

Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,601	6,003	-7%
	Admits	1,567	1,672	-6%
	Discharges	1,651	1,829	-10%
	Service Hours	148	16,246	-99% ▼

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

Consumer Satisfaction Survey (Based on 349 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Respect		92%	80%	91%
✓ Access		90%	80%	88%
✓ Outcome		88%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	5,601	99.0%
	Case Management	59	1.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	51	1%	8%	Male	3,520	63%	59%
26-34	765	14%	19%	Female	2,084	37%	40%
35-44	1,847	33%	25%	Transgender/Other	3	0%	0%
45-54	1,244	22%	18%				
55-64	1,195	21%	18%				
65+	505	9%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	4,163	74%	64%	White/Caucasian	4,119	73% ▲	58%
Hisp-Puerto Rican	1,224	22% ▲	10%	Other	1,050	19%	12%
Hispanic-Other	140	2%	11%	Black/African American	374	7%	17%
Unknown	66	1% ▼	14%	Unknown	28	0%	9%
Hispanic-Cuban	7	0%	0%	Am. Indian/Native Alaskan	21	0%	1%
Hispanic-Mexican	7	0%	1%	Hawaiian/Other Pacific Islander	7	0%	0%
				Asian	6	0%	1%
				Multiple Races	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	443	566	-22%	▼
Admits	-	28	-100%	▼
Discharges	54	98	-45%	▼
Service Hours	-	1,624	-100%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	65%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	54%	50%	56%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		314	71%	50%	67%	21% ▲
Not Arrested		408	92%	75%	91%	17% ▲
Employed		217	49%	40%	38%	9%
Improved/Maintained Function Score		364	82%	75%	47%	7%
Stable Living Situation		404	91%	90%	85%	1%
Self Help		137	31%	60%	40%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		440	99%	50%	69%	49% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	848	977	-13% ▼
Admits	222	363	-39% ▼
Discharges	206	382	-46% ▼
Service Hours	-	2,409	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		124	60%	50%	56%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		868	99%	75%	91%	24% ▲
Abstinence/Reduced Drug Use		631	72%	50%	67%	22% ▲
Self Help		696	79%	60%	40%	19% ▲
Employed		401	46%	40%	38%	6%
Stable Living Situation		845	96%	90%	85%	6%
Improved/Maintained Function Score		158	22%	75%	47%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

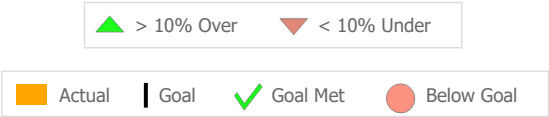
Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		525	62%	50%	69%	12% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS



* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	920	1,039	-11% ▼
Admits	349	434	-20% ▼
Discharges	388	411	-6%
Service Hours	-	2,261	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	65%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		205	53%	50%	56%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		983	99%	75%	91%	24% ▲
Improved/Maintained Function Score		876	100%	75%	47%	25% ▲
Stable Living Situation		932	94%	90%	85%	4%
Abstinence/Reduced Drug Use		474	48%	50%	67%	-2%
Employed		316	32%	40%	38%	-8%
Self Help		440	44%	60%	40%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

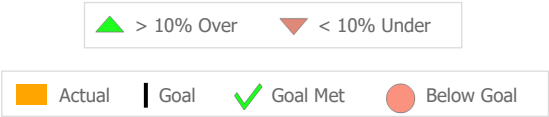
Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		551	60%	50%	69%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS



* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	75	-21% ▼
Admits	17	25	-32% ▼
Discharges	23	29	-21% ▼
Service Hours	148	151	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic		
6 Month Updates	64%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	17%	50%	65%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	13%	20%	30%	-7%
Stable Living Situation		36	60%	80%	70%	-20% ▼
Self Help		18	30%	60%	42%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	100%	90%	92%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	702	718	-2%
Admits	162	164	-1%
Discharges	194	178	9%
Service Hours	-	2,099	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		106	55%	50%	56%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		717	98%	75%	91%	23% ▲
Stable Living Situation		714	98%	90%	85%	8%
Employed		313	43%	40%	38%	3%
Abstinence/Reduced Drug Use		360	49%	50%	67%	-1%
Self Help		398	54%	60%	40%	-6%
Improved/Maintained Function Score		134	20%	75%	47%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		489	70%	50%	69%	20% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	977	1,086	-10% ▼
Admits	339	381	-11% ▼
Discharges	340	357	-5%
Service Hours	-	3,466	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	65%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		183	54%	50%	56%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,034	98%	75%	91%	23% ▲
Abstinence/Reduced Drug Use		630	60%	50%	67%	10%
Stable Living Situation		982	93%	90%	85%	3%
Employed		384	36%	40%	38%	-4%
Self Help		410	39%	60%	40%	-21% ▼
Improved/Maintained Function Score		290	32%	75%	47%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		615	63%	50%	69%	13% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	473	482	-2%
Admits	121	42	188% ▲
Discharges	114	96	19% ▲
Service Hours	-	1,203	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		53	46%	50%	56%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		472	96%	75%	91%	21% ▲
Abstinence/Reduced Drug Use		336	68%	50%	67%	18% ▲
Employed		239	49%	40%	38%	9%
Stable Living Situation		439	89%	90%	85%	-1%
Self Help		287	58%	60%	40%	-2%
Improved/Maintained Function Score		67	16%	75%	47%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

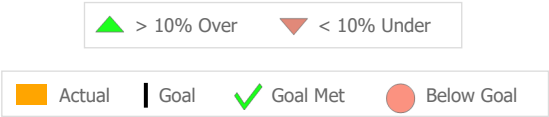
Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		361	76%	50%	69%	26% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS



* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	657	584	13% ▲
Admits	149	73	104% ▲
Discharges	126	65	94% ▲
Service Hours	-	943	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	92%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	65%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		53	42%	50%	56%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		565	85%	50%	67%	35% ▲
Not Arrested		648	97%	75%	91%	22% ▲
Employed		338	51%	40%	38%	11% ▲
Self Help		459	69%	60%	40%	9%
Stable Living Situation		636	95%	90%	85%	5%
Improved/Maintained Function Score		84	15%	75%	47%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

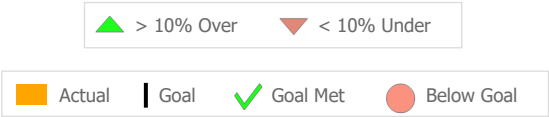
Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		480	73%	50%	69%	23% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS



* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	515	541	-5%
Admits	144	158	-9%
Discharges	151	167	-10%
Service Hours	-	1,073	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	50%	65%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		102	68%	50%	56%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		534	98%	75%	91%	23% ▲
Stable Living Situation		520	95%	90%	85%	5%
Employed		234	43%	40%	38%	3%
Abstinence/Reduced Drug Use		284	52%	50%	67%	2%
Self Help		325	60%	60%	40%	0%
Improved/Maintained Function Score		109	23%	75%	47%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		346	67%	50%	69%	17% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met Below Goal

* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	337	339	-1%
Admits	64	4	1500% ▲
Discharges	55	46	20% ▲
Service Hours	-	1,018	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	65%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	65%	50%	56%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		304	88%	60%	40%	28% ▲
Not Arrested		340	98%	75%	91%	23% ▲
Abstinence/Reduced Drug Use		245	71%	50%	67%	21% ▲
Employed		163	47%	40%	38%	7%
Stable Living Situation		326	94%	90%	85%	4%
Improved/Maintained Function Score		19	6%	75%	47%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		282	84%	50%	69%	34% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										89%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 39 Active Methadone Maintenance Programs