

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	711	667	7%
	Admits	313	272	15% ▲
	Discharges	309	288	7%
	Service Hours	8,383	7,525	11% ▲

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

Consumer Satisfaction Survey

(Based on 149 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		96%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	711	100.0%

Client Demographics

Age	#	%	State Avg
18-25	11	2%	8%
26-34	87	12%	18%
35-44	273	38% ▲	25%
45-54	195	27%	19%
55-64	136	19%	19%
65+	9	1% ▼	12%

Gender	#	%	State Avg
Male	454	64%	59%
Female	256	36%	40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	374	53% ▼	64%
Unknown	312	44% ▲	13%
Hisp-Puerto Rican	21	3%	10%
Hispanic-Other	4	1% ▼	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	

Race	#	%	State Avg
White/Caucasian	264	37% ▼	59%
Unknown	224	32% ▲	8%
Black/African American	110	15%	18%
Other	109	15%	12%
Asian	2	0%	1%
Am. Indian/Native Alaskan	1	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	318	318	0%
Admits	174	152	14% ▲
Discharges	162	174	-7%
Service Hours	2,982	1,832	63% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	75%	44%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		53	33%	50%	55%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		278	84%	N/A	76%	N/A
✓ Employed		131	40%	20%	31%	20% ▲
✓ Self Help		248	75%	60%	50%	15% ▲
✓ Stable Living Situation		275	84%	80%	70%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		159	95%	90%	85%	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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	401	360	11% ▲
Admits	139	120	16% ▲
Discharges	147	114	29% ▲
Service Hours	5,401	5,692	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	90%	88%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		368	89%	50%	85%	39% ▲
Social Support		365	88%	N/A	89%	N/A
✓ Employed		136	33%	20%	36%	13% ▲
✓ Self Help		290	70%	60%	72%	10%
○ Stable Living Situation		309	75%	80%	76%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		255	96%	90%	96%	6%

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 2 Active Intensive Case Management Programs