

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	363	332	9%
	Admits	128	115	11% ▲
	Discharges	129	111	16% ▲
	Service Hours	2,360	1,930	22% ▲

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

Consumer Satisfaction Survey

(Based on 135 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Access		96%	80%	88%
✓ Respect		94%	80%	91%
✓ Outcome		86%	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	132	31.6%
	Case Management	83	19.9%
Addiction	Outpatient	203	48.6%

Client Demographics

Age	#	%	State Avg
18-25	23	6%	8%
26-34	53	15%	18%
35-44	70	19%	25%
45-54	91	25%	19%
55-64	84	23%	19%
65+	42	12%	12%

Gender	#	%	State Avg
Female	190	52%	▲ 40%
Male	173	48%	▼ 59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	214	59%	▲ 10%
Non-Hispanic	98	27%	▼ 64%
Hispanic-Other	46	13%	12%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban			0%
Unknown			▼ 13%

Race	#	%	State Avg
White/Caucasian	176	48%	▼ 59%
Other	132	36%	▲ 12%
Black/African American	52	14%	18%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%
Unknown			8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	60	66	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	90%	15% ▲

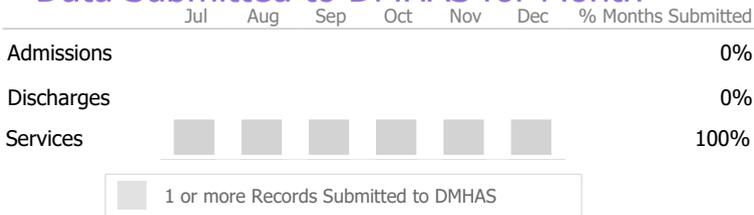
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted	Actual	State Avg
6 Month Updates		83%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	189	7%
Admits	73	65	12% ▲
Discharges	76	77	-1%
Service Hours	1,056	647	63% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid Primary Drug Data	95%	47%

Periodic Submitted	Actual	State Avg
6 Month Updates	63%	7%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	23%	50%	58%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		170	83%	N/A	32%	N/A
✓ Not Arrested		171	83%	75%	42%	8%
✓ Improved/Maintained Function Score		139	90%	75%	28%	15% ▲
● Stable Living Situation		176	85%	95%	42%	-10%
● Abstinence/Reduced Drug Use		78	38%	55%	22%	-17% ▼
● Employed		64	31%	50%	23%	-19% ▼
● Self Help		18	9%	60%	14%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		124	95%	90%	39%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		51	70%	75%	63%	-5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 100 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	18	17% ▲
Admits	10	5	100% ▲
Discharges	10	6	67% ▲
Service Hours	597	691	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted		
6 Month Updates	100%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	40%	50%	49%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	100%	60%	57%	40% ▲
✓ Stable Living Situation		21	100%	95%	72%	5% ▲
● Employed		6	29%	30%	31%	-1% ▼
✓ Improved/Maintained Function Score		13	87%	75%	38%	12% ▲
Self Help		0	0%	N/A	22%	N/A

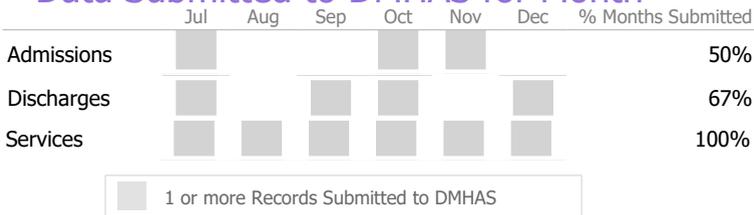
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	82%	10% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		6	60%	75%	75%	-15% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	64	-5%
Admits	14	17	-18% ▼
Discharges	22	13	69% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	66%	66%

Discharge Outcomes

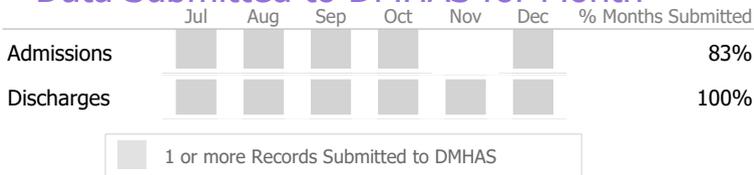
(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	68%	50%	73%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		55	90%	60%	67%	30% ▲
✓ Stable Living Situation		59	97%	80%	71%	17% ▲
● Employed		6	10%	20%	11%	-10% ▼
Self Help		2	3%	N/A	30%	N/A

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	52	61	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	90%	15% ▲

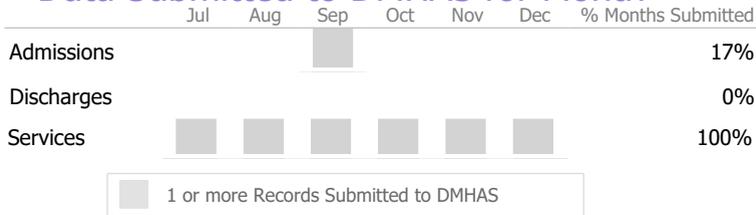
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted	Actual	State Avg
6 Month Updates		83%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	100	22% ▲
Admits	30	26	15% ▲
Discharges	21	13	62% ▲
Service Hours	595	465	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Periodic Submitted		
6 Month Updates	28%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	67%	50%	49%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		106	85%	60%	57%	25% ▲
✓ Improved/Maintained Function Score		92	91%	75%	38%	16% ▲
● Stable Living Situation		114	92%	95%	72%	-3%
● Employed		16	13%	30%	31%	-17% ▼
Self Help		18	15%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		100	97%	90%	82%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		21	70%	75%	75%	-5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

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