

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,467	1,274	15%	▲
	Admits	1,923	1,604	20%	▲
	Discharges	1,870	1,526	23%	▲
	Service Hours	1,161	1,469	-21%	▼
	Bed Days	17,085	7,116	140%	▲

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

Consumer Satisfaction Survey (Based on 210 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		97%	80%	92%
✓ Overall		96%	80%	91%
✓ Respect		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Outcome		91%	80%	83%
✓ Access		90%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	1,223	80.8%
	Medication Assisted Treatment	116	7.7%
	Recovery Support	106	7.0%
Mental Health	Case Management	68	4.5%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	42	3%	9%	Male	1,041	71%	▲ 60%
26-34	249	17%	18%	Female	425	29%	39%
35-44	494	34%	26%	Transgender/Other	3	0%	0%
45-54	358	24%	19%				
55-64	261	18%	18%				
65+	65	4%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,112	76%	▲ 63%	White/Caucasian	879	60%	58%
Hisp-Puerto Rican	179	12%	10%	Black/African American	326	22%	18%
Hispanic-Other	160	11%	12%	Other	229	16%	12%
Unknown	16	1%	▼ 14%	Multiple Races	22	1%	1%
Hispanic-Cuban	1	0%	0%	Unknown	10	1%	9%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	2	0%	1%
				Asian	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

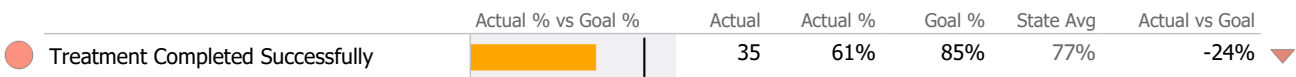
Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

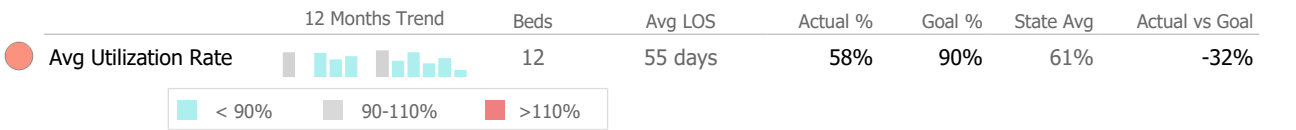
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65		
Admits	69	-	
Discharges	57	-	
Bed Days	2,553	-	

Discharge Outcomes

(Data as of Sep 11, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

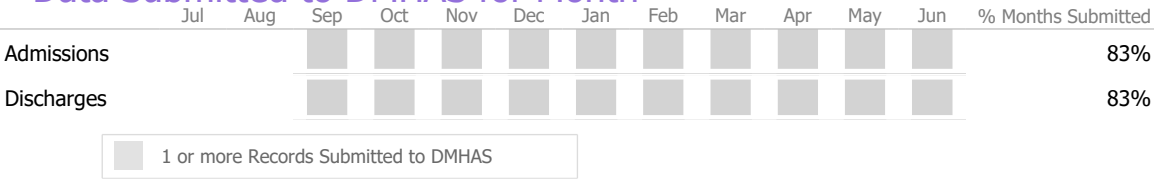
Actual | Goal ✓ Goal Met ⬇ Below Goal

* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	153		
Admits	156	-	
Discharges	125	-	
Bed Days	7,253	-	

