

Reporting Period: July 2025 - March 2026 (Data as of Jun 09, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	836	769	9%
	Admits	458	391	17% ▲
	Discharges	459	444	3%
	Service Hours	11,869	11,123	7%

▲ > 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	836	100.0%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	11	1%	8%	Male	539	64%	60%
26-34	109	13%	18%	Female	296	35%	40%
35-44	321	38% ▲	26%	Transgender/Other	1	0%	0%
45-54	232	28%	19%				
55-64	153	18%	18%				
65+	10	1%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	441	53%	63%	White/Caucasian	315	38% ▼	58%
Unknown	366	44% ▲	13%	Unknown	266	32% ▲	9%
Hisp-Puerto Rican	25	3%	10%	Black/African American	130	16%	18%
Hispanic-Other	4	0% ▼	12%	Other	121	14%	12%
Hispanic-Cuban			0%	Asian	2	0%	1%
Hispanic-Mexican			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	387	365	6%
Admits	250	207	21% ▲
Discharges	238	262	-9%
Service Hours	4,146	2,656	56% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	92%
Periodic Submitted		
6 Month Updates	67%	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		83	35%	50%	53%	-15% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		159	39%	20%	29%	19% ▲
✓ Self Help		317	78%	60%	53%	18% ▲
Social Support		349	86%	N/A	78%	N/A
✓ Stable Living Situation		341	84%	80%	71%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		154	92%	90%	90%	2%

▲ > 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	466	420	11% ▲
Admits	208	184	13% ▲
Discharges	221	182	21% ▲
Service Hours	7,723	8,467	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	91%
Periodic Submitted		
6 Month Updates	78%	79%

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

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		430	89%	50%	84%	39% ▲
✓ Employed		149	31%	20%	35%	11% ▲
✓ Self Help		340	71%	60%	73%	11% ▲
Social Support		419	87%	N/A	87%	N/A
● Stable Living Situation		366	76%	80%	77%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		239	92%	90%	92%	2%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Intensive Case Management Programs