

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	449	420	7%
	Admits	242	239	1%
	Discharges	251	217	16% ▲
	Service Hours	5,987	5,268	14% ▲

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

Consumer Satisfaction Survey (Based on 135 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Access		96%	80%	88%
✓ Respect		94%	80%	91%
✓ Outcome		86%	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	274	53.3%
	Case Management	94	18.3%
Mental Health	Outpatient	146	28.4%
	Case Management	94	18.3%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	34	8%	9%	Male	226	50%	60%
26-34	77	17%	18%	Female	224	50% ▲	39%
35-44	96	21%	26%	Transgender/Other			0%
45-54	102	23%	19%				
55-64	95	21%	18%				
65+	46	10%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hisp-Puerto Rican	246	55% ▲	10%	White/Caucasian	199	44% ▼	58%
Non-Hispanic	128	28% ▼	63%	Other	170	38% ▲	12%
Hispanic-Other	66	15%	12%	Black/African American	75	17%	18%
Hispanic-Mexican	8	2%	1%	Unknown	2	0%	9%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	1	0%	1%
Unknown	1	0% ▼	14%	Asian	1	0%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Service Hours	116	142	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	78%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	92%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	95%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	274	255	7%
Admits	148	144	3%
Discharges	145	139	4%
Service Hours	2,323	1,726	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid Primary Drug Data	94%	47%
Periodic Submitted		
6 Month Updates	26%	7%
Diagnosis		
Valid MH/SU Diagnosis	99%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		28	21%	50%	56%	-29% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		196	86%	75%	40%	11% ▲

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		96	34%	55%	26%	-21% ▼
● Employed		89	32%	50%	24%	-18% ▼
✓ Not Arrested		231	82%	75%	48%	7%
● Self Help		18	6%	60%	16%	-54% ▼
Social Support		238	84%	N/A	37%	N/A
● Stable Living Situation		255	90%	95%	48%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		133	96%	90%	48%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		105	72%	75%	63%	-3%

▲ > 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	33	25	32% ▲
Admits	22	12	83% ▲
Discharges	18	15	20% ▲
Service Hours	1,518	1,376	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Periodic Submitted		
6 Month Updates	38%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■			■	■		■	■		■	■	■	67%
Discharges	■		■	■		■		■	■	■		■	67%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	39%	50%	48%	-11% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		24	92%	75%	44%	17% ▲

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	12%	30%	26%	-18% ▼
Self Help		0	0%	N/A	22%	N/A
Social Support		33	100%	60%	59%	40% ▲
Stable Living Situation		33	100%	95%	76%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	68%	75%	77%	-7%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

