

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	778	633	23%	▲
	Admits	1,023	850	20%	▲
	Discharges	877	756	16%	▲
	Service Hours	4,187	2,591	62%	▲
	Bed Days	9,926	9,498	5%	

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

Consumer Satisfaction Survey (Based on 234 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Respect		94%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		88%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	469	38.8%
	Residential Services	167	13.8%
	Case Management	101	8.4%
Other	Other	354	29.3%
Forensic SA			
	Case Management	118	9.8%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	55	7%	8%	Male	629	81%	▲ 60%
26-34	163	21%	18%	Female	150	19%	▼ 40%
35-44	257	33%	26%	Transgender/Other	1	0%	0%
45-54	175	22%	19%				
55-64	117	15%	18%				
65+	13	2%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	516	66%	63%	White/Caucasian	352	45%	▼ 58%
Hisp-Puerto Rican	203	26%	▲ 10%	Black/African American	256	33%	▲ 18%
Hispanic-Other	46	6%	12%	Other	161	21%	12%
Hispanic-Mexican	8	1%	1%	Am. Indian/Native Alaskan	5	1%	1%
Hispanic-Cuban	7	1%	0%	Hawaiian/Other Pacific Islander	5	1%	0%
Unknown			▼ 13%	Asian	1	0%	1%
				Multiple Races			1%
				Unknown			9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	72	40% ▲
Admits	91	69	32% ▲
Discharges	82	67	22% ▲
Service Hours	439	189	132% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Periodic Submitted		
6 Month Updates	N/A	43%

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

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		74	90%	50%	53%	40% ▲
Recovery						
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		27	26%	20%	29%	6%
✓ Self Help		103	98%	60%	53%	38% ▲
Social Support		89	85%	N/A	78%	N/A
✓ Stable Living Situation		91	87%	80%	71%	7%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	90%	10%

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

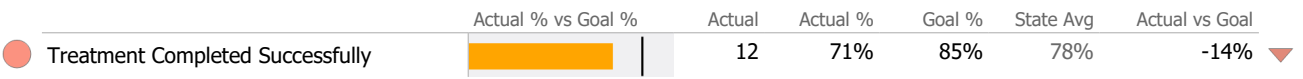
* State Avg based on 8 Active Standard Case Management Programs

Program Activity

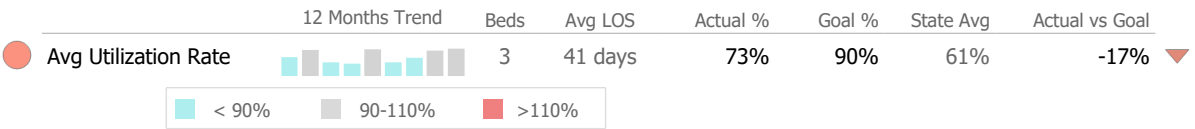
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	15	17	-12% ▼
Discharges	17	18	-6%
Bed Days	599	629	-5%

Discharge Outcomes

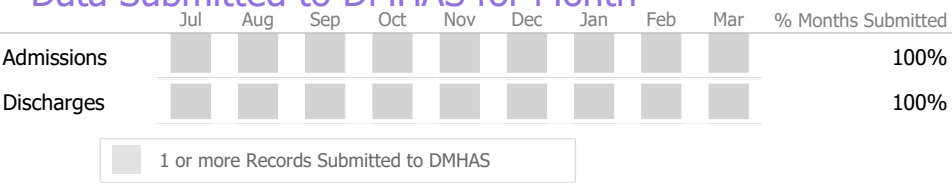
(Data as of Jun 09, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

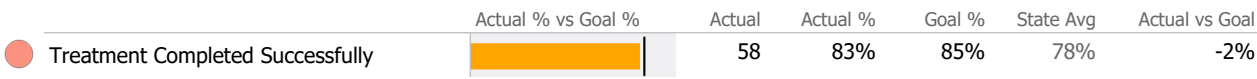
* State Avg based on 15 Active Recovery House Programs

Program Activity

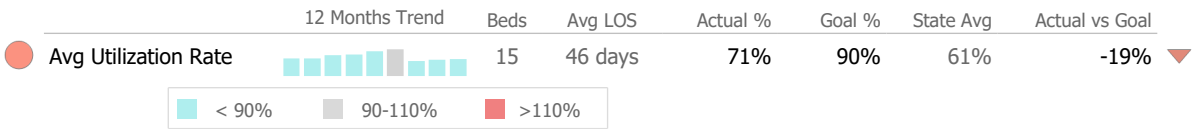
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	75	3%
Admits	70	77	-9%
Discharges	70	70	0%
Bed Days	2,921	2,917	0%

