

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,079	835	29%	▲
	Admits	612	556	10%	
	Discharges	653	437	49%	▲
	Service Hours	1,080	1,443	-25%	▼
	S.Rehab/PHP/IOP	257	362	-29%	▼

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

Consumer Satisfaction Survey (Based on 2 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Overall		50%	80%	91%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based		726 66.2%
Addiction			
	Case Management		156 14.2%
	Outpatient		26 2.4%
	IOP		20 1.8%
Mental Health			
	Case Management		169 15.4%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25		102 9%	8%	Male		696 64%	60%
26-34		262 24%	18%	Female		386 36%	40%
35-44		264 24%	26%	Transgender/Other		1 0%	0%
45-54		171 16%	19%				
55-64		106 10%	18%				
65+		175 16%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other		550 51% ▲	12%	White/Caucasian		835 77% ▲	58%
Non-Hispanic		439 41% ▼	63%	Black/African American		137 13%	18%
Unknown		69 6%	13%	Other		53 5%	12%
Hisp-Puerto Rican		17 2%	10%	Unknown		32 3%	9%
Hispanic-Mexican		7 1%	1%	Hawaiian/Other Pacific Islander		11 1%	0%
Hispanic-Cuban		1 0%	0%	Asian		7 1%	1%
				Am. Indian/Native Alaskan		5 0%	1%
				Multiple Races		3 0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	30	-13% ▼
Admits	11	12	-8%
Discharges	14	14	0%
Service Hours	286	353	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Valid Primary Drug Data	100%	46%
Periodic Submitted		ActualState Avg
6 Month Updates	89%	7%
Diagnosis		ActualState Avg
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	43%	50%	56%	-7%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		13	59%	75%	34%	-16% ▼

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		21	81%	55%	24%	26% ▲
Employed		18	69%	50%	22%	19% ▲
Not Arrested		26	100%	75%	45%	25% ▲
Self Help		2	8%	60%	15%	-52% ▼
Social Support		21	81%	N/A	35%	N/A
Stable Living Situation		25	96%	95%	45%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	85%	90%	44%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	36%	75%	63%	-39% ▼

▲ > 10% Over ▼ < 10% Under

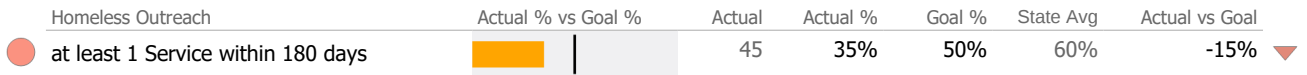
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	68	129% ▲
Admits	131	50	162% ▲
Discharges	123	61	102% ▲
Service Hours	119	192	-38% ▼

Service Engagement



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 23 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	22	-23% ▼
Admits	2	5	-60% ▼
Discharges	-	4	-100% ▼
Service Hours	205	195	5%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	86%	15% ▲

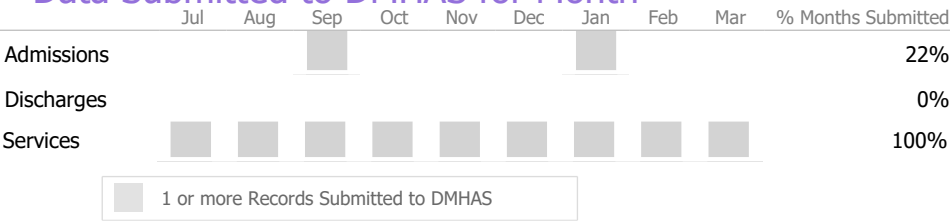
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	96%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
Periodic Submitted		
6 Month Updates	81%	84%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

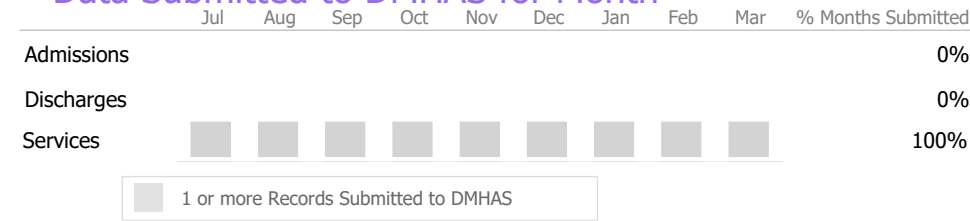
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	40	54	-26% ▼

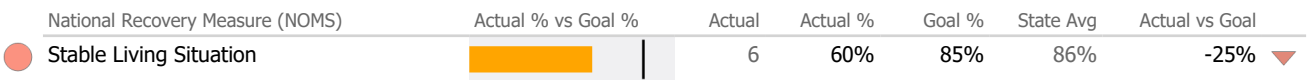
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% 97%
Periodic Submitted		
6 Month Updates		30% 84%

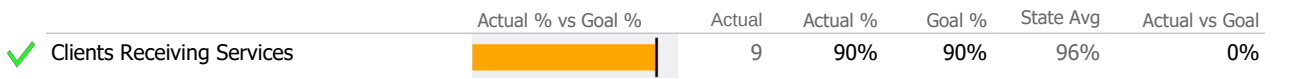
Data Submitted to DMHAS for Month



Recovery



Service Utilization



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 97%
Periodic Submitted		
6 Month Updates		N/A 84%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	86%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	17	18% ▲
Admits	19	14	36% ▲
Discharges	19	19	0%
Service Hours	52	41	27% ▲
Social Rehab/PHP/IOP Days	257	362	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	81%
Valid Primary Drug Data	100%	82%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	0%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		89%
Discharges	■	■		■	■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	37%	50%	58%	-13% ▼
✓ Follow-up within 30 Days of Discharge		7	100%	90%	52%	10%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		13	62%	75%	42%	-13% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		12	52%	55%	39%	-3%
● Employed		2	9%	50%	27%	-41% ▼
✓ Not Arrested		19	83%	75%	76%	8%
● Self Help		3	13%	60%	29%	-47% ▼
Social Support		16	70%	N/A	72%	N/A
✓ Stable Living Situation		22	96%	95%	69%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	22%	10%

▲ > 10% Over ▼ < 10% Under

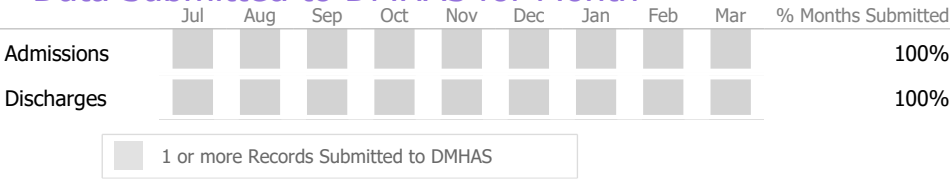
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	723	562	29% ▲
Admits	340	365	-7%
Discharges	392	224	75% ▲

Data Submitted to DMHAS for Month



* State Avg based on 6 Active Pre-trial Intervention Programs Programs

Mental Health - Case Management - Outreach & Engagement

Program Quality Dashboard

Reporting Period: July 2025 - March 2026

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	at least 1 Service within 180 days		66	62%	50%	86%	12% ▲

▲ > 10% Over ▼ < 10% Under

Actual

 Goal Met
 Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

1 or more Records Submitted to DMHAS