

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,968	5,268	-6%
	Admits	778	934	-17% ▼
	Discharges	1,028	1,083	-5%
	Service Hours	84	78	8%

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

Consumer Satisfaction Survey

(Based on 638 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		87%	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	4,967	99.1%
	Case Management	44	0.9%

Client Demographics

Age	#	%	State Avg
18-25	29	1%	8%
26-34	522	10%	18%
35-44	1,620	33%	25%
45-54	1,147	23%	19%
55-64	1,124	23%	19%
65+	530	11%	12%

Gender	#	%	State Avg
Male	3,114	63%	59%
Female	1,855	37%	40%
Transgender/Other	3	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,688	74%	64%
Hisp-Puerto Rican	1,080	22%	▲ 10%
Hispanic-Other	129	3%	12%
Unknown	61	1%	▼ 13%
Hispanic-Mexican	8	0%	1%
Hispanic-Cuban	6	0%	0%

Race	#	%	State Avg
White/Caucasian	3,657	74%	▲ 59%
Other	924	19%	12%
Black/African American	334	7%	▼ 18%
Unknown	25	1%	8%
Am. Indian/Native Alaskan	19	0%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Asian	5	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	386	445	-13% ▼
Admits	-	1	-100% ▼
Discharges	-	40	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
Valid Primary Drug Data	N/A	95%

Periodic Submitted	Actual	State Avg
6 Month Updates	0%	56%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

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%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	0%	40%	41%	-40% ▼
Abstinence/Reduced Drug Use		0	0%	50%	63%	-50% ▼
Social Support		1	0%	N/A	79%	N/A
Self Help		0	0%	60%	37%	-60% ▼
Not Arrested		1	0%	75%	85%	-75% ▼
Improved/Maintained Function Score		0	0%	75%	34%	-75% ▼
Stable Living Situation		1	0%	90%	80%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		386	100%	50%	72%	50% ▲

Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	866	832	4%
Admits	248	218	14% ▲
Discharges	307	260	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	100%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		199	66%	50%	64%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		802	89%	N/A	79%	N/A
✓ Not Arrested		892	99%	75%	85%	24% ▲
✓ Improved/Maintained Function Score		770	99%	75%	34%	24% ▲
✓ Stable Living Situation		836	93%	90%	80%	3%
✓ Abstinence/Reduced Drug Use		458	51%	50%	63%	1%
● Employed		320	35%	40%	41%	-5%
● Self Help		328	36%	60%	37%	-24% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		466	54%	50%	72%	4%

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 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	54	-19% ▼
Admits	7	11	-36% ▼
Discharges	7	12	-42% ▼
Service Hours	84	78	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	48%	44%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	50%	55%	-21% ▼

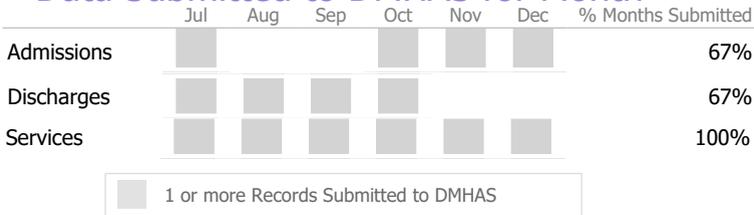
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		26	58%	N/A	76%	N/A
Employed		3	7%	20%	31%	-13% ▼
Self Help		18	40%	60%	50%	-20% ▼
Stable Living Situation		22	49%	80%	70%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	74%	90%	85%	-16% ▼

Data Submitted to DMHAS for Month



> 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	560	784	-29% ▼
Admits	-	138	-100% ▼
Discharges	49	146	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	0%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		41	85%	50%	64%	35% ▲

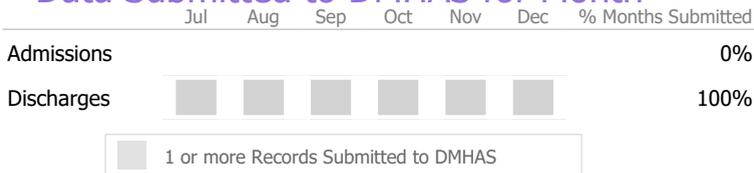
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		546	98%	N/A	79%	N/A
✓ Abstinence/Reduced Drug Use		427	76%	50%	63%	26% ▲
✓ Not Arrested		556	99%	75%	85%	24% ▲
✓ Self Help		465	83%	60%	37%	23% ▲
✓ Employed		295	53%	40%	41%	13% ▲
✓ Stable Living Situation		542	97%	90%	80%	7%
● Improved/Maintained Function Score		11	2%	75%	34%	-73% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		487	87%	50%	72%	37% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	613	665	-8%
Admits	133	113	18% ▲
Discharges	110	128	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	100%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		65	61%	50%	64%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		602	96%	N/A	79%	N/A
✓ Not Arrested		616	98%	75%	85%	23% ▲
✓ Employed		300	48%	40%	41%	8%
✓ Stable Living Situation		610	97%	90%	80%	7%
✓ Self Help		391	62%	60%	37%	2%
● Abstinence/Reduced Drug Use		303	48%	50%	63%	-2%
● Improved/Maintained Function Score		19	4%	75%	34%	-71% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		435	71%	50%	72%	21% ▲

