

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	322	340	-5%
	Admits	80	73	10%
	Discharges	86	94	-9%
	Service Hours	2,011	1,835	10%

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

Consumer Satisfaction Survey (Based on 115 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		95%	80%	91%
✓ General Satisfaction		95%	80%	92%
● Outcome		77%	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	322	100.0%

Client Demographics

Age	#	%	State Avg
18-25	25	8%	9%
26-34	41	13%	18%
35-44	43	13%	▼ 26%
45-54	47	15%	19%
55-64	74	23%	18%
65+	92	29%	▲ 11%

Gender	#	%	State Avg
Female	166	52%	▲ 39%
Male	156	48%	▼ 60%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	276	86%	▲ 63%
Hispanic-Other	34	11%	12%
Hisp-Puerto Rican	5	2%	10%
Unknown	4	1%	▼ 14%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	176	55%	58%
Black/African American	86	27%	18%
Other	43	13%	12%
Multiple Races	10	3%	1%
Asian	5	2%	1%
Unknown	2	1%	9%
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	322	340	-5%
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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Periodic Submitted		
6 Month Updates	97%	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													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		51	60%	50%	48%	10% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		199	69%	75%	44%	-6%
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		85	26%	30%	26%	-4%
Self Help		19	6%	N/A	22%	N/A
✓ Social Support		252	77%	60%	59%	17% ▲
✓ Stable Living Situation		321	98%	95%	76%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		241	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		66	83%	75%	77%	7%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs