

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	733	918	-20% ▼
	Admits	687	757	-9%
	Discharges	734	751	-2%
	Service Hours	536	1,049	-49% ▼
	Bed Days	13,189	12,285	7%
	S.Rehab/PHP/IOP	606	1,105	-45% ▼

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

Consumer Satisfaction Survey

(Based on 591 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		82%	80%	92%
● General Satisfaction		77%	80%	92%
● Quality and Appropriateness		75%	80%	93%
● Overall		75%	80%	91%
● Respect		73%	80%	91%
● Outcome		73%	80%	83%
● Recovery		73%	80%	79%
● Access		68%	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	532	64.3%
	Outpatient	162	19.6%
	IOP	35	4.2%
	Medication Assisted Treatment	27	3.3%
Forensic SA	Case Management	36	4.4%
	Forensics Community-based	35	4.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	25	3%	8%	Male	563	77%	▲ 58%	
26-34	191	26%	18%	Female	167	23%	▼ 42%	
35-44	241	33%	24%	Transgender			0%	
45-54	148	20%	19%	Race	White/Caucasian	507	69%	60%
55-64	108	15%	20%		Black/African American	128	17%	17%
65+	20	3%	11%		Other	75	10%	12%
					Unknown	10	1%	8%
Ethnicity	Non-Hispanic	582	79%	▲ 66%	Am. Indian/Native Alaskan	6	1%	1%
	Hisp-Puerto Rican	79	11%	11%	Hawaiian/Other Pacific Islander	4	1%	0%
	Hispanic-Other	53	7%	10%	Asian	3	0%	1%
	Unknown	18	2%	▼ 13%	Multiple Races			1%
	Hispanic-Mexican	1	0%	1%				
Hispanic-Cuban								

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	10	10	0%
Discharges	11	10	10%
Bed Days	828	858	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	96%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
<hr/>		
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	64%	85%	66%	-21% ▼
No Re-admit within 30 Days of Discharge		8	73%	85%	86%	-12% ▼
Follow-up within 30 Days of Discharge		6	86%	90%	72%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		17	89%	70%	74%	19% ▲
Employed		9	47%	60%	32%	-13% ▼
Improved/Maintained Function Score		6	55%	75%	80%	-20% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				10	83 days	0.5	90%	90%	71%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 7 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	20	-15% ▼
Admits	7	12	-42% ▼
Discharges	7	10	-30% ▼
Bed Days	946	724	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	96%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	71%	85%	66%	-14% ▼
✓ No Re-admit within 30 Days of Discharge		6	86%	85%	86%	1%
✓ Follow-up within 30 Days of Discharge		5	100%	90%	72%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		17	100%	70%	74%	30% ▲
● Employed		6	35%	60%	32%	-25% ▼
✓ Improved/Maintained Function Score		7	100%	75%	80%	25% ▲

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				11	122 days	0.6	93%	90%	71%	3%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 7 Active Transitional/Halfway House 3.1 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	331	311	6%
Admits	362	359	1%
Discharges	360	355	1%
Bed Days	1,651	1,458	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		264	73%	80%	74%	-7%
No Re-admit within 30 Days of Discharge		300	83%	85%	77%	-2%
Follow-up within 30 Days of Discharge		140	53%	90%	49%	-37% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	5 days	0.1	90%	90%	127%	0%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 6 Active Medically Monitored Detox 3.7D Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	233	224	4%
Admits	146	149	-2%
Discharges	143	138	4%
Bed Days	8,568	7,344	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		111	78%	70%	70%	8%
✓ No Re-admit within 30 Days of Discharge		131	92%	85%	90%	7%
● Follow-up within 30 Days of Discharge		68	61%	90%	60%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		177	76%	70%	61%	6%
● Improved/Maintained Function Score		130	91%	95%	86%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		97	65 days	0.4	96%	90%	68%	6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	34	-9%
Admits	19	21	-10%
Discharges	18	22	-18% ▼
Bed Days	1,154	1,002	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	96%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

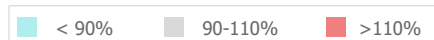
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	83%	85%	66%	-2%
No Re-admit within 30 Days of Discharge		18	100%	85%	86%	15% ▲
Follow-up within 30 Days of Discharge		12	80%	90%	72%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		31	100%	70%	74%	30% ▲
Improved/Maintained Function Score		16	89%	75%	80%	14% ▲
Employed		7	23%	60%	32%	-37% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	64 days	0.4	96%	90%	71%	6%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



* State Avg based on 7 Active Transitional/Halfway House 3.1 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	58	-40% ▼
Admits	26	45	-42% ▼
Discharges	26	35	-26% ▼
Service Hours	13	32	-61% ▼
Social Rehab/PHP/IOP Days	606	1,105	-45% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
Valid TEDS Data	100%	86%
On-Time Periodic 6 Month Updates	N/A	0%
Diagnosis Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	35%	50%	53%	-15% ▼
Follow-up within 30 Days of Discharge		4	44%	90%	59%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		27	73%	60%	33%	13% ▲
Not Arrested		32	86%	75%	81%	11% ▲
Employed		20	54%	50%	27%	4%
Abstinence/Reduced Drug Use		18	49%	55%	53%	-6%
Improved/Maintained Function Score		24	92%	75%	74%	17% ▲
Stable Living Situation		28	76%	95%	76%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	82%	90%	53%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 60 Active Standard IOP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	162	223	-27% ▼
Admits	81	92	-12% ▼
Discharges	120	107	12% ▲
Service Hours	402	817	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Valid TEDS Data	99%	76%
On-Time Periodic		
6 Month Updates	100%	11%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		72	60%	50%	51%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		127	77%	60%	14%	17% ▲
Abstinence/Reduced Drug Use		111	68%	55%	24%	13% ▲
Not Arrested		144	88%	75%	48%	13% ▲
Employed		84	51%	50%	25%	1% ▲
Improved/Maintained Function Score		108	86%	75%	30%	11% ▲
Stable Living Situation		142	87%	95%	49%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	93%	90%	32%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		56	70%	75%	49%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 103 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	33	-82% ▼
Admits	-	18	-100% ▼
Discharges	-	20	-100% ▼
Service Hours	-	115	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	24%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		6	100%	60%	66%	40% ▲
Social Support		6	100%	60%	77%	40% ▲
Stable Living Situation		6	100%	80%	55%	20% ▲
Employed		2	33%	20%	22%	13% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	55%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	13	24	-46% ▼
Discharges	17	22	-23% ▼
Service Hours	19	45	-58% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	24%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	88%	50%	78%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		30	100%	60%	66%	40% ▲
✓ Social Support		30	100%	60%	77%	40% ▲
● Employed		4	13%	20%	22%	-7%
● Stable Living Situation		12	40%	80%	55%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	54%	90%	55%	-36% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 8 Active Standard Case Management Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	35	-26% ▼
Admits	7	9	-22% ▼
Discharges	8	13	-38% ▼
Service Hours	42	35	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	57%
On-Time Periodic		
6 Month Updates	100%	41%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	12%	50%	42%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	85%	55%	50%	30% ▲
Not Arrested		26	100%	75%	62%	25% ▲
Self Help		22	85%	60%	15%	25% ▲
Stable Living Situation		25	96%	95%	59%	1%
Employed		10	38%	50%	28%	-12% ▼
Improved/Maintained Function Score		11	65%	75%	22%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	94%	90%	51%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 19 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	3	-33% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	-	6	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	15%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	40%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		2	100%	60%	41%	40% ▲
Not Arrested		2	100%	75%	53%	25% ▲
Employed		1	50%	50%	32%	0%
Abstinence/Reduced Drug Use		1	50%	55%	35%	-5%
Improved/Maintained Function Score		1	50%	75%	19%	-25% ▼
Stable Living Situation		1	50%	95%	47%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	28%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

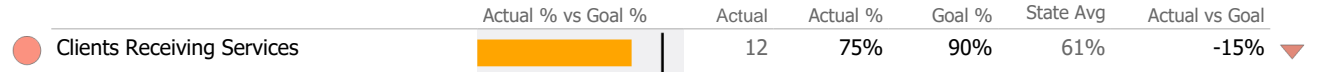
* State Avg based on 6 Active Naltrexone Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

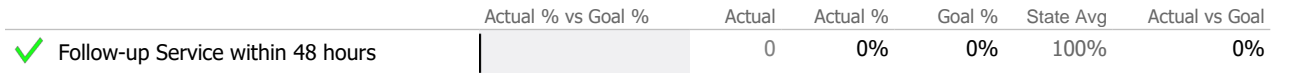
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	12	192% ▲
Admits	16	4	300% ▲
Discharges	19	5	280% ▲
Service Hours	61	-	

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 5 Active Court Liaison-Jail Diversion Programs

Variations in data may be indicative of operational adjustments related to the pandemic.