

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,019	1,583	27%	▲
	Admits	2,078	1,179	76%	▲
	Discharges	1,972	1,137	73%	▲
	Service Hours	3,052	2,483	23%	▲

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

Consumer Satisfaction Survey (Based on 86 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		99%	80%	92%
✓ Outcome		98%	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	1,018	41.3%
	Crisis Services	881	35.8%
	Recovery Support	442	18.0%
	IOP	121	4.9%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	206	10%	8%	Female	1,035	51%	40%
26-34	312	16%	18%	Male	984	49%	60%
35-44	405	20%	26%	Transgender/Other	1	0%	0%
45-54	320	16%	19%				
55-64	382	19%	18%				
65+	383	19%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,535	76%	63%	White/Caucasian	1,268	63%	58%
Hispanic-Other	350	17%	12%	Black/African American	347	17%	18%
Hisp-Puerto Rican	68	3%	10%	Other	309	15%	12%
Unknown	62	3%	13%	Unknown	50	2%	9%
Hispanic-Mexican	3	0%	1%	Asian	20	1%	1%
Hispanic-Cuban	2	0%	0%	Multiple Races	15	1%	1%
				Am. Indian/Native Alaskan	7	0%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	881	407	116% ▲
Admits	1,236	506	144% ▲
Discharges	1,237	499	148% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		327	27%	90%	72%	-63% ▼
● Community Location Evaluation		1	0%	80%	73%	-80% ▼
● Follow-up Service within 48 hours		308	83%	90%	89%	-7%

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	121	72	68% ▲
Admits	81	51	59% ▲
Discharges	41	34	21% ▲
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	66%
Periodic Submitted		
6 Month Updates	53%	43%
Diagnosis		
Valid MH/SU Diagnosis	99%	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	30%	50%	58%	-20% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		2	17%	90%	72%	-73% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		37	42%	75%	62%	-33% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		37	30%	30%	32%	0%
Self Help		0	0%	N/A	8%	N/A
✓ Social Support		101	83%	60%	69%	23% ▲
● Stable Living Situation		114	93%	95%	90%	-2%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	990	998	-1%
Admits	184	187	-2%
Discharges	119	172	-31% ▼
Service Hours	2,832	2,353	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Periodic Submitted		
6 Month Updates	92%	50%
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	1	1	1	1	1	1	1	1	1	100%
Discharges	1	1	1	1	1	1	1	1	1	100%
Services	1	1	1	1	1	1	1	1	1	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		21	19%	50%	48%	-31% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		62	7%	75%	41%	-68% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		258	26%	30%	25%	-4%
Self Help		0	0%	N/A	22%	N/A
Social Support		940	95%	60%	58%	35% ▲
Stable Living Situation		956	96%	95%	74%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		866	99%	90%	84%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		118	64%	75%	77%	-11% ▼

▲ > 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	441	337	31% ▲
Admits	568	429	32% ▲
Discharges	570	430	33% ▲
Service Hours	145	109	32% ▲

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

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 2 Active Peer Based Mentoring Programs

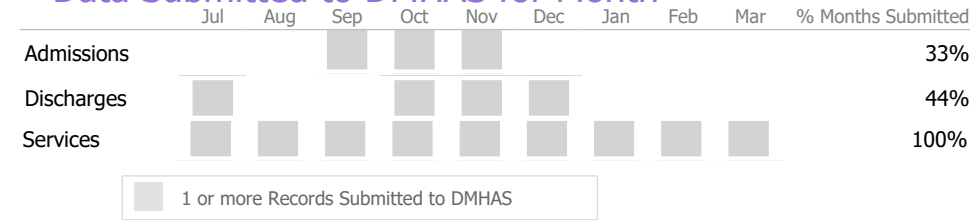
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	22	32% ▲
Admits	9	6	50% ▲
Discharges	5	2	150% ▲
Service Hours	76	20	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Periodic Submitted		
6 Month Updates	100%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month



Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	48%	-30% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		4	18%	75%	41%	-57% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	21%	30%	25%	-9%
Self Help		0	0%	N/A	22%	N/A
Social Support		28	97%	60%	58%	37% ▲
Stable Living Situation		28	97%	95%	74%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	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		5	56%	75%	77%	-19% ▼

▲ > 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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	56%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	0%	90%	60%	-90%

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 13 Active Respite Bed Programs