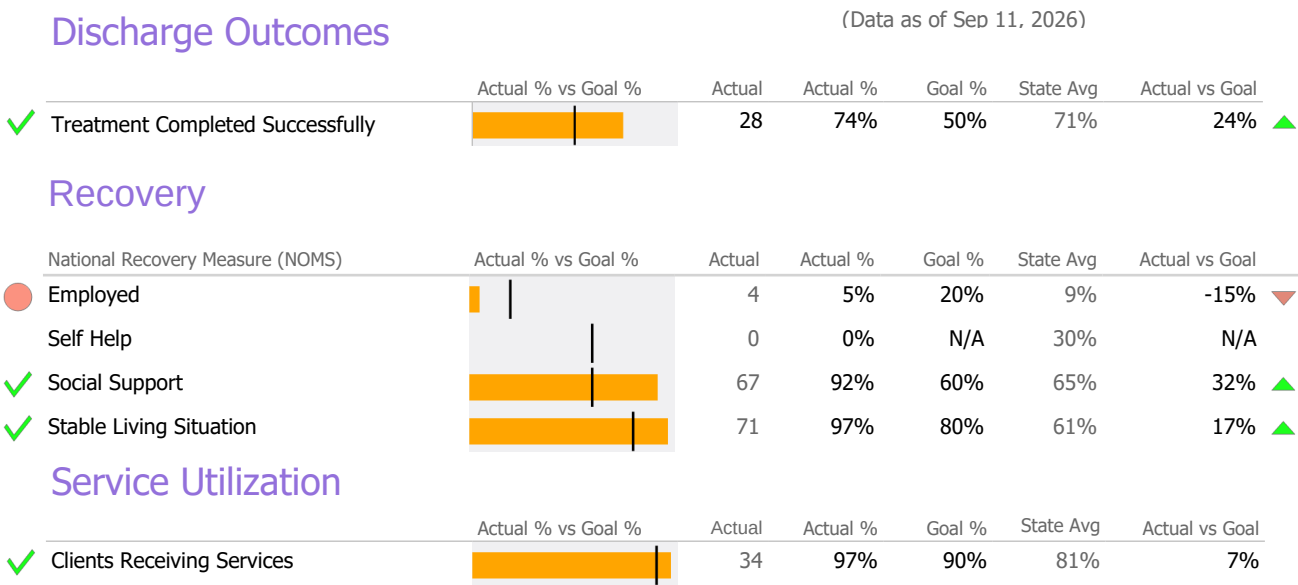
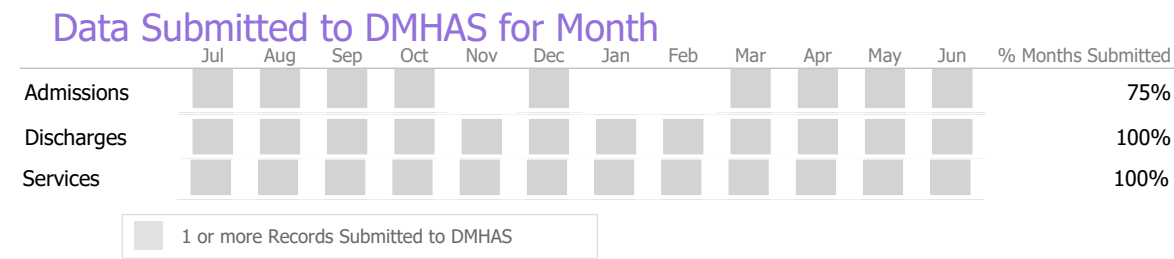
* State Avg based on 80 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	77	-9%
Admits	26	31	-16% ▼
Discharges	38	31	23% ▲
Service Hours	822	937	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Periodic Submitted		
6 Month Updates	50%	61%



▲ > 10% Over

▼ < 10% Under

■ Actual

■ Goal

✓ Goal Met

● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

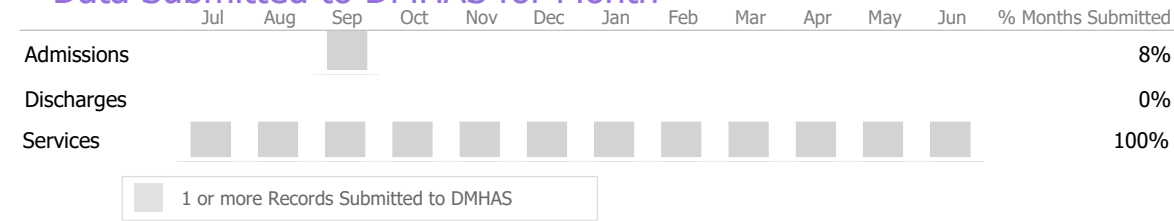
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	1	3	-67% ▼
Discharges	-	3	-100% ▼
Service Hours	86	114	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	20%	78%

Data Submitted to DMHAS for Month



Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	92%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	95%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	121	8%
Admits	43	48	-10%
Discharges	48	28	71% ▲
Service Hours	1,122	973	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Periodic Submitted		
6 Month Updates	12%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■		■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		31	65%	50%	48%	15% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		112	87%	75%	44%	12% ▲
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		9	7%	30%	26%	-23% ▼
Self Help		18	13%	N/A	22%	N/A
✓ Social Support		121	88%	60%	59%	28% ▲
● Stable Living Situation		128	93%	95%	76%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		88	99%	90%	86%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		27	66%	75%	77%	-9%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Standard Outpatient Programs