

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↗ > 10% Over 1 Yr Ago	Unique Clients	73	125	-42% ▼	
↘ < 10% Under 1 Yr Ago	Admits	12	41	-71% ▼	
↘ < 10% Under 1 Yr Ago	Discharges	11	43	-74% ▼	
↘ < 10% Under 1 Yr Ago	Service Hours	83	307	-73% ▼	

Consumer Satisfaction Survey

(Based on 90 FY24 Surveys)

Question Domain	Satisfied % vs Goal %	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	99% 100%	99%	80%	92%
✓ Quality and Appropriateness	98% 100%	98%	80%	93%
✓ Overall	97% 100%	97%	80%	91%
✓ General Satisfaction	96% 100%	96%	80%	92%
✓ Respect	95% 100%	95%	80%	91%
✓ Access	94% 100%	94%	80%	88%
✓ Outcome	91% 100%	91%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
Medication Assisted Treatment		60	82.2%
Case Management		13	17.8%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	2	3%	8%		Male	41	56%	58%
26-34	12	16%	18%		Female	32	44%	42%
35-44	23	32%	24%		Transgender/Other			0%
45-54	17	23%	18%					
55-64	16	22%	20%					
65+	3	4%	12%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	35	48%	64%	↗ > 10% Over State Avg	White/Caucasian	43	59%	59%
Hisp-Puerto Rican	25	34%	10%	↗ > 10% Over State Avg	Other	20	27%	12%
Hispanic-Other	10	14%	11%	↗ > 10% Over State Avg	Black/African American	8	11%	17%
Hispanic-Mexican	2	3%	1%	↗ > 10% Over State Avg	Am. Indian/Native Alaskan	1	1%	1%
Unknown	1	1%	14%	↗ > 10% Over State Avg	Unknown	1	1%	9%
Hispanic-Cuban			0%	↗ > 10% Over State Avg	Asian			1%
				↗ > 10% Over State Avg	Multiple Races			1%
				↗ > 10% Over State Avg	Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	28	-75%	▼
Admits	1	15	-93%	▼
Discharges	7	12	-42%	▼
Service Hours	9	64	-87%	▼

Service Engagement

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	33%
Discharges	1	1	1	33%
Services	1	1	1	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	4	-25%	▼
Admits	-	-		
Discharges	-	1	-100%	▼

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	100%	100%
✓ Valid TEDS Data	100%	100%
On-Time Periodic		
✓ 6 Month Updates	100%	30%
Diagnosis		
✓ Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	0%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		3	100%	50%	22%	50% ▲
✓ Abstinence/Reduced Drug Use		3	100%	55%	30%	45% ▲
✓ Not Arrested		3	100%	75%	44%	25% ▲
✓ Stable Living Situation		3	100%	95%	44%	5% ▲
● Self Help		1	33%	60%	19%	-27% ▼
● Improved/Maintained Function Score		0	0%	75%	11%	-75% ▼

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	46	24%	▲
Admits	11	5	120%	▲
Discharges	4	8	-50%	▼
Service Hours	74	129	-42%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	97%
✓ Valid TEDS Data	96%	65%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	31%	35%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	100%

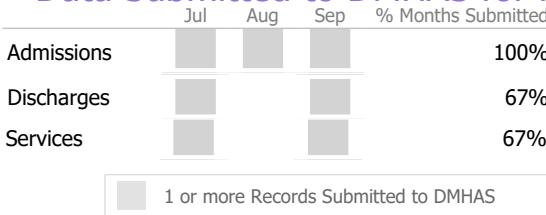
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	59%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		56	98%	75%	55%	23% ▲
✓ Abstinence/Reduced Drug Use		41	72%	55%	45%	17% ▲
✓ Self Help		43	75%	60%	20%	15% ▲
✓ Employed		33	58%	50%	26%	8%
● Stable Living Situation		52	91%	95%	52%	-4%
● Improved/Maintained Function Score		4	10%	75%	21%	-65% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		40	75%	90%	54%	-15% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 20 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	54	-89%	▼
Admits	-	21	-100%	▼
Discharges	-	22	-100%	▼
Service Hours	-	115	-100%	▼

Service Engagement

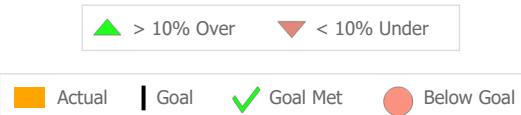
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	68%	-50% ▼

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	0%

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Outreach & Engagement Programs