

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	306	325	-6%
	Admits	62	58	7%
	Discharges	72	75	-4%
	Service Hours	1,483	1,365	9%

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

Consumer Satisfaction Survey (Based on 115 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		95%	80%	91%
✓ General Satisfaction		95%	80%	92%
● Outcome		77%	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	306	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	23	8%	8%	Female	157	51%	▲ 40%
26-34	39	13%	18%	Male	149	49%	▼ 60%
35-44	39	13%	▼ 26%	Transgender/Other			0%
45-54	44	14%	19%				
55-64	74	24%	18%				
65+	87	28%	▲ 11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	262	86%	▲ 63%	White/Caucasian	167	55%	58%
Hispanic-Other	33	11%	12%	Black/African American	81	26%	18%
Hisp-Puerto Rican	4	1%	10%	Other	41	13%	12%
Unknown	4	1%	▼ 13%	Multiple Races	10	3%	1%
Hispanic-Mexican	2	1%	1%	Asian	5	2%	1%
Hispanic-Cuban	1	0%	0%	Unknown	2	1%	9%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

 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	97%	89%
Periodic Submitted		
6 Month Updates	96%	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		42	59%	50%	48%	9%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		185	68%	75%	41%	-7%
National Recovery Measure (NOMS)						
● Employed		76	25%	30%	25%	-5%
Self Help		14	5%	N/A	22%	N/A
✓ Social Support		231	75%	60%	58%	15% ▲
✓ Stable Living Situation		303	98%	95%	74%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		237	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		49	79%	75%	77%	4%

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met

●

 Below Goal

* State Avg based on 80 Active Standard Outpatient Programs