

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,278	1,142	12%	▲
	Admits	243	277	-12%	▼
	Discharges	201	173	16%	▲
	Service Hours	9,783	11,212	-13%	▼
	Bed Days	736	585	26%	▲
	S.Rehab/PHP/IOP	1,476	2,285	-35%	▼

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

Consumer Satisfaction Survey (Based on 329 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		93%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
● Outcome		77%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,069	64.3%
	Community Support	193	11.6%
	Social Rehabilitation	82	4.9%
	Employment Services	50	3.0%
	ACT	35	2.1%
	Case Management	31	1.9%
	Residential Services	4	0.2%
Forensic MH			
Addiction	Forensics Community-based	139	8.4%
	Outpatient	32	1.9%
	Medication Assisted Treatment	28	1.7%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	122	10%	8%	Female	642	50%	41%
26-34	214	17%	19%	Male	635	50%	59%
35-44	225	18%	25%	Transgender/Other	1	0%	0%
45-54	207	16%	18%				
55-64	236	18%	19%				
65+	273	21%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,038	81%	▲ 64%	White/Caucasian	1,005	79%	▲ 58%
Unknown	92	7%	14%	Black/African American	125	10%	18%
Hispanic-Other	90	7%	11%	Other	85	7%	12%
Hisp-Puerto Rican	49	4%	10%	Unknown	33	3%	9%
Hispanic-Cuban	5	0%	0%	Asian	18	1%	1%
Hispanic-Mexican	4	0%	1%	Am. Indian/Native Alaskan	9	1%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%
				Multiple Races			1%

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

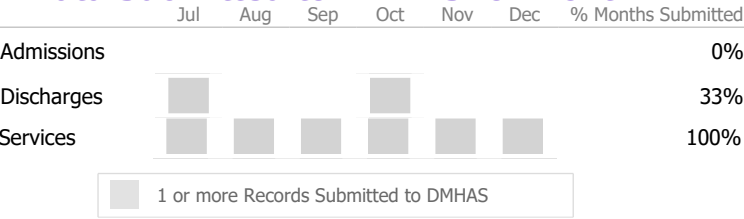
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	28	-18% ▼
Admits	-	-	
Discharges	2	3	-33% ▼
Service Hours	34	69	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	92%
Valid TEDS Data	33%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	53%	-50% ▼

Recovery

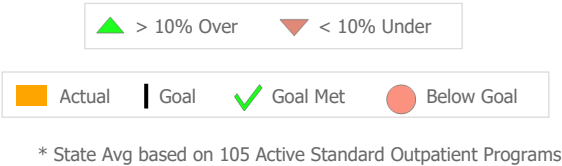
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		22	96%	75%	38%	21% ▲
Employed		0	0%	50%	25%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	27%	-55% ▼
Self Help		1	4%	60%	13%	-56% ▼
Not Arrested		2	9%	75%	47%	-66% ▼
Stable Living Situation		3	13%	95%	48%	-82% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	82%	90%	39%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		N/A	N/A	75%	63%	N/A ▼



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	-	3	-100% ▼
Discharges	1	-	
Service Hours	102	74	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	98%
Valid TEDS Data	0%	26%
On-Time Periodic		
6 Month Updates	0%	72%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	68%	-75% ▼

