

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	179	189	-5%
	Admits	78	90	-13% ▼
	Discharges	95	86	10%
	Service Hours	3,447	3,713	-7%

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

Consumer Satisfaction Survey (Based on 75 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		97%	80%	92%
✓ Access		97%	80%	88%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		93%	80%	92%
● Outcome		69%	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	Community Support	160	88.9%
Addiction	Outpatient	20	11.1%

Client Demographics

Age	#	%	State Avg
18-25	18	10%	9%
26-34	31	17%	18%
35-44	34	19%	26%
45-54	34	19%	19%
55-64	41	23%	18%
65+	21	12%	11%
Gender	#	%	State Avg
Female	112	63%	▲ 39%
Male	66	37%	▼ 60%
Transgender/Other	1	1%	0%
Ethnicity	#	%	State Avg
Non-Hispanic	110	61%	63%
Hisp-Puerto Rican	60	34%	▲ 10%
Hispanic-Other	6	3%	12%
Unknown	3	2%	▼ 14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Race	#	%	State Avg
White/Caucasian	74	41%	▼ 58%
Black/African American	60	34%	▲ 18%
Other	42	23%	▲ 12%
Asian	1	1%	1%
Multiple Races	1	1%	1%
Unknown	1	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

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	11	9	22% ▲
Discharges	8	9	-11% ▼
Service Hours	149	88	69% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
Valid Primary Drug Data	98%	47%
Periodic Submitted	Actual	State Avg
6 Month Updates	89%	7%
Diagnosis	Actual	State Avg
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	■	■	■						■		■		42%
Discharges		■		■	■	■	■	■					50%
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		1	12%	50%	56%	-38% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		16	94%	75%	40%	19% ▲
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		9	45%	55%	26%	-10% ▼
✓ Employed		10	50%	50%	24%	0%
✓ Not Arrested		20	100%	75%	48%	25% ▲
● Self Help		1	5%	60%	16%	-55% ▼
Social Support		16	80%	N/A	37%	N/A
✓ Stable Living Situation		20	100%	95%	48%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	48%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	82%	75%	63%	7%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	173	-8%
Admits	67	81	-17% ▼
Discharges	87	77	13% ▲
Service Hours	3,298	3,625	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Periodic Submitted		
6 Month Updates	100%	89%
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		57	66%	65%	62%	1%
Recovery						
Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		145	100%	65%	62%	35% ▲
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		31	19%	20%	16%	-1%
Self Help		8	5%	N/A	44%	N/A
✓ Social Support		139	83%	60%	81%	23% ▲
✓ Stable Living Situation		163	98%	80%	89%	18% ▲
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		88	100%	90%	99%	10%

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 32 Active CSP Programs