

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	204	172	18%	▲
	Admits	54	36	50%	▲
	Discharges	25	22	14%	▲
	Service Hours	1,206	971	24%	▲

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

Consumer Satisfaction Survey (Based on 81 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Overall		90%	80%	91%
✓ Access		90%	80%	88%
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		88%	80%	91%
● Outcome		68%	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	205	100.0%

Client Demographics

Age	#	%	State Avg
18-25	16	8%	9%
26-34	36	18%	18%
35-44	24	12%	▼ 26%
45-54	33	16%	19%
55-64	54	26%	18%
65+	42	20%	11%
Gender	#	%	State Avg
Female	135	66%	▲ 39%
Male	65	32%	▼ 60%
Transgender/Other	5	2%	0%
Ethnicity	#	%	State Avg
Non-Hispanic	149	73%	63%
Hisp-Puerto Rican	26	13%	10%
Unknown	15	7%	14%
Hispanic-Other	13	6%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Race	#	%	State Avg
White/Caucasian	96	47%	▼ 58%
Black/African American	57	28%	18%
Other	32	16%	12%
Unknown	9	4%	9%
Am. Indian/Native Alaskan	7	3%	1%
Asian	4	2%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
Periodic Submitted		
6 Month Updates	88%	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		■		■	■	■	■	■	■	■	■		75%
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		1	4%	50%	48%	-46% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		17	9%	75%	44%	-66% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		35	17%	30%	26%	-13% ▼
Self Help		14	7%	N/A	22%	N/A
✓ Social Support		177	86%	60%	59%	26% ▲
✓ Stable Living Situation		196	96%	95%	76%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		178	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		27	50%	75%	77%	-25% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs