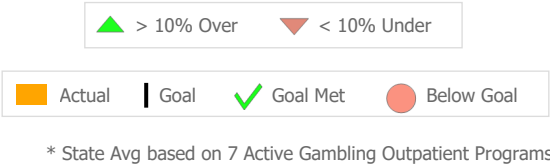
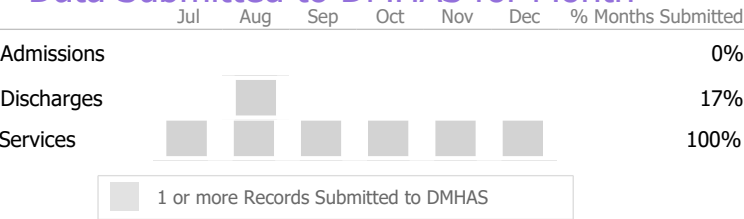
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	63%	90%	88%	-28% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		N/A	N/A	75%	69%	N/A ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	191	1%
Admits	16	17	-6%
Discharges	19	18	6%
Service Hours	1,654	2,030	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 69%	91%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 67%	87%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	8	42%	65%	60%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	152	85%	65%	53%	20% ▲
Social Support	<div><div></div></div>	126	65%	60%	80%	5%
Stable Living Situation	<div><div></div></div>	162	84%	80%	88%	4%
Employed	<div><div></div></div>	32	17%	20%	16%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	146	82%	90%	95%	-8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div><div></div></div>	<div><div></div></div>			<div><div></div></div>	<div><div></div></div>	67%
Discharges	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

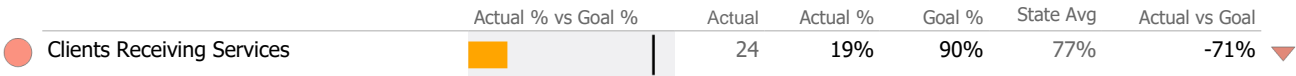
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active CSP Programs

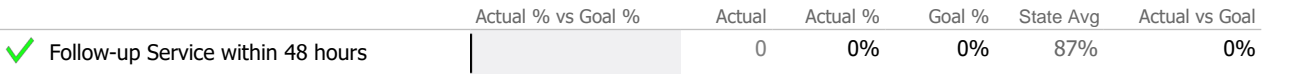
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	103	35% ▲
Admits	12	37	-68% ▼
Discharges	6	4	50% ▲
Service Hours	21	116	-82% ▼

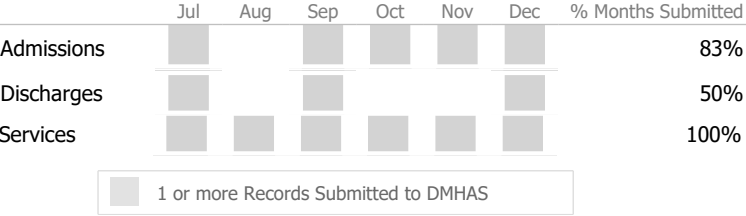
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,069	967	11% ▲
Admits	177	184	-4%
Discharges	140	123	14% ▲
Service Hours	4,905	3,956	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	10%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	14	10%	50%	45%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	722	76%	75%	43%	1%
Employed	<div><div></div></div>	209	19%	30%	24%	-11% ▼
Social Support	<div><div></div></div>	529	49%	60%	60%	-11% ▼
Stable Living Situation	<div><div></div></div>	582	54%	95%	72%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	679	74%	90%	76%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	97	56%	75%	81%	-19% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

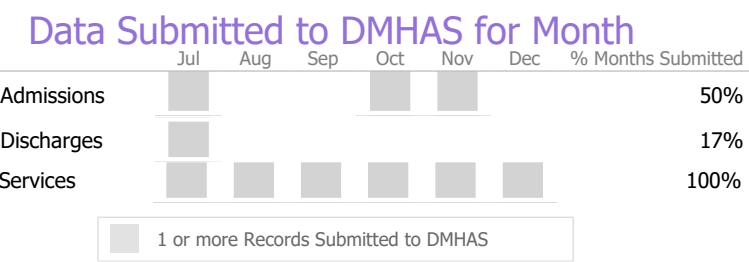
\* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	30	3%
Admits	4	8	-50% ▼
Discharges	1	5	-80% ▼
Service Hours	119		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div><div></div></div>	4	100%	50%	91%	50% ▲



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

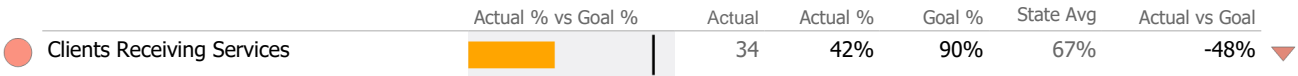
● Below Goal

\* State Avg based on 49 Active Outreach & Engagement Programs

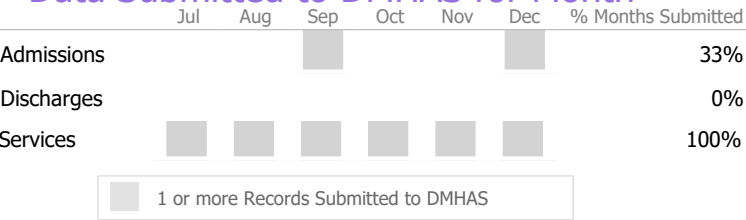
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	81	1%
Admits	2	5	-60% ▼
Discharges	-	-	
Service Hours	111	259	-57% ▼
Social Rehab/PHP/IOP Days	1,476	2,285	-35% ▼

Service Utilization



Data Submitted to DMHAS for Month



\* State Avg based on 34 Active Social Rehabilitation Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	23	22% ▲
Admits	14	12	17% ▲
Discharges	13	8	63% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	97%
Valid TEDS Data	52%	64%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	37%

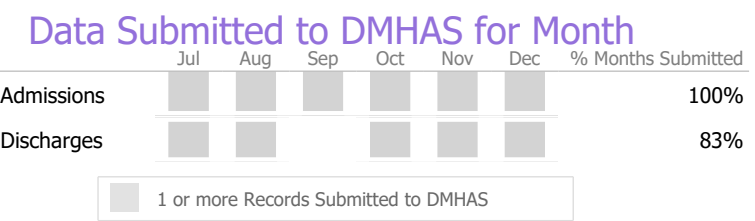
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	2	15%	50%	61%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div><div></div></div>	15	54%	55%	50%	-1%
Stable Living Situation	<div><div></div></div>	18	64%	95%	58%	-31% ▼
Not Arrested	<div><div></div></div>	12	43%	75%	62%	-32% ▼
Employed	<div><div></div></div>	2	7%	50%	28%	-43% ▼
Self Help	<div><div></div></div>	1	4%	60%	26%	-56% ▼
Improved/Maintained Function Score	<div><div></div></div>	0	0%	75%	27%	-75% ▼



▲ > 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	50	43	16% ▲
Admits	13	8	63% ▲
Discharges	12	6	100% ▲
Service Hours	410	526	-22% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed	<div><div></div></div>	16	32%	35%	42%	-3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	37	95%	90%	96%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 64%	91%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	<div><div></div></div> 55%	84%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>		<div></div>	<div></div>	83%
Discharges	<div></div>	<div></div>	<div></div>		<div></div>	<div></div>	83%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	35	0%
Admits	5	3	67% ▲
Discharges	7	3	133% ▲
Service Hours	1,826	3,670	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic		
6 Month Updates	57%	92%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	4	57%	65%	54%	-8%
No Re-admit within 30 Days of Discharge	<div><div></div></div>	7	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge	<div><div></div></div>	1	25%	90%	50%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	34	97%	60%	76%	37% ▲
Stable Living Situation	<div><div></div></div>	30	86%	60%	88%	26% ▲
Employed	<div><div></div></div>	14	40%	15%	15%	25% ▲
Improved/Maintained Function Score	<div><div></div></div>	25	83%	85%	25%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	23	92%	90%	99%	2%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							50%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	3	-100% ▼
Service Hours	601	511	18% ▲
Bed Days	736	585	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 90%	88%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 50%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	60%	65%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	3	75%	25%	12%	50% ▲
Social Support	<div><div></div></div>	3	75%	60%	85%	15% ▲
Stable Living Situation	<div><div></div></div>	4	100%	95%	97%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	4	349 days	0.5	100%	90%	89%	10%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 82 Active Supervised Apartments Programs