

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,263	1,035	21%	▲
	Admits	807	778	4%	
	Discharges	807	601	34%	▲
	Service Hours	1,493	1,943	-23%	▼
	S.Rehab/PHP/IOP	289	489	-41%	▼

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

Consumer Satisfaction Survey (Based on 2 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Overall		50%	80%	91%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based		842 65.6%
Addiction			
	Case Management		185 14.4%
	Outpatient		29 2.3%
	IOP		21 1.6%
Mental Health			
	Case Management		207 16.1%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25		114 9%	9%	Male		815 64%	60%
26-34		295 23%	18%	Female		451 36%	39%
35-44		311 25%	26%	Transgender/Other		1 0%	0%
45-54		202 16%	19%				
55-64		132 10%	18%				
65+		209 17%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other		635 50%	▲ 12%	White/Caucasian		969 76%	▲ 58%
Non-Hispanic		513 40%	▼ 63%	Black/African American		166 13%	18%
Unknown		90 7%	14%	Other		66 5%	12%
Hisp-Puerto Rican		19 1%	10%	Unknown		37 3%	9%
Hispanic-Mexican		9 1%	1%	Hawaiian/Other Pacific Islander		11 1%	0%
Hispanic-Cuban		1 0%	0%	Asian		9 1%	1%
				Am. Indian/Native Alaskan		6 0%	1%
				Multiple Races		3 0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	31	-6% ▼
Admits	15	14	7%
Discharges	17	20	-15% ▼
Service Hours	386	474	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	100%	47%
Periodic Submitted		ActualState Avg
6 Month Updates	50%	7%
Diagnosis		ActualState Avg
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													75%
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	41%	50%	56%	-9%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		13	57%	75%	40%	-18% ▼
National Recovery Measure (NOMS)						
Abstinence/Reduced Drug Use		24	80%	55%	26%	25% ▲
Employed		21	70%	50%	24%	20% ▲
Not Arrested		30	100%	75%	48%	25% ▲
Self Help		7	23%	60%	16%	-37% ▼
Social Support		24	80%	N/A	37%	N/A
Stable Living Situation		28	93%	95%	48%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	77%	90%	48%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	47%	75%	63%	-28% ▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal

▲

 Goal Met

●

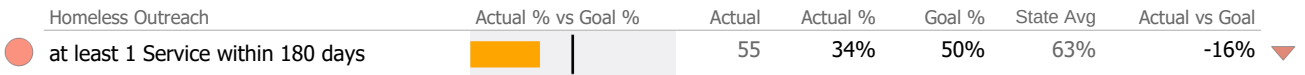
 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	185	103	80%	▲
Admits	163	87	87%	▲
Discharges	157	83	89%	▲
Service Hours	155	253	-39%	▼

Service Engagement



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

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

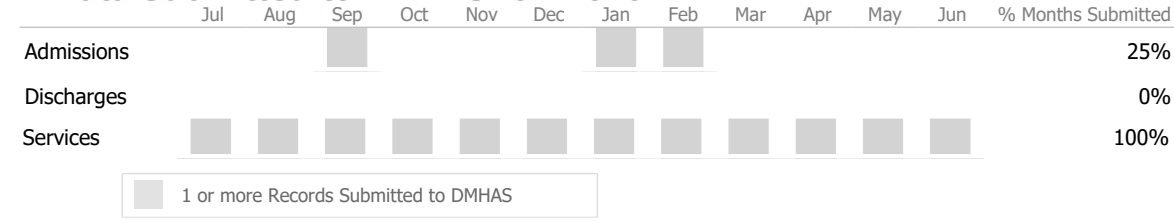
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	22	-18%	▼
Admits	3	5	-40%	▼
Discharges	-	7	-100%	▼
Service Hours	331	247	34%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Periodic Submitted		
6 Month Updates	56%	79%

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		17	94%	85%	86%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	89%	90%	96%	-1%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	68	67	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
Periodic Submitted		
6 Month Updates	30%	79%

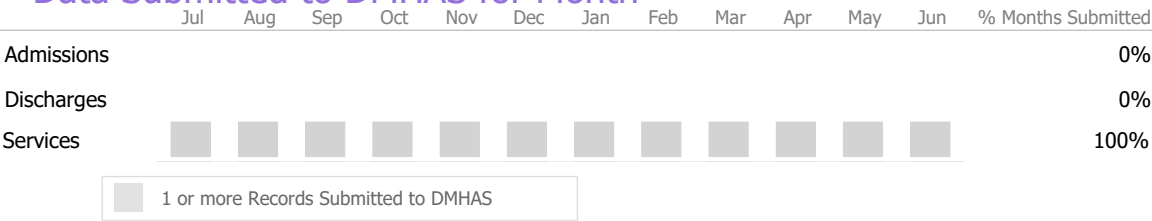
Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	60%	85%	86%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	90%	90%	96%	0%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 97%
Periodic Submitted		
6 Month Updates		N/A 79%

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	86%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	19	11% ▲
Admits	24	17	41% ▲
Discharges	22	22	0%
Service Hours	66	65	1%
Social Rehab/PHP/IOP Days	289	489	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	79%
Valid Primary Drug Data	98%	81%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	1%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	90%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		■	■	■	92%
Discharges	■	■		■	■	■	■	■	■			■	75%
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		8	36%	50%	59%	-14% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		7	88%	90%	55%	-2%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		16	73%	75%	42%	-2%
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		13	46%	55%	40%	-9%
● Employed		4	14%	50%	28%	-36% ▼
✓ Not Arrested		24	86%	75%	81%	11% ▲
● Self Help		3	11%	60%	30%	-49% ▼
Social Support		20	71%	N/A	74%	N/A
✓ Stable Living Situation		27	96%	95%	71%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	67%	90%	57%	-23% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	839	700	20% ▲
Admits	453	504	-10%
Discharges	469	316	48% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 6 Active Pre-trial Intervention Programs Programs

Program Activity				Service Engagement						
Measure	Actual	1 Yr Ago	Variance %							
Unique Clients	180	167	8%							
Admits	149	150	-1%							
Discharges	142	152	-7%							
Service Hours	487	837	-42% ▼							
				Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
				✓ at least 1 Service within 180 days		91	64%	50%	87%	14% ▲

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

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs