

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,539	1,426	8%
	Admits	950	1,045	-9%
	Discharges	1,064	977	9%
	Service Hours	1,528	1,162	32% ▲
	Bed Days	5,575	5,238	6%

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

Consumer Satisfaction Survey (Based on 1,521 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Overall		89%	80%	91%
✓ Respect		87%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		83%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	871	54.7%
Addiction			
	Residential Services	370	23.3%
	Outpatient	256	16.1%
	Case Management	47	3.0%
	Forensics Community-based	27	1.7%
Mental Health			
	Residential Services	20	1.3%

Client Demographics

Age				#	%	State Avg
	18-25			178	12%	8%
	26-34			402	26%	18%
	35-44			435	28%	24%
	45-54			230	15%	18%
	55-64			201	13%	20%
	65+			90	6%	12%
Gender				#	%	State Avg
	Male			1,064	69%	58% ▲
	Female			471	31%	42% ▼
	Transgender/Other			4	0%	0%
Ethnicity				#	%	State Avg
	Non-Hispanic			1,031	67%	64%
	Hispanic-Other			372	24%	11% ▲
	Hisp-Puerto Rican			67	4%	10%
	Unknown			55	4%	14%
	Hispanic-Mexican			12	1%	1%
	Hispanic-Cuban			2	0%	0%
Race				#	%	State Avg
	White/Caucasian			1,210	79%	59% ▲
	Black/African American			192	12%	17%
	Other			78	5%	12%
	Unknown			31	2%	9%
	Asian			19	1%	1%
	Am. Indian/Native Alaskan			5	0%	1%
	Multiple Races			2	0%	1%
	Hawaiian/Other Pacific Islander			2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	48	-8%
Admits	12	8	50% ▲
Discharges	5	8	-38% ▼
Service Hours	98	101	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic		
6 Month Updates	100%	20%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	50%	42%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		16	36%	20%	29%	16% ▲
✓ Stable Living Situation		37	84%	80%	65%	4%
● Self Help		5	11%	60%	35%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		31	78%	90%	59%	-12% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	248	238	4%
Admits	257	251	2%
Discharges	257	246	4%
Bed Days	1,151	1,072	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		184	72%	80%	77%	-8%
No Re-admit within 30 Days of Discharge		218	85%	85%	80%	0%
Follow-up within 30 Days of Discharge		113	61%	90%	56%	-29%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	4 days	0.1	89%	90%	70%	-1%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	94	5%
Admits	14	14	0%
Discharges	11	15	-27% ▼
Service Hours	572	421	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	40%	26%
On-Time Periodic		
6 Month Updates	100%	71%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	100%
Discharges	1	1	1	100%
Services	1	1	1	100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	55%	75%	66%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	98%	90%	83%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	64%	75%	76%	-11% ▼

▲ > 10% Over ▼ < 10% Under

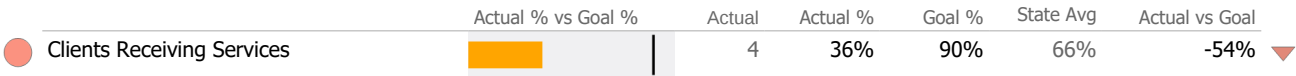
Actual | Goal ✓ Goal Met ⬤ Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

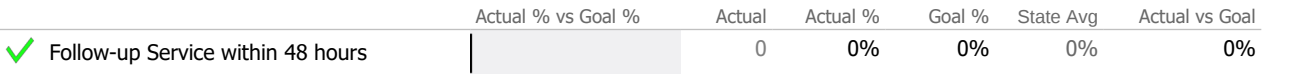
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	19	-16% ▼
Admits	7	13	-46% ▼
Discharges	6	15	-60% ▼
Service Hours	10	26	-62% ▼

Service Utilization



Jail Diversion



Data Submitted to DMHAS for 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 4 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	20	-30% ▼
Admits	3	6	-50% ▼
Discharges	7	10	-30% ▼
Service Hours	27	44	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	50%	51%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	75%	50%	22%	25% ▲
Not Arrested		15	94%	75%	43%	19% ▲
Abstinence/Reduced Drug Use		9	56%	55%	24%	1%
Improved/Maintained Function Score		11	92%	75%	29%	17% ▲
Stable Living Situation		14	88%	95%	44%	-7%
Self Help		4	25%	60%	12%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	38%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	67%	75%	57%	-8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	116	3%
Admits	108	112	-4%
Discharges	109	99	10%
Bed Days	1,523	1,475	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
Valid TEDS Data	99%	97%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		83	76%	80%	73%	-4%
No Re-admit within 30 Days of Discharge		97	89%	85%	86%	4%
Follow-up within 30 Days of Discharge		49	59%	90%	63%	-31%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		123	98%	60%	65%	38%
Improved/Maintained Function Score		107	98%	75%	84%	23%
Abstinence/Reduced Drug Use		54	43%	70%	54%	-27%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				20	15 days	0.2	83%	90%	86%	-7%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	122	-8%
Admits	52	58	-10%
Discharges	47	62	-24% ▼
Service Hours	479	375	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	96%	50%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	9%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	51%	50%	51%	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		98	83%	75%	43%	8%
Employed		67	57%	50%	22%	7%
Stable Living Situation		112	95%	95%	44%	0%
Abstinence/Reduced Drug Use		56	47%	55%	24%	-8%
Improved/Maintained Function Score		60	91%	75%	29%	16% ▲
Self Help		17	14%	60%	12%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	92%	90%	38%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		47	90%	75%	57%	15% ▲

Data Submitted to DMHAS for 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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31		
Admits	14	-	
Discharges	9	-	
Service Hours	93	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	100%	50%
On-Time Periodic		
6 Month Updates	40%	9%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	11%	50%	51%	-39%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		23	74%	55%	24%	19%
Not Arrested		28	90%	75%	43%	15%
Stable Living Situation		27	87%	95%	44%	-8%
Employed		7	23%	50%	22%	-27%
Improved/Maintained Function Score		13	93%	75%	29%	18%
Self Help		2	6%	60%	12%	-54%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	77%	90%	38%	-13%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	21%	75%	57%	-54%

Data Submitted to DMHAS for 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 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	836	569	47% ▲
Admits	380	329	16% ▲
Discharges	508	207	145% ▲

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

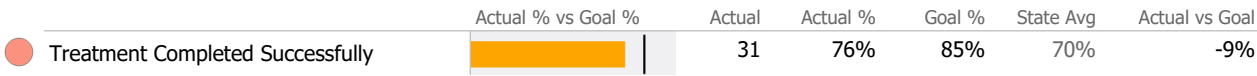
Below Goal

* State Avg based on 6 Active Pre-trial Intervention Programs Programs

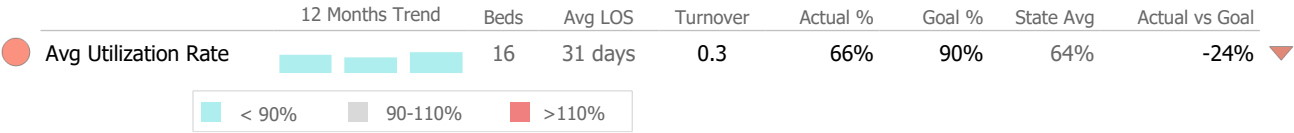
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	56	-7%
Admits	46	48	-4%
Discharges	41	45	-9%
Bed Days	965	1,088	-11% ▼

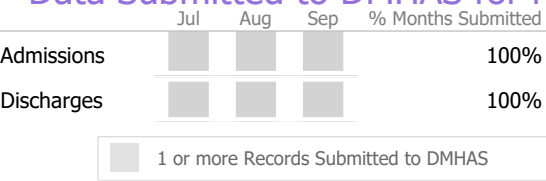
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS for Month

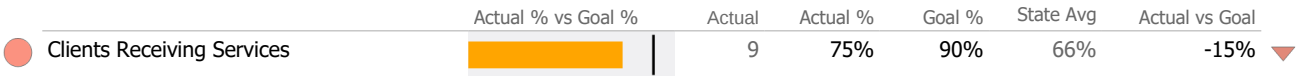


* State Avg based on 12 Active Recovery House Programs

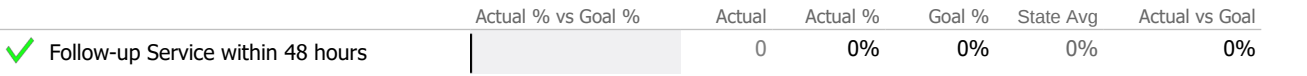
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	36	-42% ▼
Admits	12	18	-33% ▼
Discharges	10	25	-60% ▼
Service Hours	24	35	-31% ▼

Service Utilization



Jail Diversion



Data Submitted to DMHAS for 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 4 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	30	-10%
Admits	16	21	-24% ▼
Discharges	22	21	5%
Service Hours	29	42	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	25%	-10%

Jail Diversion

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

Data Submitted to DMHAS for 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 4 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	4	7	-43% ▼
Discharges	5	3	67% ▲
Service Hours	191	117	63% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	58%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		17	85%	25%	16%	60% ▲
Social Support		17	85%	60%	85%	25% ▲
Stable Living Situation		17	85%	85%	96%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	97%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 23 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	10	13	-23% ▼
Discharges	9	9	0%
Bed Days	1,122	947	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	89%	60%	79%	29% ▲
No Re-admit within 30 Days of Discharge		6	67%	85%	58%	-18% ▼
Follow-up within 30 Days of Discharge		3	38%	90%	47%	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		19	86%	70%	74%	16% ▲
Improved/Maintained Function Score		9	100%	75%	100%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	86 days	0.6	94%	90%	88%	4%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 2 Active Long Term Care 3.3 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	16	25% ▲
Admits	12	7	71% ▲
Discharges	10	8	25% ▲
Bed Days	814	656	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	70%	60%	79%	10% ▲
No Re-admit within 30 Days of Discharge		5	50%	85%	58%	-35% ▼
Follow-up within 30 Days of Discharge		4	57%	90%	47%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		12	60%	70%	74%	-10%
Improved/Maintained Function Score		10	100%	75%	100%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		11	66 days	0.6	80%	90%	88%	-10%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 2 Active Long Term Care 3.3 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Service Hours	6	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	68%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 24 Active Outreach & Engagement Programs