Hours	4,163	3,575	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
Periodic Submitted		
6 Month Updates	92%	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		31	52%	50%	48%	2%
Recovery						
Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		31	15%	75%	41%	-60% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		59	23%	30%	25%	-7%
Self Help		258	99%	N/A	22%	N/A
✓ Social Support		199	77%	60%	58%	17% ▲
● Stable Living Situation		240	92%	95%	74%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		192	96%	90%	84%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		57	77%	75%	77%	2%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	9	44%	▲
Admits	10	5	100%	▲
Discharges	8	4	100%	▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		4	100%	0%	81%	100% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										56%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	252	240	5%
Admits	52	50	4%
Discharges	51	45	13% ▲
Service Hours	5,483	6,048	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Periodic Submitted		
6 Month Updates	96%	90%
Diagnosis		
Valid MH/SU Diagnosis	99%	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	36%	65%	59%	-29% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		72	32%	65%	61%	-33% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		34	13%	20%	15%	-7%
Self Help		253	100%	N/A	44%	N/A
✓ Social Support		189	75%	60%	81%	15% ▲
✓ Stable Living Situation		231	91%	80%	90%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		201	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	67	72	-7%
Admits	11	16	-31% ▼
Discharges	23	19	21% ▲
Service Hours	3,373	3,759	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	88%
Periodic Submitted		
6 Month Updates	95%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
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		9	39%	60%	54%	-21% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		26	43%	75%	55%	-32% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		13	19%	30%	29%	-11% ▼
Self Help		67	100%	N/A	70%	N/A
Social Support		50	75%	60%	83%	15% ▲
Stable Living Situation		60	90%	60%	92%	30% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	100%	90%	99%	10%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 19 Active Intensive Community Services Programs