

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	177	142	25%	▲
	Admits	179	116	54%	▲
	Discharges	164	135	21%	▲
	Service Hours	416	476	-13%	▼

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

Consumer Satisfaction Survey (Based on 2 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	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	Case Management	177	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	21	12%	9%	Female	115	65%	▲ 39%
26-34	26	15%	18%	Male	59	33%	▼ 60%
35-44	33	19%	26%	Transgender/Other	3	2%	0%
45-54	29	16%	19%				
55-64	41	23%	18%				
65+	27	15%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	152	86%	▲ 63%	White/Caucasian	144	81%	▲ 58%
Hispanic-Other	11	6%	12%	Black/African American	10	6%	▼ 18%
Unknown	11	6%	14%	Other	9	5%	12%
Hisp-Puerto Rican	3	2%	10%	Unknown	9	5%	9%
Hispanic-Cuban			0%	Multiple Races	3	2%	1%
Hispanic-Mexican			1%	Asian	2	1%	1%
				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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Unique Clients	177	142	25% ▲
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	61%

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		133	81%	50%	71%	31% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		52	27%	20%	9%	7%
Self Help		0	0%	N/A	30%	N/A
✓ Social Support		164	86%	60%	65%	26% ▲
✓ Stable Living Situation		178	93%	80%	61%	13% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	81%	6%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs