

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	409	451	-10%
	Admits	117	124	-6%
	Discharges	83	166	-50% ▼
	Service Hours	2,397	3,006	-20% ▼

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

Consumer Satisfaction Survey (Based on 150 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Access		99%	80%	88%
✓ Respect		99%	80%	91%
✓ Outcome		97%	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	409	100.0%

Client Demographics

Age	#	%	State Avg
18-25	29	7%	9%
26-34	64	16%	18%
35-44	57	14% ▼	26%
45-54	81	20%	19%
55-64	104	25%	18%
65+	74	18%	11%

Gender	#	%	State Avg
Female	259	63% ▲	39%
Male	149	36% ▼	60%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	236	58% ▲	10%
Non-Hispanic	114	28% ▼	63%
Hispanic-Other	41	10%	12%
Unknown	18	4%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Other	140	34% ▲	12%
White/Caucasian	111	27% ▼	58%
Black/African American	70	17%	18%
Multiple Races	61	15% ▲	1%
Unknown	25	6%	9%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%

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	90%	89%
Periodic Submitted		
6 Month Updates	65%	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													100%

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		41	52%	50%	48%	2%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		161	44%	75%	44%	-31% ▼
National Recovery Measure (NOMS)						
● Employed		82	20%	30%	26%	-10%
Self Help		18	4%	N/A	22%	N/A
● Social Support		235	57%	60%	59%	-3%
● Stable Living Situation		375	91%	95%	76%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		319	96%	90%	86%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		65	56%	75%	77%	-19% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs