

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,379	3,246	4%
	Admits	601	780	-23% ▼
	Discharges	241	498	-52% ▼
	Service Hours	7,443	8,085	-8%

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

Consumer Satisfaction Survey (Based on 183 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		94%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		82%	80%	88%
✓ Outcome		81%	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	3,199	93.9%
	Case Management	209	6.1%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	287	8%	9%	Female	2,044	60%	▲ 39%
26-34	536	16%	18%	Male	1,339	40%	▼ 60%
35-44	663	20%	26%	Transgender/Other	3	0%	0%
45-54	504	15%	19%				
55-64	656	19%	18%				
65+	740	22%	▲ 11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	2,945	87%	▲ 63%	White/Caucasian	2,898	86%	▲ 58%
Hispanic-Other	251	7%	12%	Other	199	6%	12%
Unknown	189	6%	14%	Unknown	151	4%	9%
Hisp-Puerto Rican	1	0%	10%	Black/African American	103	3%	▼ 18%
Hispanic-Cuban			0%	Asian	21	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	12	0%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

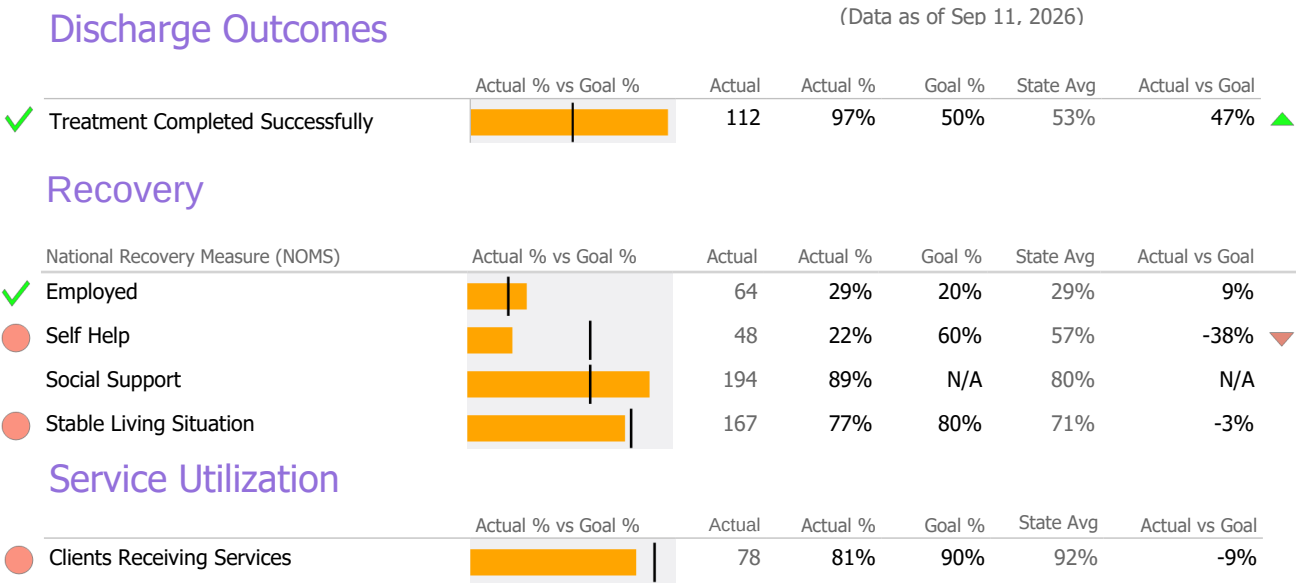
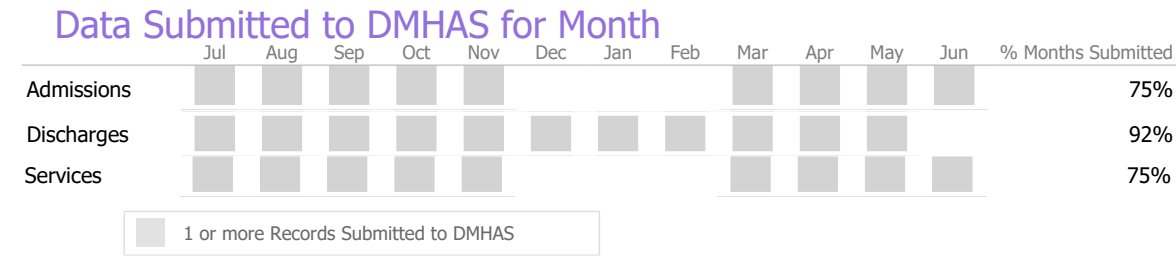
Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	209	488	-57% ▼
Admits	128	387	-67% ▼
Discharges	121	438	-72% ▼
Service Hours	321	873	-63% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	42%



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,193	2,807	14% ▲
Admits	473	393	20% ▲
Discharges	120	60	100% ▲
Service Hours	7,122	7,212	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	89%
Periodic Submitted		
6 Month Updates	22%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	14%	50%	48%	-36% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		788	26%	75%	44%	-49% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		822	25%	30%	26%	-5%
Self Help		192	6%	N/A	22%	N/A
Social Support		1678	52%	60%	59%	-8%
Stable Living Situation		1692	52%	95%	76%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2,009	65%	90%	86%	-25% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		262	57%	75%	77%	-18% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs