

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,143	1,265	-10%
	Admits	1,352	1,409	-4%
	Discharges	1,524	1,434	6%
	Service Hours	750	1,837	-59% ▼
	Bed Days	26,017	25,289	3%
	S.Rehab/PHP/IOP	1,167	1,811	-36% ▼

▲ > 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	874	67.5%
	Outpatient	232	17.9%
	IOP	54	4.2%
	Medication Assisted Treatment	35	2.7%
Forensic SA	Case Management	62	4.8%
	Forensics Community-based	37	2.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	46	4%	8%	Male	886	78%	▲ 59%
26-34	282	25%	19%	Female	251	22%	▼ 41%
35-44	361	32%	24%	Transgender			0%
45-54	239	21%	18%				
55-64	181	16%	19%				
65+	34	3%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	912	80%	▲ 65%	White/Caucasian	791	69%	60%
Hisp-Puerto Rican	124	11%	10%	Black/African American	195	17%	17%
Hispanic-Other	71	6%	10%	Other	121	11%	12%
Unknown	32	3%	▼ 14%	Unknown	17	1%	8%
Hispanic-Mexican	3	0%	1%	Am. Indian/Native Alaskan	8	1%	1%
Hispanic-Cuban	1	0%	0%	Asian	6	1%	1%
				Hawaiian/Other Pacific Islander	5	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	29	31	-6%
Admits	20	21	-5%
Discharges	20	22	-9%
Bed Days	1,698	1,753	-3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	86%
✓ Valid TEDS Data	100%	98%
<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		15	75%	85%	68%	-10% ▼
● No Re-admit within 30 Days of Discharge		15	75%	85%	86%	-10%
● Follow-up within 30 Days of Discharge		12	80%	90%	69%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		27	93%	70%	77%	23% ▲
● Employed		17	59%	60%	46%	-1%
● Improved/Maintained Function Score		14	70%	75%	81%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	86 days	0.3	92%	90%	92%	2%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 8 Active Transitional/Halfway House 3.1 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	17	19	-11% ▼
Discharges	17	17	0%
Bed Days	1,892	1,685	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
Valid TEDS Data	100%	98%
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		13	76%	85%	68%	-9%
No Re-admit within 30 Days of Discharge		16	94%	85%	86%	9%
Follow-up within 30 Days of Discharge		10	77%	90%	69%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	93%	70%	77%	23% ▲
Employed		12	44%	60%	46%	-16% ▼
Improved/Maintained Function Score		16	94%	75%	81%	19% ▲

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				11	117 days	0.3	93%	90%	92%	3%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS



* State Avg based on 8 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	595	516	15% ▲
Admits	705	682	3%
Discharges	702	681	3%
Bed Days	3,245	2,803	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	89%
✓ Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	50%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		526	75%	80%	75%	-5%
● No Re-admit within 30 Days of Discharge		586	83%	85%	78%	-2%
● Follow-up within 30 Days of Discharge		279	53%	90%	52%	-37% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	5 days	0.0	88%	90%	74%	-2%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 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	372	338	10% ▲
Admits	295	271	9%
Discharges	294	270	9%
Bed Days	16,839	15,013	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	N/A	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		223	76%	70%	75%	6%
✓ No Re-admit within 30 Days of Discharge		267	91%	85%	90%	6%
○ Follow-up within 30 Days of Discharge		117	52%	90%	55%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		326	85%	70%	75%	15% ▲
○ Improved/Maintained Function Score		274	93%	95%	93%	-2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		97	66 days	0.2	94%	90%	68%	4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 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	50	50	0%
Admits	38	37	3%
Discharges	37	37	0%
Bed Days	2,301	2,160	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

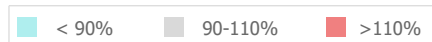
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	73%	85%	68%	-12% ▼
No Re-admit within 30 Days of Discharge		33	89%	85%	86%	4% ▲
Follow-up within 30 Days of Discharge		22	81%	90%	69%	-9% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		45	90%	70%	77%	20% ▲
Improved/Maintained Function Score		31	84%	75%	81%	9%
Employed		13	26%	60%	46%	-34% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	66 days	0.2	96%	90%	92%	6%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS



* State Avg based on 8 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	54	85	-36% ▼
Admits	45	75	-40% ▼
Discharges	47	74	-36% ▼
Service Hours	21	48	-56% ▼
Social Rehab/PHP/IOP Days	1,167	1,811	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	82%
Valid TEDS Data	100%	83%
On-Time Periodic 6 Month Updates	N/A	1%
Diagnosis Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	45%	50%	51%	-5%
Follow-up within 30 Days of Discharge		8	38%	90%	52%	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		51	91%	75%	79%	16% ▲
Self Help		37	66%	60%	34%	6%
Employed		28	50%	50%	30%	0%
Improved/Maintained Function Score		40	85%	75%	77%	10%
Abstinence/Reduced Drug Use		24	43%	55%	52%	-12% ▼
Stable Living Situation		44	79%	95%	82%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	60%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 59 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	232	308	-25% ▼
Admits	161	186	-13% ▼
Discharges	203	202	0%
Service Hours	529	1,341	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
Valid TEDS Data	100%	75%
On-Time Periodic		
6 Month Updates	100%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		121	60%	50%	53%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		186	76%	60%	15%	16% ▲
Not Arrested		230	94%	75%	53%	19% ▲
Abstinence/Reduced Drug Use		163	67%	55%	28%	12% ▲
Improved/Maintained Function Score		190	91%	75%	41%	16% ▲
Employed		128	52%	50%	28%	2%
Stable Living Situation		215	88%	95%	55%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	86%	90%	37%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		107	69%	75%	45%	-6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 101 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	44	-86% ▼
Admits	-	29	-100% ▼
Discharges	-	34	-100% ▼
Service Hours	-	305	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	18%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		6	100%	60%	65%	40% ▲
Social Support		6	100%	60%	81%	40% ▲
Stable Living Situation		6	100%	80%	62%	20% ▲
Employed		2	33%	20%	28%	13% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	70%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	46	22% ▲
Admits	39	38	3%
Discharges	30	40	-25% ▼
Service Hours	48	70	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	18%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		28	93%	50%	77%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		56	100%	60%	65%	40% ▲
✓ Social Support		56	100%	60%	81%	40% ▲
● Employed		10	18%	20%	28%	-2%
● Stable Living Situation		21	38%	80%	62%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		23	88%	90%	70%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	37	-8%
Admits	15	11	36% ▲
Discharges	14	19	-26% ▼
Service Hours	74	64	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	100%	60%
On-Time Periodic		
6 Month Updates	100%	39%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	21%	50%	47%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		34	100%	75%	66%	25% ▲
✓ Abstinence/Reduced Drug Use		27	79%	55%	52%	24% ▲
✓ Self Help		25	74%	60%	20%	14% ▲
● Stable Living Situation		32	94%	95%	61%	-1%
● Employed		13	38%	50%	30%	-12% ▼
● Improved/Maintained Function Score		19	73%	75%	27%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	85%	90%	53%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	4	-50% ▼
Admits	-	1	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	-	9	-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%	8%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

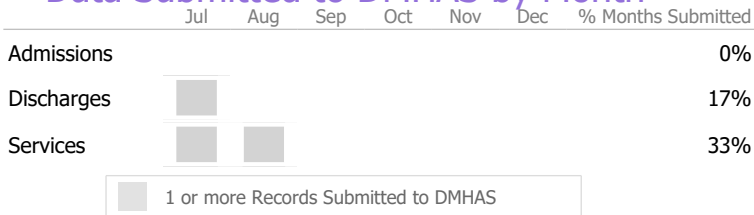
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		2	100%	60%	42%	40% ▲
Not Arrested		2	100%	75%	60%	25% ▲
Employed		1	50%	50%	38%	0%
Abstinence/Reduced Drug Use		1	50%	55%	40%	-5%
Improved/Maintained Function Score		1	50%	75%	25%	-25% ▼
Stable Living Situation		1	50%	95%	52%	-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



▲ > 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	37	20	85% ▲
Admits	17	12	42% ▲
Discharges	35	10	250% ▲
Service Hours	78	-	

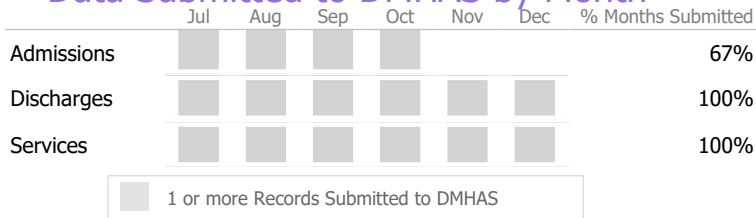
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	80%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	100%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 5 Active Court Liaison-Jail Diversion Programs