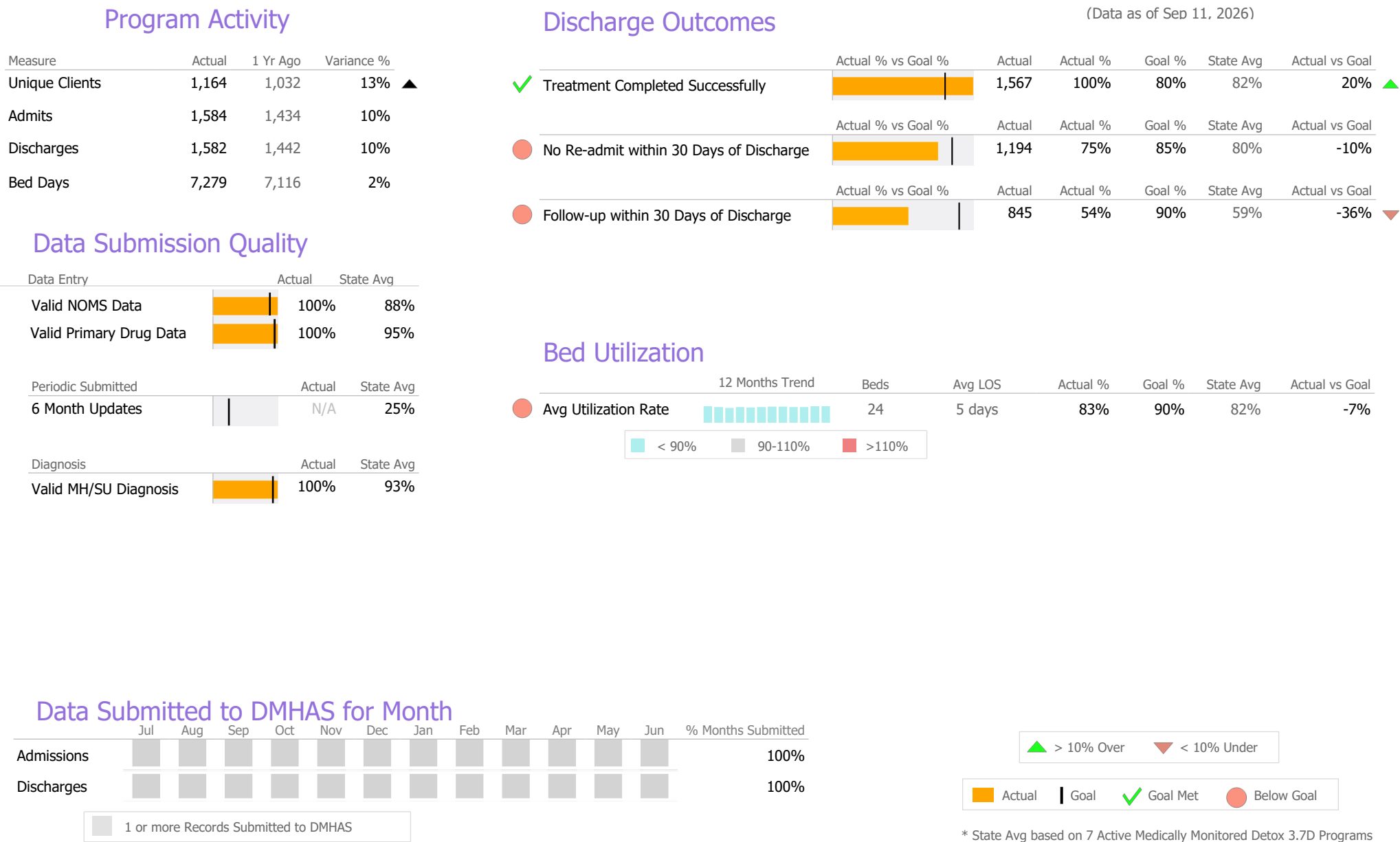
Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

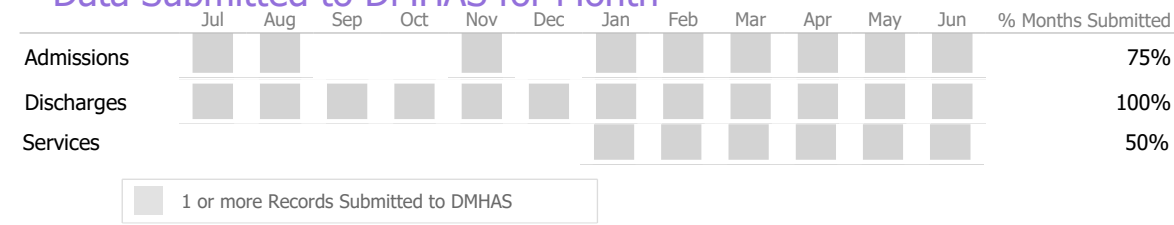
* State Avg based on 6 Active Shelter Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	88	20% ▲
Admits	57	88	-35% ▼
Discharges	38	38	0%
Service Hours	97	3	

