

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	460	398	16%	▲
	Admits	149	87	71%	▲
	Discharges	92	91	1%	
	Service Hours	2,589	2,451	6%	

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

Consumer Satisfaction Survey (Based on 42 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		95%	80%	88%
✓ Participation in Treatment		95%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		86%	80%	91%
● Outcome		79%	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	387	76.9%
	Community Support	116	23.1%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	25	5%	9%	Female	239	52%	▲ 39%
26-34	77	17%	18%	Male	220	48%	▼ 60%
35-44	76	17%	26%	Transgender/Other	1	0%	0%
45-54	78	17%	19%				
55-64	110	24%	18%				
65+	94	20%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	364	79%	▲ 63%	White/Caucasian	292	63%	58%
Hispanic-Other	67	15%	12%	Black/African American	90	20%	18%
Hisp-Puerto Rican	23	5%	10%	Other	64	14%	12%
Hispanic-Mexican	3	1%	1%	Unknown	7	2%	9%
Unknown	2	0%	▼ 14%	Asian	5	1%	1%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	2	0%	1%
				Multiple Races			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	116	125	-7%
Admits	37	39	-5%
Discharges	47	48	-2%
Service Hours	1,308	1,277	2%

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		23	55%	65%	62%	-10% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		23	22%	65%	62%	-43% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		27	23%	20%	16%	3%
Self Help		14	12%	N/A	44%	N/A
Social Support		103	89%	60%	81%	29% ▲
Stable Living Situation		116	100%	80%	89%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		70	100%	90%	99%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 32 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	387	318	22% ▲
Admits	112	48	133% ▲
Discharges	45	43	5%
Service Hours	1,281	1,175	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
Periodic Submitted		
6 Month Updates	84%	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		29	76%	50%	48%	26% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		10	3%	75%	44%	-72% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		79	20%	30%	26%	-10%
Self Help		15	4%	N/A	22%	N/A
✓ Social Support		286	74%	60%	59%	14% ▲
● Stable Living Situation		345	89%	95%	76%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		321	94%	90%	86%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		65	58%	75%	77%	-17% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs