

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,073	5,197	-2%
	Admits	1,298	1,282	1%
	Discharges	1,478	1,353	9%
	Service Hours	1,646	2,081	-21% ▼
	Bed Days	16,171	14,608	11% ▲

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

### Consumer Satisfaction Survey

(Based on 2,818 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		90%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		86%	80%	88%
✓ Outcome		85%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	4,062	74.9%
	Outpatient	558	10.3%
	Residential Services	476	8.8%
	Recovery Support	151	2.8%
	Employment Services	95	1.8%
	<b>Mental Health</b>	Case Management	70
Employment Services		14	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	43	1%	8%
26-34	604	12%	18%
35-44	1,699	33%	25%
45-54	1,261	25%	19%
55-64	939	19%	19%
65+	527	10%	12%

Gender	#	%	State Avg
Male	3,344	66%	59%
Female	1,722	34%	40%
Transgender/Other	8	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,266	84%	64% ▲
Hisp-Puerto Rican	516	10%	10%
Hispanic-Other	143	3%	12%
Unknown	141	3%	13%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	3	0%	1%

Race	#	%	State Avg
White/Caucasian	3,692	73%	59% ▲
Other	702	14%	12%
Black/African American	607	12%	18%
Unknown	35	1%	8%
Multiple Races	16	0%	1%
Am. Indian/Native Alaskan	9	0%	1%
Asian	8	0%	1%
Hawaiian/Other Pacific Islander	5	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	33	6%
Admits	29	22	32% ▲
Discharges	30	24	25% ▲
Bed Days	1,515	1,597	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		24	80%	70%	78%	10% ▲
● No Re-admit within 30 Days of Discharge		25	83%	85%	91%	-2%
● Follow-up within 30 Days of Discharge		13	54%	90%	57%	-36% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		29	83%	70%	78%	13% ▲
✓ Improved/Maintained Function Score		30	100%	95%	87%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	61 days	0.3	69%	90%	78%	-21% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	558	606	-8%
Admits	173	221	-22% ▼
Discharges	198	250	-21% ▼
Service Hours	1,401	1,694	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	98%	47%
<b>Periodic Submitted</b>		
6 Month Updates	1%	7%
<b>Diagnosis</b>		
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		60	30%	50%	58%	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		350	60%	N/A	32%	N/A
Not Arrested		364	63%	75%	42%	-12% ▼
Abstinence/Reduced Drug Use		216	37%	55%	22%	-18% ▼
Employed		134	23%	50%	23%	-27% ▼
Stable Living Situation		336	58%	95%	42%	-37% ▼
Improved/Maintained Function Score		179	35%	75%	28%	-40% ▼
Self Help		31	5%	60%	14%	-55% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		309	81%	90%	39%	-9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		43	25%	75%	63%	-50% ▼

### 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	379	345	10%
Admits	203	223	-9%
Discharges	193	199	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid Primary Drug Data	89%	95%
Periodic Submitted		
6 Month Updates	2%	56%
Diagnosis		
Valid MH/SU Diagnosis	99%	97%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		193	100%	50%	64%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		373	94%	N/A	79%	N/A
✓ Abstinence/Reduced Drug Use		285	72%	50%	63%	22% ▲
● Self Help		192	48%	60%	37%	-12% ▼
● Not Arrested		195	49%	75%	85%	-26% ▼
● Improved/Maintained Function Score		186	63%	75%	34%	-12% ▼
● Employed		5	1%	40%	41%	-39% ▼
● Stable Living Situation		33	8%	90%	80%	-82% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		57	15%	50%	72%	-35% ▼

### 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	3,756	3,965	-5%
Admits	451	465	-3%
Discharges	559	569	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	98%	95%
Periodic Submitted		
6 Month Updates	65%	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
<span style="color: red;">●</span> Treatment Completed Successfully		237	44%	50%	64%	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3,477	90%	N/A	79%	N/A
<span style="color: green;">✓</span> Abstinence/Reduced Drug Use		2,829	73%	50%	63%	23% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Not Arrested		3,501	91%	75%	85%	16% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Employed		1,740	45%	40%	41%	5%
<span style="color: red;">●</span> Stable Living Situation		3,376	87%	90%	80%	-3%
<span style="color: red;">●</span> Self Help		744	19%	60%	37%	-41% <span style="color: red;">▼</span>
<span style="color: red;">●</span> Improved/Maintained Function Score		325	9%	75%	34%	-66% <span style="color: red;">▼</span>

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Length of Stay over 1 Year		3,042	81%	50%	72%	31% <span style="color: green;">▲</span>

### 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	441	328	34% ▲
Admits	377	260	45% ▲
Discharges	374	266	41% ▲
Bed Days	14,656	13,011	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid Primary Drug Data	100%	98%
<b>Periodic Submitted</b>		
6 Month Updates	N/A	14%
<b>Diagnosis</b>		
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		297	79%	70%	78%	9%
✓ No Re-admit within 30 Days of Discharge		336	90%	85%	91%	5%
● Follow-up within 30 Days of Discharge		170	57%	90%	57%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		400	88%	70%	78%	18% ▲
✓ Improved/Maintained Function Score		371	99%	95%	87%	4%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		78	44 days	0.1	102%	90%	78%	12% ▲

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	19	-26% ▼
Admits	7	11	-36% ▼
Discharges	10	9	11% ▲
Service Hours	76	66	15% ▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		7	50%	35%	43%	15% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
Periodic Submitted		
6 Month Updates	N/A	92%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
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 35 Active Employment Services Programs

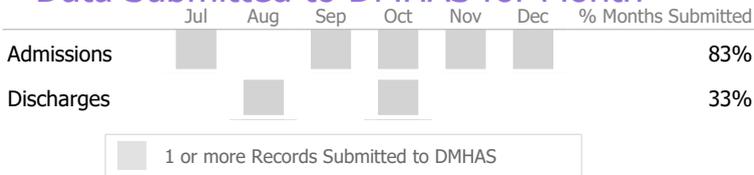
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	9	733% ▲
Admits	13	8	63% ▲
Discharges	2	1	100% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid Primary Drug Data	100%	100%
Valid MH/SU Diagnosis	100%	5%

### 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

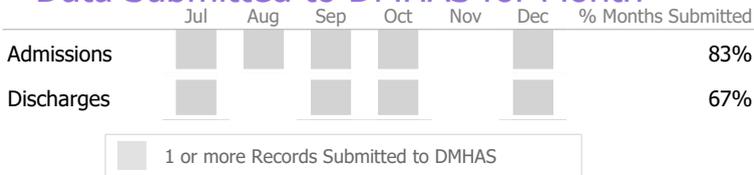
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	36	111% ▲
Admits	23	36	-36% ▼
Discharges	11	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid Primary Drug Data	 N/A	100%
Diagnosis		
Valid MH/SU Diagnosis	 100%	5%

### 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

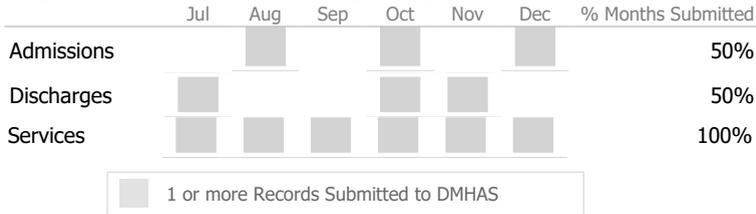
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	67	4%
Admits	7	16	-56% ▼
Discharges	6	2	200% ▲
Service Hours	-	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	100%	50%	92%	50% ▲

### 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