

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,365	1,984	19%	▲
	Admits	2,790	1,933	44%	▲
	Discharges	2,780	1,915	45%	▲
	Service Hours	4,185	3,620	16%	▲

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

Consumer Satisfaction Survey (Based on 86 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		99%	80%	92%
✓ Outcome		98%	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	1,160	39.4%
	Outpatient	1,069	36.3%
	Recovery Support	566	19.2%
	IOP	146	5.0%

Client Demographics

Age	#	%	State Avg
18-25	262	11%	9%
26-34	385	16%	18%
35-44	468	20%	26%
45-54	370	16%	19%
55-64	429	18%	18%
65+	438	19%	11%

Gender	#	%	State Avg
Female	1,189	50%	▲ 39%
Male	1,174	50%	60%
Transgender/Other	3	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,802	76%	▲ 63%
Hispanic-Other	392	17%	12%
Unknown	84	4%	14%
Hisp-Puerto Rican	82	3%	10%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	3	0%	1%

Race	#	%	State Avg
White/Caucasian	1,490	63%	58%
Black/African American	413	17%	18%
Other	343	14%	12%
Unknown	69	3%	9%
Asian	23	1%	1%
Multiple Races	15	1%	1%
Am. Indian/Native Alaskan	7	0%	1%
Hawaiian/Other Pacific Islander	6	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,160	709	64% ▲
Admits	1,687	933	81% ▲
Discharges	1,687	931	81% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		425	25%	90%	72%	-65% ▼
● Community Location Evaluation		2	0%	80%	74%	-80% ▼
● Follow-up Service within 48 hours		424	83%	90%	89%	-7%

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	146	99	47% ▲
Admits	109	78	40% ▲
Discharges	99	59	68% ▲
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	67%
Periodic Submitted		
6 Month Updates	100%	78%
Diagnosis		
Valid MH/SU Diagnosis	99%	100%

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

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	27%	50%	52%	-23% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		3	12%	90%	66%	-78% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		82	65%	75%	75%	-10%
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		45	30%	30%	32%	0%
Self Help		0	0%	N/A	6%	N/A
✓ Social Support		123	82%	60%	70%	22% ▲
Stable Living Situation		141	94%	95%	92%	-1%

▲ > 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	1,041	1,052	-1%
Admits	236	242	-2%
Discharges	236	248	-5%
Service Hours	3,903	3,404	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		38	18%	50%	48%	-32% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		103	11%	75%	44%	-64% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		269	26%	30%	26%	-4%
Self Help		0	0%	N/A	22%	N/A
Social Support		985	94%	60%	59%	34% ▲
Stable Living Situation		1007	97%	95%	76%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		808	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		147	62%	75%	77%	-13% ▼

▲ > 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	565	517	9%
Admits	749	672	11% ▲
Discharges	751	673	12% ▲
Service Hours	200	172	16% ▲

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

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 2 Active Peer Based Mentoring Programs

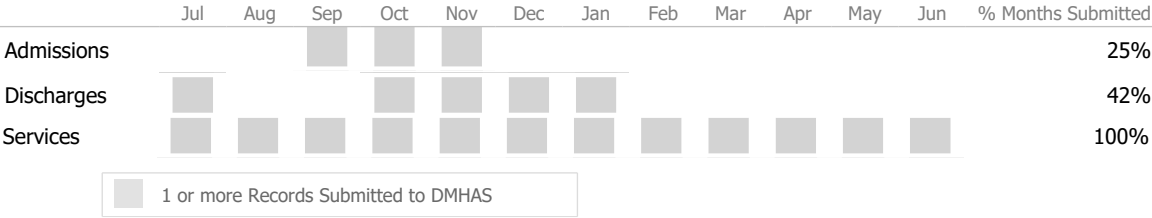
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	24	21% ▲
Admits	9	8	13% ▲
Discharges	7	4	75% ▲
Service Hours	82	44	87% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Periodic Submitted		
6 Month Updates	100%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

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		2	33%	50%	48%	-17% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		4	14%	75%	44%	-61% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	21%	30%	26%	-9%
Self Help		0	0%	N/A	22%	N/A
Social Support		28	97%	60%	59%	37% ▲
Stable Living Situation		28	97%	95%	76%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	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		5	56%	75%	77%	-19% ▼

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 80 Active Standard Outpatient Programs