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

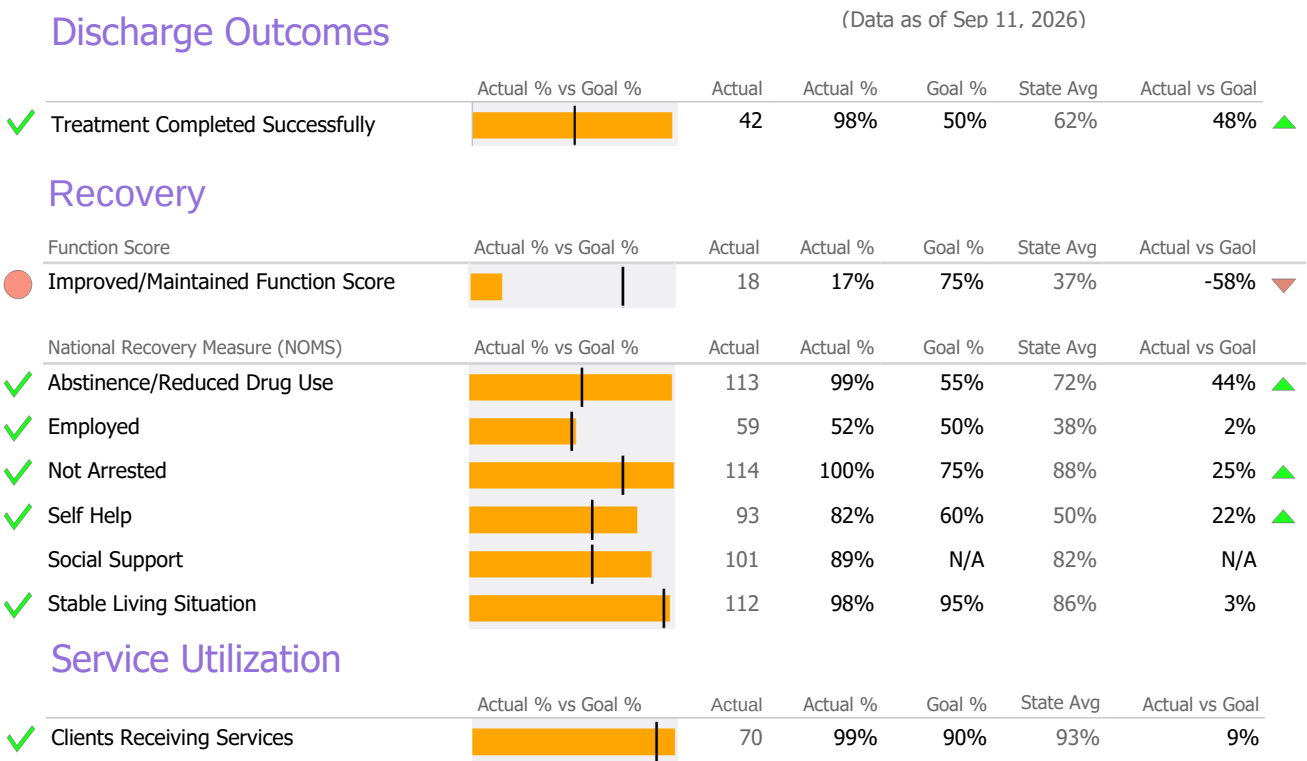
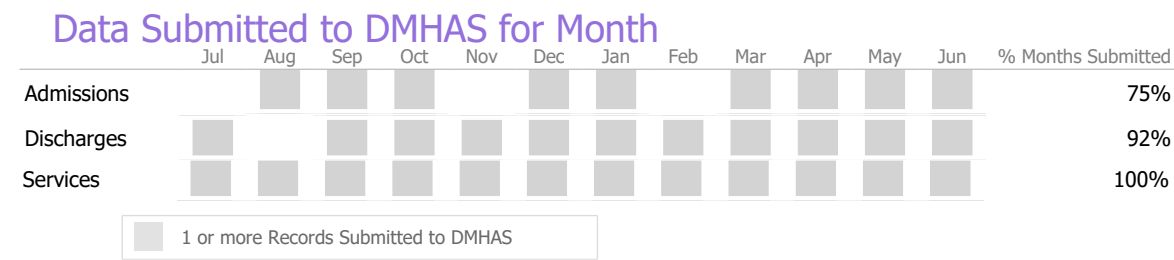
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	112	0%
Admits	22	20	10%
Discharges	43	20	115% ▲
Service Hours	737	782	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid Primary Drug Data	100%	75%

