

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	690	671	3%
	Admits	474	522	-9%
	Discharges	434	464	-6%
	Service Hours	1,069	1,393	-23% ▼
	Bed Days	15,700	17,628	-11% ▼

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

Consumer Satisfaction Survey (Based on 140 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		89%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	369	53.1%
	Outpatient	326	46.9%

Client Demographics

Age	#	%	State Avg
18-25	58	8%	9%
26-34	140	20%	18%
35-44	214	31%	26%
45-54	134	19%	19%
55-64	111	16%	18%
65+	33	5%	11%

Gender	#	%	State Avg
Male	579	83%	▲ 60%
Female	114	16%	▼ 39%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	498	72%	63%
Hispanic-Other	89	13%	12%
Hisp-Puerto Rican	76	11%	10%
Unknown	20	3%	▼ 14%
Hispanic-Mexican	10	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	374	54%	58%
Black/African American	179	26%	18%
Other	123	18%	12%
Unknown	10	1%	9%
Am. Indian/Native Alaskan	3	0%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	2	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	73	84	-13% ▼
Admits	26	48	-46% ▼
Discharges	45	37	22% ▲
Service Hours	404	748	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
Valid Primary Drug Data	22%	29%
Periodic Submitted		
6 Month Updates	76%	70%
Diagnosis		
Valid MH/SU Diagnosis	99%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	■			75%
Discharges	■	■	■	■		■	■	■	■	■		■	83%
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		14	31%	75%	64%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	92%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	65%	75%	77%	-10%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	151	1%
Admits	152	156	-3%
Discharges	151	154	-2%
Bed Days	5,969	6,300	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
Valid Primary Drug Data	100%	96%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	N/A
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	100%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		118	78%	50%	78%	28% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		132	87%	85%	92%	2%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		75	64%	90%	54%	-26% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		145	96%	75%	94%	21% ▲
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		88	52%	70%	79%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	45 days	82%	90%	85%	-8%
< 90% 90-110% > 110%							

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
1 or more Records Submitted to DMHAS													

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 3 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	249	190	31% ▲
Admits	97	69	41% ▲
Discharges	27	35	-23% ▼
Service Hours	665	645	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	91%
Valid Primary Drug Data	79%	47%
Periodic Submitted		
6 Month Updates	1%	7%
Diagnosis		
Valid MH/SU Diagnosis	97%	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		14	52%	50%	56%	2%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		89	41%	75%	40%	-34% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		69	27%	55%	26%	-28% ▼
● Employed		69	27%	50%	24%	-23% ▼
● Not Arrested		126	48%	75%	48%	-27% ▼
● Self Help		14	5%	60%	16%	-55% ▼
● Social Support		128	49%	N/A	37%	N/A
● Stable Living Situation		145	56%	95%	48%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		84	36%	90%	48%	-54% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		36	38%	75%	63%	-37% ▼

▲ > 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	226	258	-12% ▼
Admits	199	249	-20% ▼
Discharges	211	238	-11% ▼
Bed Days	9,731	11,328	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	86%
Valid Primary Drug Data	100%	98%
Periodic Submitted		
6 Month Updates	0%	25%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		183	88%	70%	78%	18% ▲
✓ No Re-admit within 30 Days of Discharge		198	95%	85%	90%	10%
● Follow-up within 30 Days of Discharge		92	50%	90%	59%	-40% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		206	97%	95%	85%	2%
National Recovery Measure (NOMS)						
✓ Abstinence/Reduced Drug Use		199	85%	70%	83%	15% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		48	52 days	56%	90%	76%	-34% ▼

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

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

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