

## 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%	▼

&gt; 10% Over 1 Yr Ago

&gt; 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%   Goal 80%   0-80% 80-100%	95%	80%	92%
✓ Quality and Appropriateness	94%   Goal 80%   0-80% 80-100%	94%	80%	93%
✓ Respect	93%   Goal 80%   0-80% 80-100%	93%	80%	91%
✓ Overall	93%   Goal 80%   0-80% 80-100%	93%	80%	91%
✓ General Satisfaction	91%   Goal 80%   0-80% 80-100%	91%	80%	92%
✓ Access	90%   Goal 80%   0-80% 80-100%	90%	80%	88%
● Outcome	77%   Goal 80%   0-80% 80-100%	77%	80%	83%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	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%
<b>Forensic MH</b>			
	Forensics Community-based	139	8.4%
<b>Addiction</b>			
	Outpatient	32	1.9%
	Medication Assisted Treatment	28	1.7%

## Age

	#	%	State Avg
18-25	122	10%	8%
26-34	214	17%	19%
35-44	225	18%	25%
45-54	207	16%	18%
55-64	236	18%	19%
65+	273	21%	11%

## Gender

	#	%	State Avg
Female	642	50%	41%
Male	635	50%	59%
Transgender/Other	1	0%	0%

## Race

	#	%	State Avg
White/Caucasian	1,005	79%	58%
Black/African American	125	10%	18%
Other	85	7%	12%
Unknown	33	3%	9%
Asian	18	1%	1%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races			1%

## Ethnicity

	#	%	State Avg
Non-Hispanic	1,038	81%	64%
Unknown	92	7%	14%
Hispanic-Other	90	7%	11%
Hisp-Puerto Rican	49	4%	10%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	4	0%	1%

Unique Clients | State Avg | &gt; 10% Over State Avg | &gt; 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	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		
6 Month Updates	5%	8%
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%	50%	53%	-50% ▼
<b>Recovery</b>						
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% ▼

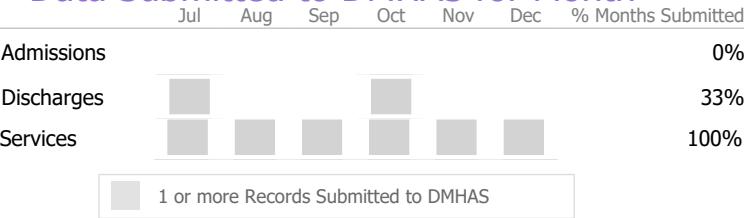
## Service Utilization

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

## Service Engagement

	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 ▼

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 105 Active Standard Outpatient Programs

## Program Activity

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

## 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

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

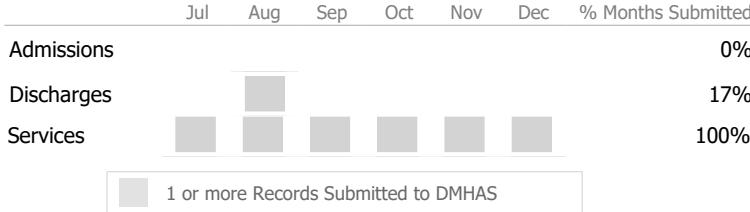
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	98%
Valid TEDS Data	0%	26%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	72%

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

## Data Submitted to DMHAS for Month



▲ > 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	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	69%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	87%

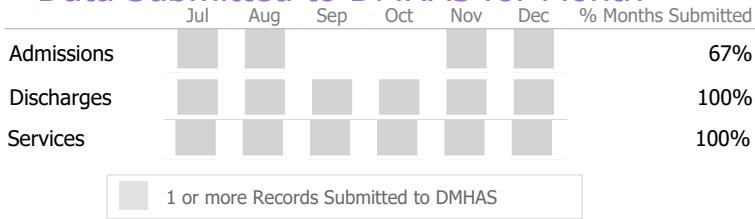
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	42%	65%	60%	-23% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		152	85%	65%	53%	20% ▲
✓ Social Support		126	65%	60%	80%	5%
✓ Stable Living Situation		162	84%	80%	88%	4%
● Employed		32	17%	20%	16%	-3%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		146	82%	90%	95%	-8%

## Data Submitted to DMHAS for Month



▲ > 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% <span style="color: green;">▲</span>
Admits	12	37	-68% <span style="color: red;">▼</span>
Discharges	6	4	50% <span style="color: green;">▲</span>
Service Hours	21	116	-82% <span style="color: red;">▼</span>

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		Actual	Actual %	Goal %	State Avg	Actual vs Goal

Clients Receiving Services

Actual % vs Goal %

24	19%	90%	77%	-71%
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## Jail Diversion

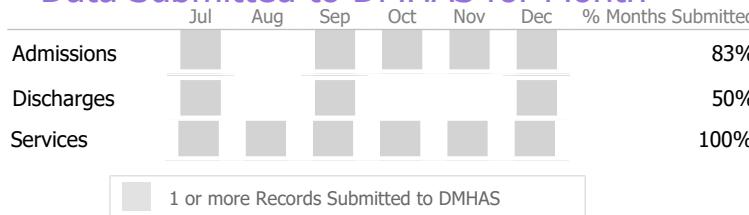
Follow-up Service within 48 hours	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		Actual	Actual %	Goal %	State Avg	Actual vs Goal

Follow-up Service within 48 hours

Actual % vs Goal %

0	0%	0%	87%	0%
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## 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		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		722	76%	75%	43%	1%
Employed		209	19%	30%	24%	-11% ▼
Social Support		529	49%	60%	60%	-11% ▼
Stable Living Situation		582	54%	95%	72%	-41% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		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		97	56%	75%	81%	-19% ▼

## Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

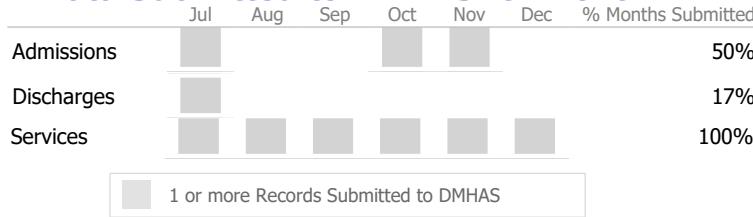
\* State Avg based on 79 Active Standard Outpatient Programs

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	30	3%
Admits	4	8	-50% <span style="color: red;">▼</span>
Discharges	1	5	-80% <span style="color: red;">▼</span>
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		4	100%	50%	91%	50% <span style="color: green;">▲</span>

**Data Submitted to DMHAS for Month**

▲ > 10% Over    ▼ < 10% Under

█ Actual    █ Goal    █ Goal Met    █ Below Goal

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

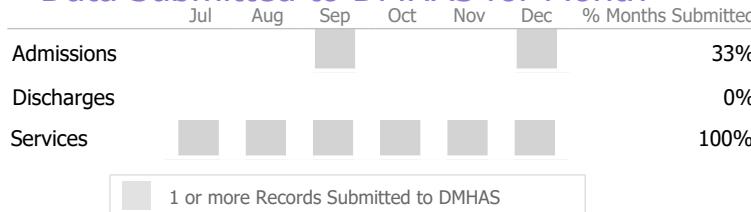
## Program Activity

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

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		34	42%	90%	67%	-48% ▼

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	23	22% <span style="color: green;">▲</span>
Admits	14	12	17% <span style="color: green;">▲</span>
Discharges	13	8	63% <span style="color: green;">▲</span>

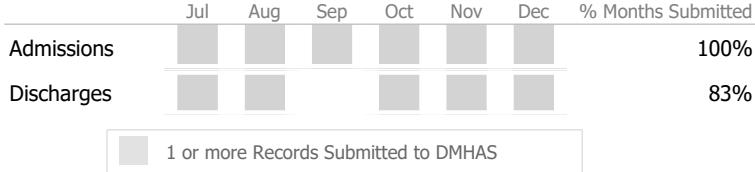
## Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data	<span style="color: orange;">█</span>	86%	97%
Valid TEDS Data	<span style="color: orange;">█</span>	52%	64%
On-Time Periodic		Actual	State Avg
6 Month Updates	<span style="color: grey;">█</span>	0%	37%
Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis	<span style="color: orange;">█</span>	100%	100%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<span style="color: orange;">█</span>	2	15%	50%	61%	-35% <span style="color: red;">▼</span>
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<span style="color: orange;">█</span>	15	54%	55%	50%	-1% <span style="color: red;">▼</span>
Stable Living Situation	<span style="color: orange;">█</span>	18	64%	95%	58%	-31% <span style="color: red;">▼</span>
Not Arrested	<span style="color: orange;">█</span>	12	43%	75%	62%	-32% <span style="color: red;">▼</span>
Employed	<span style="color: orange;">█</span>	2	7%	50%	28%	-43% <span style="color: red;">▼</span>
Self Help	<span style="color: orange;">█</span>	1	4%	60%	26%	-56% <span style="color: red;">▼</span>
Improved/Maintained Function Score	<span style="color: orange;">█</span>	0	0%	75%	27%	-75% <span style="color: red;">▼</span>

## 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	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		16	32%	35%	42%	-3%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		37	95%	90%	96%	5%

## Data Submission Quality

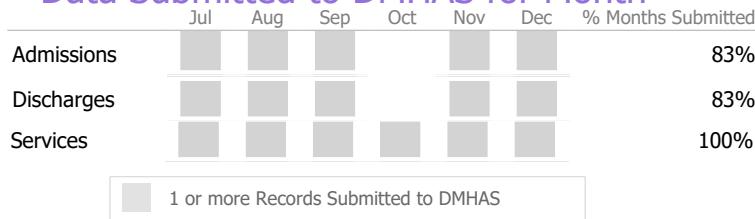
Data Entry

	Actual	State Avg
Valid NOMS Data	64%	91%

On-Time Periodic

	Actual	State Avg
6 Month Updates	55%	84%

## Data Submitted to DMHAS for Month



▲ > 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% <span style="color: green;">▲</span>
Discharges	7	3	133% <span style="color: green;">▲</span>
Service Hours	1,826	3,670	-50% <span style="color: red;">▼</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 57%;"><div style="width: 65%;"></div></div>	4	57%	65%	54%	-8%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 85%;"></div></div>	7	100%	85%	94%	15% <span style="color: green;">▲</span>
● Follow-up within 30 Days of Discharge	<div style="width: 25%;"><div style="width: 90%;"></div></div>	1	25%	90%	50%	-65% <span style="color: red;">▼</span>

## 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%

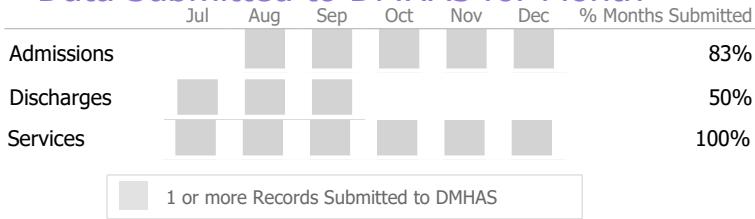
## Recovery

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

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 92%;"><div style="width: 90%;"></div></div>	23	92%	90%	99%	2% <span style="color: green;">▲</span>

## Data Submitted to DMHAS for Month



▲ > 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	90%	88%
On-Time Periodic 6 Month Updates	50%	86%

## Discharge Outcomes

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

## Recovery

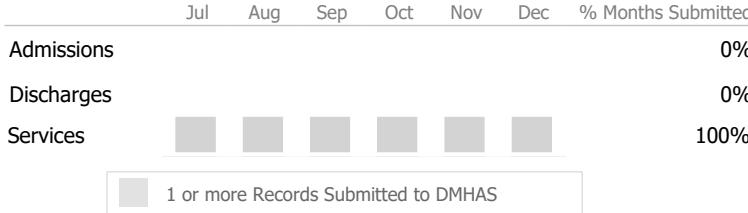
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		3	75%	25%	12%	50% ▲
✓ Social Support		3	75%	60%	85%	15% ▲
✓ Stable Living Situation		4	100%	95%	97%	5%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	50% ↓	4	349 days	0.5	100%	90%	89%	10%



## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 82 Active Supervised Apartments Programs