

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	498	414	20%	▲
	Admits	258	231	12%	▲
	Discharges	244	184	33%	▲
	Service Hours	370	611	-40%	▼
	Bed Days	8,529	7,912	8%	

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

Consumer Satisfaction Survey

(Based on 140 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		89%	80%	83%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	266	53.2%
	Residential Services	234	46.8%

Client Demographics

Age	#	%	State Avg
18-25	39	8%	8%
26-34	99	20%	18%
35-44	158	32%	25%
45-54	92	19%	19%
55-64	86	17%	19%
65+	23	5%	12%

Gender	#	%	State Avg
Male	410	82%	▲ 59%
Female	89	18%	▼ 40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	367	73%	64%
Hispanic-Other	62	12%	12%
Hisp-Puerto Rican	49	10%	10%
Unknown	12	2%	▼ 13%
Hispanic-Mexican	10	2%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	267	53%	59%
Black/African American	134	27%	18%
Other	87	17%	12%
Unknown	6	1%	8%
Asian	3	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	57	5%
Admits	12	22	-45% ▼
Discharges	26	8	225% ▲
Service Hours	145	336	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid Primary Drug Data	14%	26%
Periodic Submitted		
6 Month Updates	92%	66%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	23%	75%	57%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	85%	90%	89%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	50%	75%	73%	-25% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	83%
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 Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	83	5%
Admits	77	73	5%
Discharges	71	67	6%
Bed Days	3,049	3,224	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
Valid Primary Drug Data	100%	94%
Periodic Submitted		
6 Month Updates	N/A	N/A
Diagnosis		
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		57	80%	50%	81%	30% ▲
✓ No Re-admit within 30 Days of Discharge		64	90%	85%	92%	5%
● Follow-up within 30 Days of Discharge		36	63%	90%	51%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		68	96%	75%	92%	21% ▲
● Abstinence/Reduced Drug Use		49	52%	70%	74%	-18% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate				20	42 days	0.2	83%	90%	83%	-7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS for Month

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

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	154	32% ▲
Admits	46	28	64% ▲
Discharges	14	14	0%
Service Hours	225	275	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	91%
Valid Primary Drug Data	80%	47%

Periodic Submitted	Actual	State Avg
6 Month Updates	1%	7%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	97%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	36%	50%	58%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		87	42%	N/A	32%	N/A
Employed		55	26%	50%	23%	-24% ▼
Abstinence/Reduced Drug Use		44	21%	55%	22%	-34% ▼
Not Arrested		80	38%	75%	42%	-37% ▼
Stable Living Situation		96	46%	95%	42%	-49% ▼
Improved/Maintained Function Score		50	30%	75%	28%	-45% ▼
Self Help		8	4%	60%	14%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	27%	90%	39%	-63% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		18	39%	75%	63%	-36% ▼

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	154	125	23% ▲
Admits	123	108	14% ▲
Discharges	133	95	40% ▲
Bed Days	5,480	4,688	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	87%
Valid Primary Drug Data	100%	98%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	14%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		116	87%	70%	78%	17% ▲
✓ No Re-admit within 30 Days of Discharge		126	95%	85%	91%	10%
● Follow-up within 30 Days of Discharge		56	48%	90%	57%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		131	83%	70%	78%	13% ▲
✓ Improved/Maintained Function Score		131	98%	95%	87%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		48	46 days	0.2	62%	90%	78%	-28% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 19 Active Intermediate/Long Term Res.Tx 3.5 Programs