

Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 976    | 885      | 10%        |
|               | Admits         | 628    | 532      | 18% ▲      |
|               | Discharges     | 595    | 521      | 14% ▲      |
|               | Service Hours  | 15,581 | 15,223   | 2%         |

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

Consumer Satisfaction Survey (Based on 149 FY25 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Overall                     |                      | 99%         | 80%    | 91%       |
| ✓ General Satisfaction        |                      | 98%         | 80%    | 92%       |
| ✓ Participation in Treatment  |                      | 98%         | 80%    | 92%       |
| ✓ Quality and Appropriateness |                      | 97%         | 80%    | 93%       |
| ✓ Respect                     |                      | 97%         | 80%    | 91%       |
| ✓ Access                      |                      | 96%         | 80%    | 88%       |
| ✓ Outcome                     |                      | 96%         | 80%    | 83%       |

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

Clients by Level of Care

| Program Type | Level of Care Type | #   | %      |
|--------------|--------------------|-----|--------|
| Addiction    | Case Management    | 978 | 100.0% |

Client Demographics

| Age               |     |       |           | Gender                          |     |       |           |
|-------------------|-----|-------|-----------|---------------------------------|-----|-------|-----------|
|                   | #   | %     | State Avg |                                 | #   | %     | State Avg |
| 18-25             | 12  | 1%    | 9%        | Male                            | 632 | 65%   | 60%       |
| 26-34             | 126 | 13%   | 18%       | Female                          | 345 | 35%   | 39%       |
| 35-44             | 381 | 39% ▲ | 26%       | Transgender/Other               | 1   | 0%    | 0%        |
| 45-54             | 277 | 28%   | 19%       |                                 |     |       |           |
| 55-64             | 172 | 18%   | 18%       |                                 |     |       |           |
| 65+               | 10  | 1%    | 11%       |                                 |     |       |           |
| Ethnicity         |     |       |           | Race                            |     |       |           |
|                   | #   | %     | State Avg |                                 | #   | %     | State Avg |
| Non-Hispanic      | 511 | 52% ▼ | 63%       | White/Caucasian                 | 371 | 38% ▼ | 58%       |
| Unknown           | 433 | 44% ▲ | 14%       | Unknown                         | 324 | 33% ▲ | 9%        |
| Hisp-Puerto Rican | 28  | 3%    | 10%       | Black/African American          | 143 | 15%   | 18%       |
| Hispanic-Other    | 6   | 1% ▼  | 12%       | Other                           | 134 | 14%   | 12%       |
| Hispanic-Cuban    |     |       | 0%        | Am. Indian/Native Alaskan       | 3   | 0%    | 1%        |
| Hispanic-Mexican  |     |       | 1%        | Asian                           | 2   | 0%    | 1%        |
|                   |     |       |           | Hawaiian/Other Pacific Islander | 1   | 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 | 460    | 432      | 6%         |
| Admits         | 334    | 285      | 17% ▲      |
| Discharges     | 291    | 303      | -4%        |
| Service Hours  | 5,436  | 3,723    | 46% ▲      |

Data Submission Quality

| Data Entry         | Actual                     | State Avg |
|--------------------|----------------------------|-----------|
| Valid NOMS Data    | <div><div></div></div> 92% | 93%       |
| Periodic Submitted |                            |           |
| 6 Month Updates    | <div><div></div></div> 56% | 42%       |

Data Submitted to DMHAS for Month

|            | Jul         | Aug         | Sep         | Oct         | Nov         | Dec         | Jan         | Feb         | Mar         | Apr         | May         | Jun         | % Months Submitted |
|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| Admissions | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 100%               |
| Discharges | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 100%               |
| Services   | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 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 |
|-----------------------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| <div>●</div> Treatment Completed Successfully | <div><div></div></div> | 118    | 41%      | 50%    | 53%       | -9%            |

Recovery

| National Recovery Measure (NOMS) | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ Employed                       | <div><div></div></div> | 190    | 39%      | 20%    | 29%       | 19% ▲          |
| ✓ Self Help                      | <div><div></div></div> | 384    | 79%      | 60%    | 57%       | 19% ▲          |
| Social Support                   | <div><div></div></div> | 414    | 85%      | N/A    | 80%       | N/A            |
| ✓ Stable Living Situation        | <div><div></div></div> | 392    | 80%      | 80%    | 71%       | 0%             |

Service Utilization

|                              | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div><div></div></div> | 185    | 93%      | 90%    | 92%       | 3%             |

▲ > 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 | 540    | 474      | 14%        | ▲ |
| Admits         | 294    | 247      | 19%        | ▲ |
| Discharges     | 304    | 218      | 39%        | ▲ |
| Service Hours  | 10,146 | 11,500   | -12%       | ▼ |

Data Submission Quality

| Data Entry         | Actual                     | State Avg |
|--------------------|----------------------------|-----------|
| Valid NOMS Data    | <div><div></div></div> 90% | 90%       |
| Periodic Submitted |                            |           |
| 6 Month Updates    | <div><div></div></div> 80% | 81%       |

Data Submitted to DMHAS for Month

|            | Jul         | Aug         | Sep         | Oct         | Nov         | Dec         | Jan         | Feb         | Mar         | Apr         | May         | Jun         | % Months Submitted |
|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| Admissions | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 100%               |
| Discharges | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 100%               |
| Services   | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | <div></div> | 100%               |

1 or more Records Submitted to DMHAS

Recovery

| National Recovery Measure (NOMS) | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ Abstinence/Reduced Drug Use    | <div><div></div></div> | 498    | 88%      | 50%    | 84%       | 38% ▲          |
| ✓ Employed                       | <div><div></div></div> | 168    | 30%      | 20%    | 34%       | 10%            |
| ✓ Self Help                      | <div><div></div></div> | 388    | 68%      | 60%    | 70%       | 8%             |
| Social Support                   | <div><div></div></div> | 479    | 84%      | N/A    | 85%       | N/A            |
| ● Stable Living Situation        | <div><div></div></div> | 416    | 73%      | 80%    | 75%       | -7%            |

Service Utilization

|                              | Actual % vs Goal %     | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|------------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | <div><div></div></div> | 249    | 95%      | 90%    | 95%       | 5%             |

▲ > 10% Over ▼ < 10% Under

Actual |  Goal ✓ Goal Met ● Below Goal

\* State Avg based on 2 Active Intensive Case Management Programs