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 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	741	902	-18% ▼
Admits	23	233	-90% ▼
Discharges	103	239	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	0%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		53	54%	50%	64%	4%

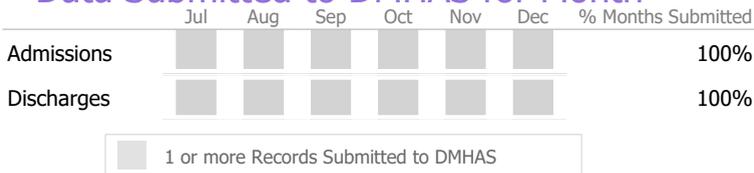
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		736	99%	75%	85%	24% ▲
Social Support		610	82%	N/A	79%	N/A
✓ Abstinence/Reduced Drug Use		500	67%	50%	63%	17% ▲
✓ Stable Living Situation		709	95%	90%	80%	5%
✓ Employed		335	45%	40%	41%	5%
● Self Help		330	44%	60%	37%	-16% ▼
● Improved/Maintained Function Score		47	6%	75%	34%	-69% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		591	80%	50%	72%	30% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	414	409	1%
Admits	40	36	11% ▲
Discharges	70	56	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	39%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		52	75%	50%	64%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		373	89%	N/A	79%	N/A
✓ Not Arrested		409	98%	75%	85%	23% ▲
✓ Abstinence/Reduced Drug Use		302	72%	50%	63%	22% ▲
✓ Employed		226	54%	40%	41%	14% ▲
✓ Stable Living Situation		387	93%	90%	80%	3%
● Self Help		227	54%	60%	37%	-6%
● Improved/Maintained Function Score		45	12%	75%	34%	-63% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		291	70%	50%	72%	20% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	646	595	9%
Admits	128	74	73% ▲
Discharges	176	72	144% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid Primary Drug Data	86%	95%
Periodic Submitted		
6 Month Updates	94%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		133	78%	50%	64%	28% ▲

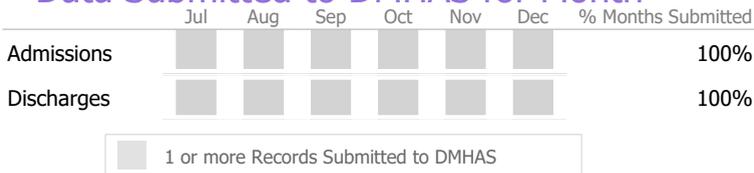
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		598	88%	50%	63%	38% ▲
Social Support		622	92%	N/A	79%	N/A
✓ Not Arrested		661	98%	75%	85%	23% ▲
✓ Employed		375	55%	40%	41%	15% ▲
✓ Stable Living Situation		621	92%	90%	80%	2%
● Self Help		362	54%	60%	37%	-6%
● Improved/Maintained Function Score		118	20%	75%	34%	-55% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		432	67%	50%	72%	17% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	460	487	-6%
Admits	90	98	-8%
Discharges	104	103	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	41%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		68	67%	50%	64%	17% ▲

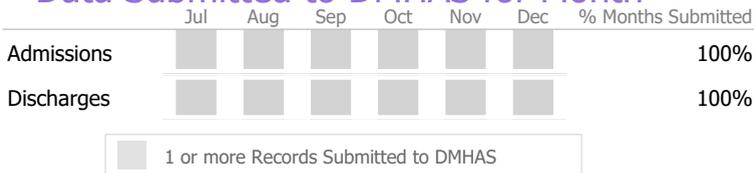
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		393	83%	N/A	79%	N/A
✓ Not Arrested		401	85%	75%	85%	10%
✓ Employed		197	42%	40%	41%	2%
● Abstinence/Reduced Drug Use		227	48%	50%	63%	-2%
● Stable Living Situation		378	80%	90%	80%	-10%
● Self Help		225	48%	60%	37%	-12% ▼
● Improved/Maintained Function Score		8	2%	75%	34%	-73% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		322	70%	50%	72%	20% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 30%
Valid Primary Drug Data		N/A 50%
Periodic Submitted	Actual	State Avg
6 Month Updates		N/A 0%

Discharge Outcomes

(Data as of Mar 13, 2026)

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	31%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	50%	60%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	82%	-75% ▼
Self Help		N/A	N/A	60%	42%	-60% ▼
Social Support		N/A	N/A	N/A	50%	N/A
Stable Living Situation		N/A	N/A	95%	90%	-95% ▼

Data Submitted to DMHAS for Month

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

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 14 Active Partial Hospitalization Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	421	302	39% ▲
Admits	109	12	808% ▲
Discharges	102	27	278% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	80%	56%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		66	66%	50%	64%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		377	86%	60%	37%	26% ▲
✓ Not Arrested		404	93%	75%	85%	18% ▲
✓ Employed		186	43%	40%	41%	3%
Social Support		255	58%	N/A	79%	N/A
● Abstinence/Reduced Drug Use		202	46%	50%	63%	-4%
● Stable Living Situation		368	84%	90%	80%	-6%
● Improved/Maintained Function Score		6	2%	75%	34%	-73% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		246	58%	50%	72%	8%

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 40 Active Methadone Maintenance Programs