Periodic Submitted	Actual	State Avg
6 Month Updates	98%	65%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

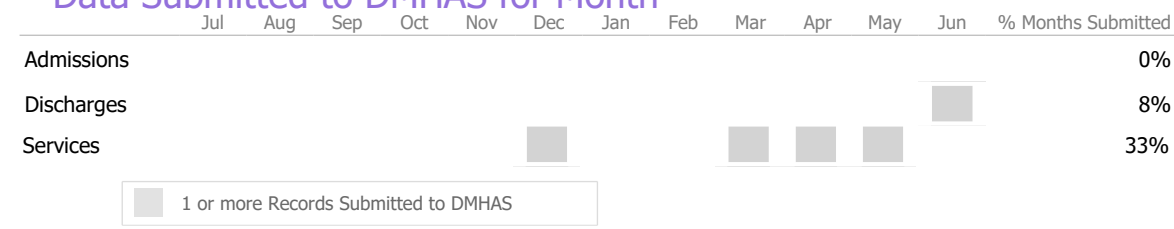
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	2	-100% ▼
Discharges	1	-	
Service Hours	7	16	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid Primary Drug Data	100%	90%
Periodic Submitted		
6 Month Updates	67%	43%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month



Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	80%	50% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		1	25%	75%	31%	-50% ▼
National Recovery Measure (NOMS)						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		3	75%	55%	53%	20% ▲
● Employed		1	25%	50%	27%	-25% ▼
✓ Not Arrested		4	100%	75%	80%	25% ▲
✓ Self Help		4	100%	60%	60%	40% ▲
Social Support		2	50%	N/A	47%	N/A
✓ Stable Living Situation		4	100%	95%	73%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	33%	90%	67%	-57% ▼

▲ > 10% Over ▼ < 10% Under

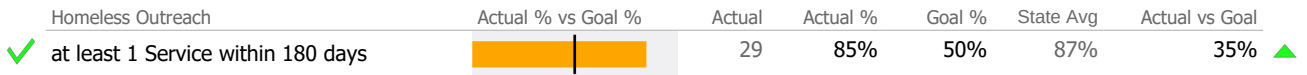
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Naltrexone Programs

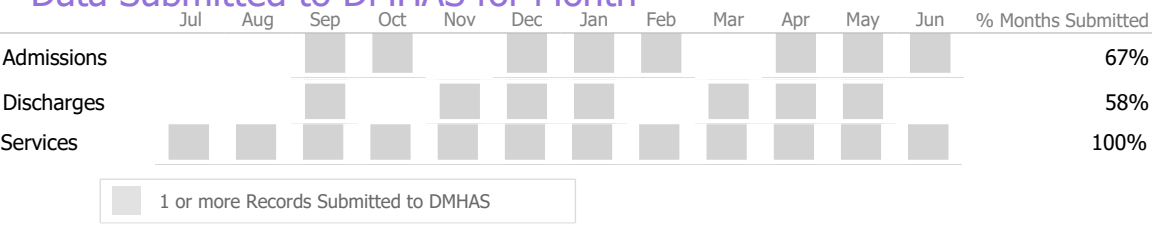
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	60	13% ▲
Admits	35	60	-42% ▼
Discharges	24	26	-8%
Service Hours	320	669	-52% ▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs