

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	534	675	-21%	▼
	Admits	131	182	-28%	▼
	Discharges	147	204	-28%	▼
	Service Hours	3,684	4,950	-26%	▼

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

Consumer Satisfaction Survey

(Based on 156 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Overall	<div style="width: 99%;"><div style="width: 99%;"></div></div>	99%	80%	91%
Access	<div style="width: 99%;"><div style="width: 99%;"></div></div>	99%	80%	88%
Participation in Treatment	<div style="width: 99%;"><div style="width: 99%;"></div></div>	99%	80%	92%
Respect	<div style="width: 99%;"><div style="width: 99%;"></div></div>	99%	80%	91%
General Satisfaction	<div style="width: 98%;"><div style="width: 98%;"></div></div>	98%	80%	92%
Quality and Appropriateness	<div style="width: 98%;"><div style="width: 98%;"></div></div>	98%	80%	93%
Outcome	<div style="width: 96%;"><div style="width: 96%;"></div></div>	96%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	534	100.0%

Client Demographics

Age	#	%	State Avg
18-25	7	1%	8%
26-34	68	13%	18%
35-44	176	33%	24%
45-54	166	31%	18% ▲
55-64	108	20%	20%
65+	9	2%	12%

Gender	#	%	State Avg
Male	352	66%	58%
Female	181	34%	42%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Unknown	271	51%	▲ 14%
Non-Hispanic	242	45%	▼ 64%
Hisp-Puerto Rican	16	3%	10%
Hispanic-Other	4	1%	11%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Unknown	190	36%	▲ 9%
White/Caucasian	174	33%	▼ 59%
Other	85	16%	12%
Black/African American	80	15%	17%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Asian	1	0%	1%
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	235	247	-5% ▼
Admits	66	58	14% ▲
Discharges	86	70	23% ▲
Service Hours	752	1,691	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	58%	20%

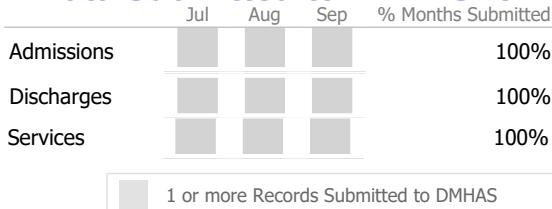
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 29%;"><div style="width: 34%; background-color: #FFA500;"></div></div>	29	34%	50%	42%	-16% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 112%;"><div style="width: 47%; background-color: #FFA500;"></div></div>	112	47%	20%	29%	27% ▲
✓ Self Help	<div style="width: 190%;"><div style="width: 80%; background-color: #FFA500;"></div></div>	190	80%	60%	35%	20% ▲
✓ Stable Living Situation	<div style="width: 206%;"><div style="width: 87%; background-color: #FFA500;"></div></div>	206	87%	80%	65%	7% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 136%;"><div style="width: 89%; background-color: #FFA500;"></div></div>	136	89%	90%	59%	-1% ▼

Data Submitted to DMHAS for Month



▲ > 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	303	334	-9%
Admits	65	85	-24% ▼
Discharges	61	89	-31% ▼
Service Hours	2,932	2,933	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		274	90%	50%	88%	40% ▲
✓ Self Help		239	79%	60%	80%	19% ▲
✓ Employed		95	31%	20%	33%	11% ▲
✓ Stable Living Situation		253	83%	80%	83%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		231	95%	90%	95%	5%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		89%	89%
On-Time Periodic ✓ 6 Month Updates		72%	72%

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 2 Active Intensive Case Management Programs