Discharge Outcomes

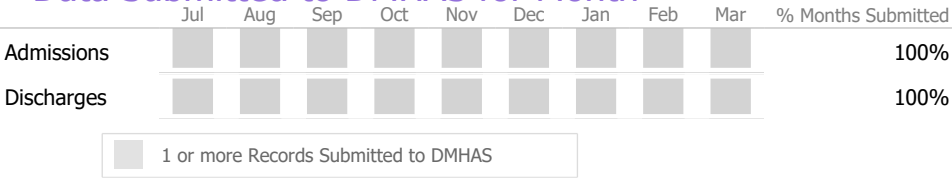
(Data as of Jun 09, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

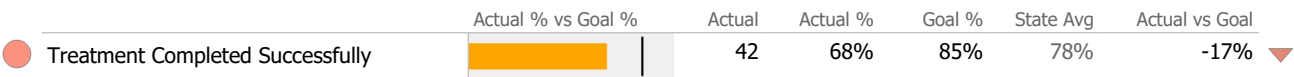
* State Avg based on 15 Active Recovery House Programs

Program Activity

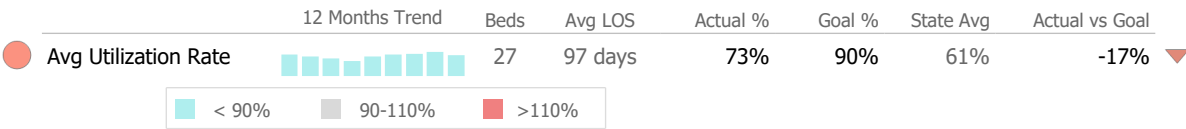
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	76	8%
Admits	69	74	-7%
Discharges	62	55	13% ▲
Bed Days	5,411	4,475	21% ▲

Discharge Outcomes

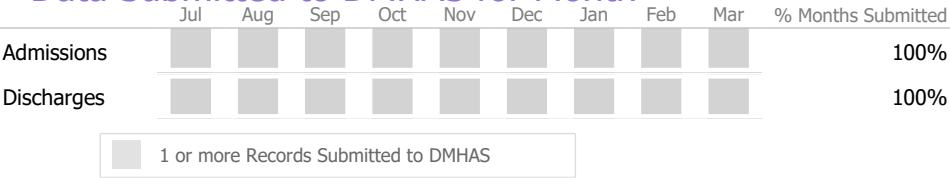
(Data as of Jun 09, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 15 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	53	85% ▲
Admits	99	50	98% ▲
Discharges	61	52	17% ▲
Service Hours	385	86	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	N/A	14%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		52	85%	50%	69%	35% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	25%	20%	34%	5%
✓ Self Help		97	95%	60%	82%	35% ▲
Social Support		80	78%	N/A	87%	N/A
✓ Stable Living Situation		91	89%	80%	78%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	93%	90%	96%	3%

▲ > 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	26	22	18% ▲
Admits	27	14	93% ▲
Discharges	18	22	-18% ▼
Service Hours	125	95	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	14%

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		17	94%	50%	69%	44% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	11%	20%	34%	-9%
✓ Self Help		26	96%	60%	82%	36% ▲
Social Support		26	96%	N/A	87%	N/A
● Stable Living Situation		16	59%	80%	78%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	78%	90%	96%	-12% ▼

▲ > 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	468	365	28% ▲
Admits	421	324	30% ▲
Discharges	395	322	23% ▲
Service Hours	2,541	2,064	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	75%	46%
Periodic Submitted		
6 Month Updates	14%	7%
Diagnosis		
Valid MH/SU Diagnosis	92%	99%

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

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		200	61%	50%	56%	11% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		318	76%	75%	34%	1%
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		282	57%	55%	24%	2%
● Employed		179	36%	50%	22%	-14% ▼
✓ Not Arrested		483	97%	75%	45%	22% ▲
● Self Help		170	34%	60%	15%	-26% ▼
Social Support		421	85%	N/A	35%	N/A
● Stable Living Situation		433	87%	95%	45%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		100	96%	90%	44%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		354	88%	75%	63%	13% ▲

▲ > 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	19	26	-27% ▼
Admits	16	23	-30% ▼
Discharges	17	20	-15% ▼
Bed Days	995	1,477	-33% ▼

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	0%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Jun 09, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	59%	70%	78%	-11% ▼
No Re-admit within 30 Days of Discharge		14	82%	85%	91%	-3%
Follow-up within 30 Days of Discharge		7	70%	90%	59%	-20% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		17	100%	95%	84%	5%
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		11	55%	70%	81%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	73 days	45%	90%	77%	-45% ▼

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										78%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 20 Active Intermediate/Long Term Res.Tx 3.5 Programs