

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	386	375	3%
	Admits	162	129	26% ▲
	Discharges	173	141	23% ▲
	Service Hours	746	697	7%
	Bed Days	9,277	9,541	-3%
	S.Rehab/PHP/IOP	221	21	952%

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

Consumer Satisfaction Survey (Based on 18 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Access		94%	80%	88%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Outcome		88%	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	337	84.0%
	Residential Services	47	11.7%
	IOP	17	4.2%

Client Demographics

Age	#	%	State Avg
18-25	138	36% ▲	9%
26-34	77	20%	18%
35-44	50	13% ▼	26%
45-54	40	10%	19%
55-64	50	13%	18%
65+	30	8%	11%

Gender	#	%	State Avg
Male	202	52%	60%
Female	184	48%	39%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	257	67%	63%
Hisp-Puerto Rican	94	24% ▲	10%
Hispanic-Other	31	8%	12%
Unknown	4	1% ▼	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	165	43% ▼	58%
Black/African American	104	27%	18%
Other	83	22%	12%
Unknown	30	8%	9%
Asian	3	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	11	10	10%
Discharges	11	10	10%
Bed Days	2,224	2,208	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
Periodic Submitted		
6 Month Updates	0%	90%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													75%

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		7	70%	75%	59%	-5%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		9	90%	85%	74%	5%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		6	86%	90%	80%	-4%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		9	69%	75%	54%	-6%

Recovery

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	238 days	87%	90%	81%	-3%

< 90%

90-110%

>110%

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 68 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	127	133	-5%
Admits	17	-	
Discharges	22	23	-4%
Service Hours	35	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													92%
Services													42%

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		11	55%	50%	48%	5%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		3	3%	75%	44%	-72% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		32	25%	30%	26%	-5%
Self Help		39	31%	N/A	22%	N/A
✓ Social Support		122	96%	60%	59%	36% ▲
✓ Stable Living Situation		121	95%	95%	76%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		61	58%	90%	86%	-32% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	77%	-75% ▼

▲ > 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	134	130	3%
Admits	60	58	3%
Discharges	66	55	20% ▲
Service Hours	629	693	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted		
6 Month Updates	88%	50%
Diagnosis		
Valid MH/SU Diagnosis	99%	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		51	78%	50%	48%	28% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		51	45%	75%	44%	-30% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		59	43%	30%	26%	13% ▲
Self Help		49	36%	N/A	22%	N/A
✓ Social Support		135	98%	60%	59%	38% ▲
✓ Stable Living Situation		134	97%	95%	76%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		58	97%	75%	77%	22% ▲

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs

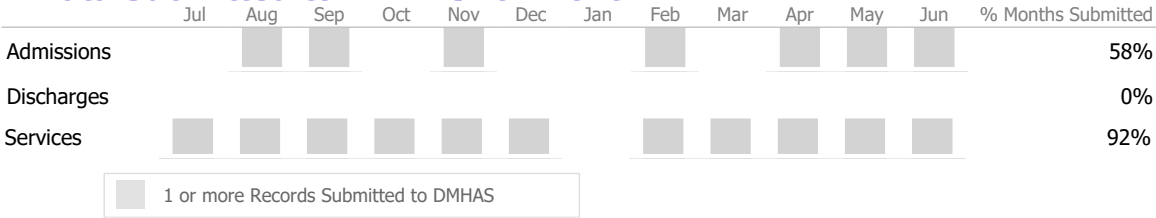
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	2	750% ▲
Admits	15	2	650% ▲
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	221	21	952% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	67%
Periodic Submitted		
6 Month Updates	0%	78%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month



Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	66%	N/A

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	75%	-75% ▼
National Recovery Measure (NOMS)						
Employed		0	0%	30%	32%	-30% ▼
Self Help		1	6%	N/A	6%	N/A
Social Support		14	82%	60%	70%	22% ▲
Stable Living Situation		17	100%	95%	92%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	94%	90%	97%	4%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	82	0%
Admits	50	50	0%
Discharges	61	44	39% ▲
Service Hours	82	4	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted		
6 Month Updates	100%	50%
Diagnosis		
Valid MH/SU Diagnosis	99%	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		9	15%	50%	48%	-35% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		20	20%	75%	44%	-55% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		18	17%	30%	26%	-13% ▼
Self Help		33	31%	N/A	22%	N/A
Social Support		87	83%	60%	59%	23% ▲
Stable Living Situation		105	100%	95%	76%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	18%	90%	86%	-72% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	45%	75%	77%	-30% ▼

▲ > 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	30	30	0%
Admits	9	9	0%
Discharges	13	9	44% ▲
Bed Days	7,053	7,333	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Periodic Submitted		
6 Month Updates	25%	90%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	69%	75%	59%	-6%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		11	85%	85%	74%	0%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		9	100%	90%	80%	10%
Recovery						
Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		4	16%	75%	54%	-59% ▼

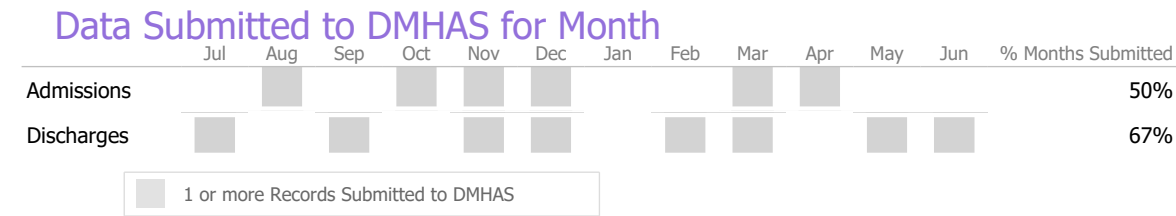
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	632 days	92%	90%	81%	2%

< 90%

90-110%

>110%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 68 Active MH Intensive Res. Rehabilitation Programs