

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,386	1,548	-11%	▼
	Admits	1,444	1,460	-1%	
	Discharges	1,452	1,574	-8%	
	Service Hours	24,772	26,822	-8%	
	Bed Days	4,072	4,606	-12%	▼

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

Consumer Satisfaction Survey (Based on 209 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
✓ General Satisfaction		87%	80%	92%
✓ Outcome		83%	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	Crisis Services	461	24.1%
	Outpatient	372	19.4%
	Community Support	267	13.9%
	Intake	128	6.7%
	ACT	112	5.8%
	ICS	79	4.1%
	Residential Services	47	2.5%
	Other	2	0.1%

Forensic MH

Forensics Community-based	448	23.4%
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Client Demographics

Age	#	%	State Avg
18-25	189	14%	9%
26-34	299	22%	18%
35-44	312	23%	26%
45-54	201	15%	19%
55-64	220	16%	18%
65+	155	11%	11%

Ethnicity	#	%	State Avg
Non-Hispanic	937	68%	63%
Unknown	287	21%	14%
Hispanic-Other	94	7%	12%
Hisp-Puerto Rican	61	4%	10%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	3	0%	0%

Gender	#	%	State Avg
Male	846	61%	60%
Female	524	38%	39%
Transgender/Other	17	1%	0%

Race	#	%	State Avg
White/Caucasian	809	65%	58%
Black/African American	197	16%	18%
Unknown	75	6%	9%
Other	73	6%	12%
Multiple Races	57	5%	1%
Am. Indian/Native Alaskan	15	1%	1%
Asian	13	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	118	-5%
Admits	35	37	-5%
Discharges	34	40	-15% ▼
Service Hours	5,415	6,176	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
Periodic Submitted		
6 Month Updates	96%	87%
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													92%
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		20	59%	65%	63%	-6%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		33	97%	85%	96%	12% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		15	75%	90%	49%	-15% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		40	40%	85%	47%	-45% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		10	9%	15%	9%	-6%
Self Help		114	100%	N/A	69%	N/A
✓ Social Support		76	67%	60%	71%	7%
✓ Stable Living Situation		96	84%	60%	88%	24% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	99%	90%	99%	9%

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met

●

 Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	38	147% ▲
Admits	101	37	173% ▲
Discharges	101	37	173% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		93	93%	90%	72%	3%
✓ Community Location Evaluation		99	99%	80%	74%	19% ▲
● Follow-up Service within 48 hours		0	0%	90%	89%	-90% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 0 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	131	-2%
Admits	22	50	-56% ▼
Discharges	32	29	10%
Service Hours	1,424	1,547	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Periodic Submitted		
6 Month Updates	98%	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													58%
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	72%	50%	48%	22% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		20	16%	75%	44%	-59% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		17	13%	30%	26%	-17% ▼
Self Help		127	99%	N/A	22%	N/A
✓ Social Support		107	84%	60%	59%	24% ▲
✓ Stable Living Situation		124	97%	95%	76%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		95	99%	90%	86%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		11	50%	75%	77%	-25% ▼

▲ > 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	390	401	-3%
Admits	557	555	0%
Discharges	555	558	-1%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		465	84%	90%	72%	-6%
Community Location Evaluation		534	97%	80%	74%	17%
Follow-up Service within 48 hours		8	44%	90%	89%	-46%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	27	-22%	▼
Admits	5	11	-55%	▼
Discharges	5	11	-55%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													25%
Discharges													25%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	415	570	-27% ▼
Admits	371	338	10%
Discharges	372	515	-28% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		117	96%	0%	81%	96% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	48	-2%
Admits	35	41	-15% ▼
Discharges	39	41	-5%
Bed Days	4,072	4,606	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
Periodic Submitted		
6 Month Updates	100%	100%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■		92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	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		16	41%	95%	41%	-54% ▼
✓ No Re-admit within 30 Days of Discharge		39	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		16	100%	90%	100%	10%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		6	14%	95%	14%	-81% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	201 days	74%	90%	74%	-16% ▼

< 90%

90-110%

>110%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	270	249	8%
Admits	90	103	-13% ▼
Discharges	71	68	4%
Service Hours	5,886	4,973	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
Periodic Submitted		
6 Month Updates	90%	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	■	■	■	■	■	■	■	■	■	■		■	92%
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		32	46%	50%	48%	-4%
Recovery						
Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		36	16%	75%	44%	-59% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		62	23%	30%	26%	-7%
Self Help		273	99%	N/A	22%	N/A
✓ Social Support		213	77%	60%	59%	17% ▲
● Stable Living Situation		256	93%	95%	76%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		201	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		69	78%	75%	77%	3%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs

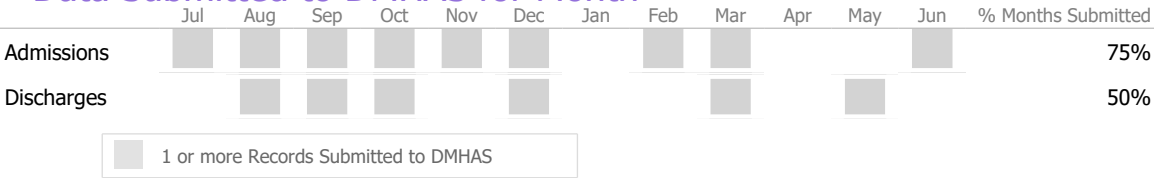
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	10	40%	▲
Admits	11	6	83%	▲
Discharges	9	7	29%	▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		5	100%	0%	81%	100% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	266	259	3%
Admits	67	71	-6%
Discharges	69	62	11% ▲
Service Hours	7,255	8,358	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	91%
Periodic Submitted		
6 Month Updates	97%	89%
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		27	40%	65%	62%	-25% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		85	35%	65%	62%	-30% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		36	13%	20%	16%	-7%
Self Help		268	100%	N/A	44%	N/A
Social Support		195	73%	60%	81%	13% ▲
Stable Living Situation		244	91%	80%	89%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		195	98%	90%	99%	8%

▲ > 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	79	77	3%
Admits	24	22	9%
Discharges	33	23	43% ▲
Service Hours	4,488	5,315	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
Periodic Submitted		
6 Month Updates	97%	91%
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													67%
Discharges													92%
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		14	42%	60%	55%	-18% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		25	38%	75%	56%	-37% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		15	19%	30%	28%	-11% ▼
Self Help		80	100%	N/A	69%	N/A
Social Support		60	75%	60%	84%	15% ▲
Stable Living Situation		71	89%	60%	91%	29% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	96%	90%	99%	6%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs