

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,301	1,160	12%	▲
	Admits	429	361	19%	▲
	Discharges	436	368	18%	▲
	Service Hours	1,041	1,400	-26%	▼
	Bed Days	7,362	6,555	12%	▲

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

Consumer Satisfaction Survey (Based on 461 FY24 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	528	39.4%
	Medication Assisted Treatment	263	19.6%
	Residential Services	233	17.4%
	Recovery Support	150	11.2%
	Employment Services	98	7.3%
Mental Health	Case Management	61	4.5%
	Employment Services	8	0.6%

Client Demographics

Age				#	%	State Avg
18-25				28	2%	8%
26-34				221	17%	18%
35-44		▲		459	35%	24%
45-54				320	25%	18%
55-64				215	17%	20%
65+				57	4%	12%
Gender				#	%	State Avg
Male		▲		900	69%	58%
Female		▼		401	31%	42%
Transgender/Other					0%	0%
Race				#	%	State Avg
White/Caucasian				765	59%	59%
Other				261	20%	12%
Black/African American				256	20%	17%
Asian				7	1%	1%
Am. Indian/Native Alaskan				4	0%	1%
Multiple Races				4	0%	1%
Unknown				4	0%	9%
Hawaiian/Other Pacific Islander					0%	0%
Ethnicity				#	%	State Avg
Non-Hispanic		▲		1,070	82%	64%
Hisp-Puerto Rican				180	14%	10%
Hispanic-Other				40	3%	11%
Unknown		▼		10	1%	14%
Hispanic-Cuban				1	0%	0%
Hispanic-Mexican					0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	97	1%
Admits	12	23	-48% ▼
Discharges	15	28	-46% ▼
Service Hours	179	172	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	77%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		27	28%	35%	26%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	70%	90%	79%	-20% ▼

< 10% Under > 10% Over

Actual Goal Goal Met Below Goal

* State Avg based on 9 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	87	-76% ▼
Admits	10	78	-87% ▼
Discharges	15	50	-70% ▼
Bed Days	833	2,753	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	18%
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		14	93%	70%	75%	23% ▲
No Re-admit within 30 Days of Discharge		10	67%	85%	91%	-18% ▼
Follow-up within 30 Days of Discharge		9	64%	90%	58%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		21	95%	70%	68%	25% ▲
Improved/Maintained Function Score		15	100%	95%	91%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	80 days	0.6	75%	90%	74%	-15% ▼

< 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 17 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	528	485	9%
Admits	125	96	30% ▲
Discharges	151	114	32% ▲
Service Hours	843	1,203	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100% 92%
Valid TEDS Data		100% 50%
On-Time Periodic		
6 Month Updates		8% 9%
Diagnosis		
Valid MH/SU Diagnosis		100% 100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	21%	50%	51%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		349	64%	75%	43%	-11% ▼
Abstinence/Reduced Drug Use		208	38%	55%	24%	-17% ▼
Employed		131	24%	50%	22%	-26% ▼
Stable Living Situation		334	62%	95%	44%	-33% ▼
Improved/Maintained Function Score		139	32%	75%	29%	-43% ▼
Self Help		37	7%	60%	12%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		267	68%	90%	38%	-22% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		37	30%	75%	57%	-45% ▼

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	263	226	16% ▲
Admits	134	109	23% ▲
Discharges	107	87	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
Valid TEDS Data	82%	97%
On-Time Periodic		
6 Month Updates	0%	73%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		106	99%	50%	62%	49% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		178	66%	50%	64%	16% ▲
Employed		15	6%	40%	38%	-34% ▼
Not Arrested		110	41%	75%	88%	-34% ▼
Improved/Maintained Function Score		107	74%	75%	51%	-1%
Self Help		25	9%	60%	45%	-51% ▼
Stable Living Situation		96	36%	90%	84%	-54% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		13	5%	50%	73%	-45% ▼

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 38 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	212	72	194% ▲
Admits	138	45	207% ▲
Discharges	146	39	274% ▲
Bed Days	6,529	2,787	134% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	N/A	18%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		118	81%	70%	75%	11% ▲
No Re-admit within 30 Days of Discharge		138	95%	85%	91%	10%
Follow-up within 30 Days of Discharge		68	58%	90%	58%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		170	80%	70%	68%	10% ▲
Improved/Maintained Function Score		139	95%	95%	91%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		78	48 days	0.4	91%	90%	74%	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 17 Active Intermediate/Long Term Res.Tx 3.5 Programs

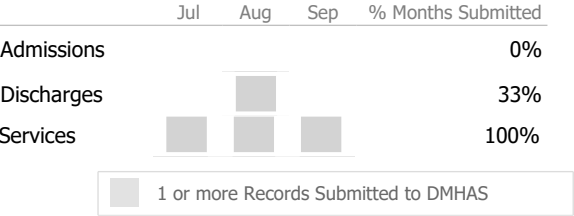
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	13	-38%	▼
Admits	-	2	-100%	▼
Discharges	2	6	-67%	▼
Service Hours	20	25	-22%	▼

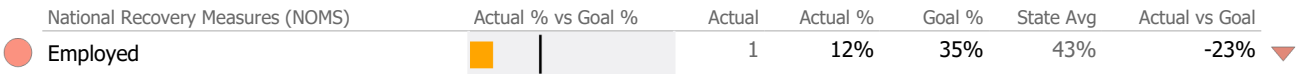
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%

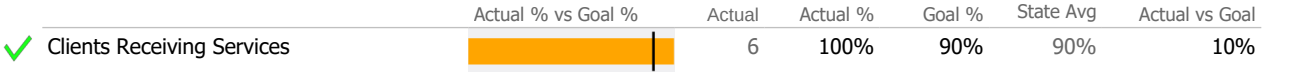
Data Submitted to DMHAS for Month



Recovery



Service Utilization



< 10% Under > 10% Over

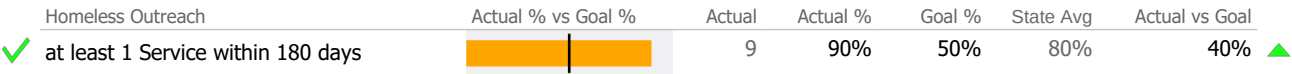
Actual Goal Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs

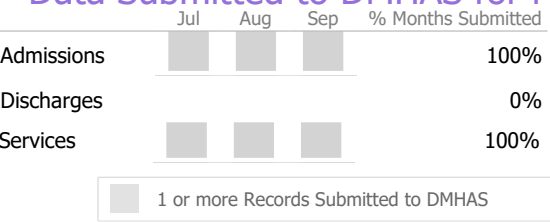
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	45	36%	▲
Admits	10	8	25%	▲
Discharges	-	8	-100%	▼
Service Hours	-	-		

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs