

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,586	5,932	-6%
	Admits	1,878	2,200	-15% ▼
	Discharges	2,105	2,405	-12% ▼
	Service Hours	194	194	0%

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

Consumer Satisfaction Survey (Based on 638 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		87%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	5,585	98.9%
	Case Management	64	1.1%

Client Demographics

Age	#	%	State Avg
18-25	47	1%	9%
26-34	620	11%	18%
35-44	1,865	33%	26%
45-54	1,292	23%	19%
55-64	1,210	22%	18%
65+	559	10%	11%

Gender	#	%	State Avg
Male	3,513	63%	60%
Female	2,075	37%	39%
Transgender/Other	5	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,137	74%	▲ 63%
Hisp-Puerto Rican	1,211	22%	▲ 10%
Hispanic-Other	158	3%	12%
Unknown	71	1%	▼ 14%
Hispanic-Cuban	8	0%	0%
Hispanic-Mexican	8	0%	1%

Race	#	%	State Avg
White/Caucasian	4,101	73%	▲ 58%
Other	1,052	19%	12%
Black/African American	376	7%	▼ 18%
Unknown	31	1%	9%
Am. Indian/Native Alaskan	19	0%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Asian	5	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	396	449	-12% ▼
Admits	10	4	150% ▲
Discharges	58	60	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted	Actual	State Avg
6 Month Updates	43%	41%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	52%	50%	63%	2%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	75%	40%	-75% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		177	44%	50%	64%	-6%
● Employed		111	28%	40%	35%	-12% ▼
● Not Arrested		235	59%	75%	88%	-16% ▼
● Self Help		101	25%	60%	38%	-35% ▼
Social Support		226	57%	N/A	81%	N/A
● Stable Living Situation		233	58%	90%	80%	-32% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		389	98%	50%	69%	48% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,030	1,079	-5%
Admits	479	542	-12% ▼
Discharges	569	532	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	100%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		345	62%	50%	63%	12% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		1003	98%	75%	40%	23% ▲
National Recovery Measure (NOMS)						
● Abstinence/Reduced Drug Use		495	44%	50%	64%	-6%
● Employed		317	28%	40%	35%	-12% ▼
✓ Not Arrested		1118	99%	75%	88%	24% ▲
● Self Help		360	32%	60%	38%	-28% ▼
Social Support		981	87%	N/A	81%	N/A
✓ Stable Living Situation		1036	91%	90%	80%	1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		509	49%	50%	69%	-1%

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

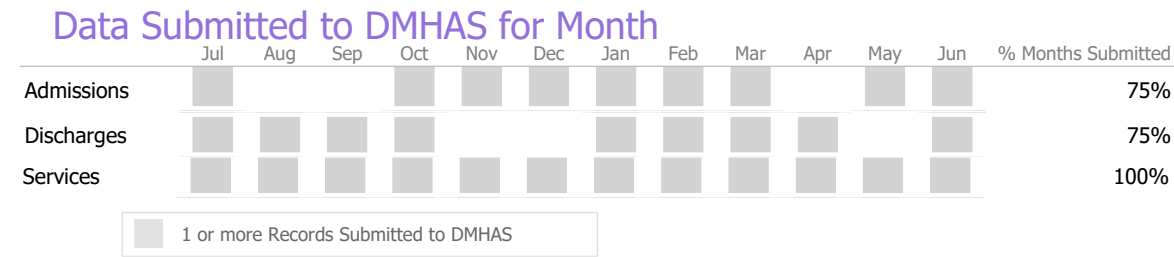
* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	68	-6%
Admits	27	26	4%
Discharges	25	31	-19% ▼
Service Hours	194	194	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
Periodic Submitted		
6 Month Updates	96%	42%



Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	38%	50%	53%	-12% ▼

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		2	3%	20%	29%	-17% ▼
● Self Help		36	55%	60%	57%	-5%
Social Support		45	69%	N/A	80%	N/A
● Stable Living Situation		43	66%	80%	71%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	95%	90%	92%	5%

▲ > 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	680	849	-20% ▼
Admits	154	224	-31% ▼
Discharges	123	343	-64% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	8%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		85	70%	50%	63%	20% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		53	9%	75%	40%	-66% ▼
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		422	61%	50%	64%	11% ▲
✓ Employed		296	43%	40%	35%	3%
✓ Not Arrested		673	98%	75%	88%	23% ▲
✓ Self Help		448	65%	60%	38%	5%
Social Support		674	98%	N/A	81%	N/A
✓ Stable Living Situation		633	92%	90%	80%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		517	76%	50%	69%	26% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	692	731	-5%
Admits	236	208	13% ▲
Discharges	235	274	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	99%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		146	64%	50%	63%	14% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		47	7%	75%	40%	-68% ▼
National Recovery Measure (NOMS)						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		311	42%	50%	64%	-8%
✓ Employed		299	40%	40%	35%	0%
✓ Not Arrested		723	98%	75%	88%	23% ▲
✓ Self Help		446	60%	60%	38%	0%
Social Support		698	94%	N/A	81%	N/A
✓ Stable Living Situation		715	97%	90%	80%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		469	68%	50%	69%	18% ▲

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 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	975	1,039	-6%
Admits	330	421	-22% ▼
Discharges	314	431	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	25%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		155	51%	50%	63%	1%

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		192	21%	75%	40%	-54% ▼
National Recovery Measure (NOMS)						
✓ Abstinence/Reduced Drug Use		574	55%	50%	64%	5%
● Employed		377	36%	40%	35%	-4%
✓ Not Arrested		1029	98%	75%	88%	23% ▲
● Self Help		407	39%	60%	38%	-21% ▼
Social Support		690	66%	N/A	81%	N/A
✓ Stable Living Situation		975	93%	90%	80%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		650	67%	50%	69%	17% ▲

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 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	417	549	-24% ▼
Admits	52	200	-74% ▼
Discharges	120	204	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	66%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		91	78%	50%	63%	28% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		66	16%	75%	40%	-59% ▼
National Recovery Measure (NOMS)						
✓ Abstinence/Reduced Drug Use		314	74%	50%	64%	24% ▲
✓ Employed		218	51%	40%	35%	11% ▲
✓ Not Arrested		418	98%	75%	88%	23% ▲
✓ Self Help		255	60%	60%	38%	0%
Social Support		388	91%	N/A	81%	N/A
✓ Stable Living Situation		388	91%	90%	80%	1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		329	79%	50%	69%	29% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	731	730	0%
Admits	238	244	-2%
Discharges	295	216	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid Primary Drug Data	85%	95%
Periodic Submitted		
6 Month Updates	63%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		235	82%	50%	63%	32% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		211	29%	75%	40%	-46% ▼
National Recovery Measure (NOMS)						
✓ Abstinence/Reduced Drug Use		715	90%	50%	64%	40% ▲
✓ Employed		390	49%	40%	35%	9%
✓ Not Arrested		778	98%	75%	88%	23% ▲
● Self Help		389	49%	60%	38%	-11% ▼
Social Support		737	93%	N/A	81%	N/A
✓ Stable Living Situation		714	90%	90%	80%	0%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		480	66%	50%	69%	16% ▲

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 40 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	548	559	-2%
Admits	193	197	-2%
Discharges	207	215	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	80%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	75%	151	75%	50%	63%	25% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score	4%	18	4%	75%	40%	-71% ▼
National Recovery Measure (NOMS)						
✓ Abstinence/Reduced Drug Use	54%	316	54%	50%	64%	4%
● Employed	38%	222	38%	40%	35%	-2%
✓ Not Arrested	98%	567	98%	75%	88%	23% ▲
● Self Help	53%	306	53%	60%	38%	-7%
Social Support	95%	550	95%	N/A	81%	N/A
✓ Stable Living Situation	92%	535	92%	90%	80%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year	64%	350	64%	50%	69%	14% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 32%
Valid Primary Drug Data		N/A 51%
Periodic Submitted		
6 Month Updates		N/A 0%

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

Discharge Outcomes

(Data as of Sep 11, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	47%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		N/A	N/A	75%	77%	-75% ▼
National Recovery Measure (NOMS)						
Employed		N/A	N/A	50%	10%	-50% ▼
Self Help		N/A	N/A	60%	37%	-60% ▼
Social Support		N/A	N/A	N/A	54%	N/A
Stable Living Situation		N/A	N/A	95%	87%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	47%	N/A ▼

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met Below Goal

* State Avg based on 14 Active Partial Hospitalization Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	460	413	11% ▲
Admits	159	134	19% ▲
Discharges	159	99	61% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	97%
Valid Primary Drug Data	100%	95%
Periodic Submitted		
6 Month Updates	34%	41%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	1	1	1	1	1	1	1	1	1	1			83%
Discharges	1	1	1	1	1	1	1	1	1	1			83%

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		96	62%	50%	63%	12% ▲

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		11	2%	75%	40%	-73% ▼
National Recovery Measure (NOMS)		Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		205	42%	50%	64%	-8%
● Employed		173	35%	40%	35%	-5%
✓ Not Arrested		460	94%	75%	88%	19% ▲
✓ Self Help		434	89%	60%	38%	29% ▲
Social Support		264	54%	N/A	81%	N/A
● Stable Living Situation		403	83%	90%	80%	-7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		285	62%	50%	69%	12% ▲

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs