

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	966	778	24%	▲
	Admits	1,374	1,148	20%	▲
	Discharges	1,279	1,066	20%	▲
	Service Hours	5,982	3,657	64%	▲
	Bed Days	13,483	13,110	3%	

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

Consumer Satisfaction Survey (Based on 234 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Respect		94%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		88%	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	572	38.0%
	Residential Services	211	14.0%
	Case Management	137	9.1%
	Other	408	27.1%
Other			
Forensic SA	Case Management	178	11.8%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	70	7%	9%	Male	778	80%	▲ 60%
26-34	196	20%	18%	Female	190	20%	▼ 39%
35-44	330	34%	26%	Transgender/Other	2	0%	0%
45-54	215	22%	19%				
55-64	142	15%	18%				
65+	16	2%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	644	66%	63%	White/Caucasian	422	44%	▼ 58%
Hisp-Puerto Rican	256	26%	▲ 10%	Black/African American	326	34%	▲ 18%
Hispanic-Other	53	5%	12%	Other	209	22%	12%
Hispanic-Mexican	11	1%	1%	Am. Indian/Native Alaskan	7	1%	1%
Hispanic-Cuban	6	1%	0%	Hawaiian/Other Pacific Islander	5	1%	0%
Unknown			▼ 14%	Asian	1	0%	1%
				Multiple Races			1%
				Unknown			9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	94	46% ▲
Admits	129	92	40% ▲
Discharges	124	88	41% ▲
Service Hours	644	262	146% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Periodic Submitted		
6 Month Updates	N/A	42%

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		105	85%	50%	53%	35% ▲
Recovery						
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	22%	20%	29%	2%
✓ Self Help		140	98%	60%	57%	38% ▲
Social Support		122	85%	N/A	80%	N/A
● Stable Living Situation		110	77%	80%	71%	-3%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	92%	10%

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

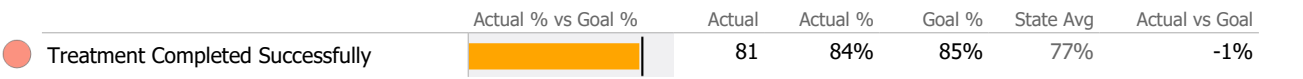
* State Avg based on 8 Active Standard Case Management Programs

Program Activity

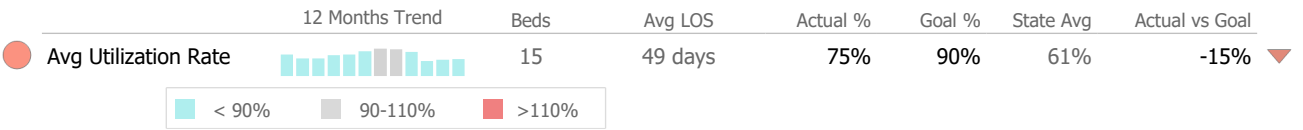
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	94	7%
Admits	99	98	1%
Discharges	97	91	7%
Bed Days	4,114	3,936	5%

Discharge Outcomes

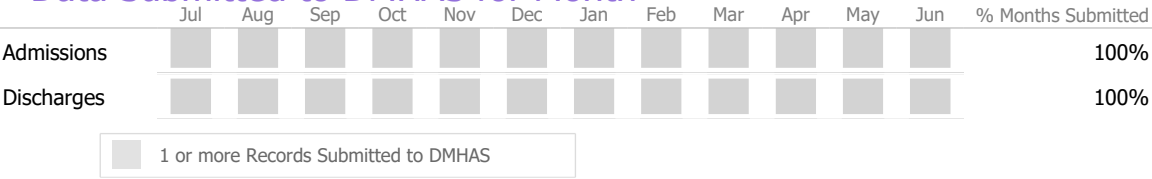
(Data as of Sep 11, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



> 10% Over < 10% Under

Actual

 |

Goal

Goal Met

Below Goal

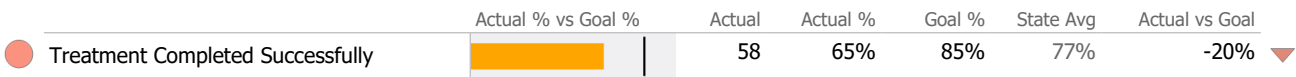
* State Avg based on 16 Active Recovery House Programs

Program Activity

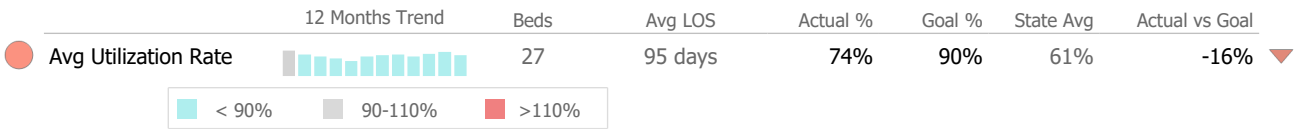
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	97	6%
Admits	94	97	-3%
Discharges	89	84	6%
Bed Days	7,336	6,490	13% ▲

Discharge Outcomes

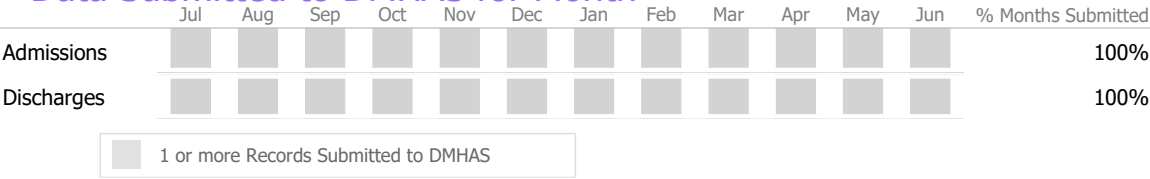
(Data as of Sep 11, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



▲ > 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	154	62	148% ▲
Admits	163	59	176% ▲
Discharges	116	60	93% ▲
Service Hours	756	91	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	N/A	27%

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		103	89%	50%	69%	39% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		51	31%	20%	40%	11% ▲
✓ Self Help		163	98%	60%	84%	38% ▲
Social Support		140	84%	N/A	87%	N/A
✓ Stable Living Situation		149	90%	80%	81%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	92%	90%	94%	2%

▲ > 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	35	22	59% ▲
Admits	37	14	164% ▲
Discharges	30	22	36% ▲
Service Hours	198	95	109% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	27%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■		■	■	■	■	■	■	92%
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		29	97%	50%	69%	47% ▲

Recovery

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	8%	20%	40%	-12% ▼
✓ Self Help		36	97%	60%	84%	37% ▲
Social Support		33	89%	N/A	87%	N/A
● Stable Living Situation		25	68%	80%	81%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	94%	10%

▲ > 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	571	475	20% ▲
Admits	540	453	19% ▲
Discharges	525	453	16% ▲
Service Hours	3,469	2,917	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	76%	47%
Periodic Submitted		
6 Month Updates	0%	7%
Diagnosis		
Valid MH/SU Diagnosis	92%	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		260	59%	50%	56%	9%
Recovery						
Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		417	76%	75%	40%	1%
National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		352	57%	55%	26%	2%
● Employed		229	37%	50%	24%	-13% ▼
✓ Not Arrested		601	98%	75%	48%	23% ▲
● Self Help		204	33%	60%	16%	-27% ▼
Social Support		531	86%	N/A	37%	N/A
● Stable Living Situation		528	86%	95%	48%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		456	90%	75%	63%	15% ▲

▲ > 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	25	31	-19% ▼
Admits	23	29	-21% ▼
Discharges	24	29	-17% ▼
Bed Days	1,351	1,845	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Valid Primary Drug Data	99%	98%

Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	25%

Diagnosis	Actual	State Avg
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		14	58%	70%	78%	-12% ▼
● No Re-admit within 30 Days of Discharge		19	79%	85%	90%	-6%
● Follow-up within 30 Days of Discharge		9	64%	90%	59%	-26% ▼

Recovery

Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		24	100%	95%	85%	5%

National Recovery Measure (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		18	67%	70%	83%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	75 days	46%	90%	76%	-44% ▼

< 90%

90-110%

> 110%

