

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	899	776	16%	▲
	Admits	933	814	15%	▲
	Discharges	881	731	21%	▲
	Service Hours	552	651	-15%	▼
	Bed Days	6,695	3,609	86%	▲

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

Consumer Satisfaction Survey

(Based on 210 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		97%	80%	92%
✓ Overall		96%	80%	91%
✓ Respect		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Outcome		91%	80%	83%
✓ Access		90%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	671	73.6%
	Medication Assisted Treatment	126	13.8%
	Recovery Support	63	6.9%
Mental Health	Case Management	52	5.7%

Client Demographics

Age	#	%	State Avg
18-25	19	2%	8%
26-34	134	15%	18%
35-44	307	34%	25%
45-54	233	26%	19%
55-64	172	19%	19%
65+	35	4%	12%

Gender	#	%	State Avg
Male	630	70%	▲ 59%
Female	268	30%	40%
Transgender/Other	2	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	658	73%	64%
Hisp-Puerto Rican	116	13%	10%
Hispanic-Other	114	13%	12%
Unknown	10	1%	▼ 13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	541	60%	59%
Black/African American	191	21%	18%
Other	144	16%	12%
Multiple Races	15	2%	1%
Unknown	7	1%	8%
Am. Indian/Native Alaskan	2	0%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

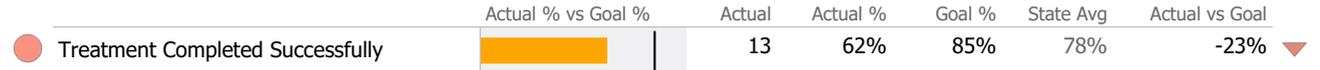
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32		
Admits	32	-	
Discharges	21	-	
Service Hours	-	-	
Bed Days	846	-	

Data Submission Quality

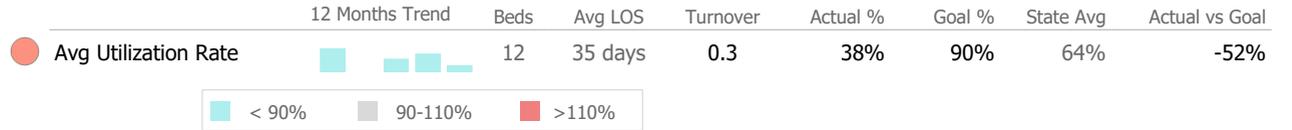
Data Entry	Actual	State Avg
Valid Primary Drug Data		N/A
Diagnosis		
Valid MH/SU Diagnosis		8%

Discharge Outcomes

(Data as of Mar 13, 2026)



Bed Utilization



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							67%
Services							0%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63		
Admits	63	-	
Discharges	34	-	
Bed Days	2,183	-	

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	647	570	14% ▲
Admits	798	708	13% ▲
Discharges	791	713	11% ▲
Bed Days	3,666	3,609	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid Primary Drug Data	100%	92%
Periodic Submitted		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	85%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		786	100%	80%	80%	20% ▲
● No Re-admit within 30 Days of Discharge		588	74%	85%	80%	-11% ▼
● Follow-up within 30 Days of Discharge		412	52%	90%	58%	-38% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		24	5 days	0.0	83%	90%	78%	-7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

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

▲ > 10% Over ▼ < 10% Under

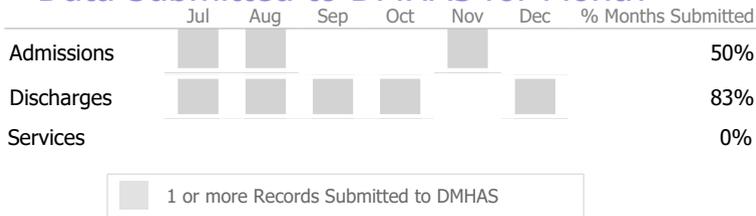
■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	57	11% ▲
Admits	8	57	-86% ▼
Discharges	13	1	1200% ▲
Service Hours	-	-	

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	118	3%
Admits	14	10	40% ▲
Discharges	11	14	-21% ▼
Service Hours	444	439	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid Primary Drug Data	100%	73%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	78%
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		10	91%	50%	51%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		117	96%	55%	69%	41% ▲
Social Support		107	88%	N/A	79%	N/A
✓ Self Help		103	84%	60%	48%	24% ▲
✓ Not Arrested		121	99%	75%	87%	24% ▲
✓ Employed		78	64%	50%	42%	14% ▲
✓ Stable Living Situation		120	98%	95%	84%	3%
○ Improved/Maintained Function Score		10	9%	75%	31%	-66% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		111	100%	90%	81%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■	■	■		■	67%
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 19 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	2	100% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	-	12	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	100%	89%
Periodic Submitted		
6 Month Updates	100%	29%
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		N/A	N/A	50%	0%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		4	100%	60%	32%	40% ▲
✓ Not Arrested		4	100%	75%	44%	25% ▲
✓ Stable Living Situation		4	100%	95%	44%	5%
● Abstinence/Reduced Drug Use		2	50%	55%	24%	-5%
● Social Support		2	50%	N/A	37%	N/A
● Employed		1	25%	50%	24%	-25% ▼
● Improved/Maintained Function Score		0	0%	75%	6%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	30%	-90% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Naltrexone Programs

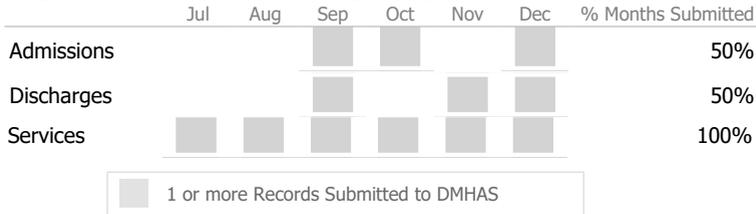
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	39	33% ▲
Admits	18	39	-54% ▼
Discharges	11	3	267% ▲
Service Hours	108	200	-46% ▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs