













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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,452	1,292	12%	▲
	Admits	200	407	-51%	▼
	Discharges	61	181	-66%	▼
	Service Hours	1,039	1,057	-2%	
	Bed Days	184	172	7%	

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

Consumer Satisfaction Survey (Based on 230 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Respect		99%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Outcome		97%	80%	83%
✓ Participation in Treatment		96%	80%	92%
✓ Access		93%	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	1,362	90.9%
Forensic SA	Case Management	106	7.1%
Mental Health	Outpatient	22	1.5%
	Case Management	8	0.5%
Forensic MH	Crisis Services	1	0.1%

Client Demographics

Age	#	%	State Avg
18-25	65	4%	8%
26-34	335	23%	19%
35-44	457	32%	25%
45-54	286	20%	18%
55-64	208	14%	19%
65+	99	7%	11%
Ethnicity	#	%	State Avg
Non-Hispanic	690	48%	64%
Unknown	280	19%	14%
Hisp-Puerto Rican	260	18%	10%
Hispanic-Other	213	15%	11%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	4	0%	0%
Gender	#	%	State Avg
Male	1,161	80%	59%
Female	291	20%	41%
Transgender/Other			0%
Race	#	%	State Avg
Black/African American	408	28%	18%
Other	380	26%	12%
Unknown	367	25%	9%
White/Caucasian	254	17%	58%
Asian	24	2%	1%
Multiple Races	9	1%	1%
Am. Indian/Native Alaskan	8	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	1	17	-94% ▼
Discharges	3	-	
Service Hours	40	25	62% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 78%	47%
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>	0	0%	50%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	20	91%	60%	60%	31% ▲
Stable Living Situation	<div><div></div></div>	22	100%	95%	72%	5%
Employed	<div><div></div></div>	4	18%	30%	24%	-12% ▼
Improved/Maintained Function Score	<div><div></div></div>	3	14%	75%	43%	-61% ▼

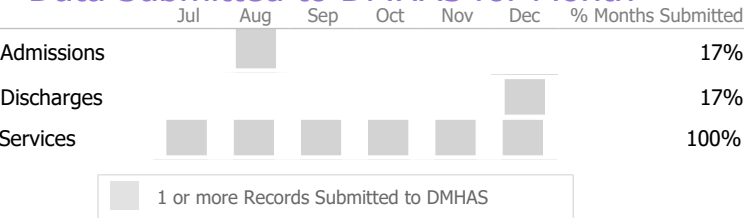
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	15	68%	90%	76%	-22% ▼

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>	1	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month



▲ > 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	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	-	
Bed Days	184	172	7%

Data Submission Quality

Data Entry	Actual	State Avg
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Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	59%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	469 days	0.5	100%	90%	64%	10%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 8 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	266	263	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	7	88%	85%	83%	3%

Service Utilization

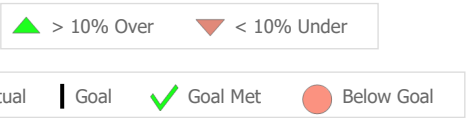
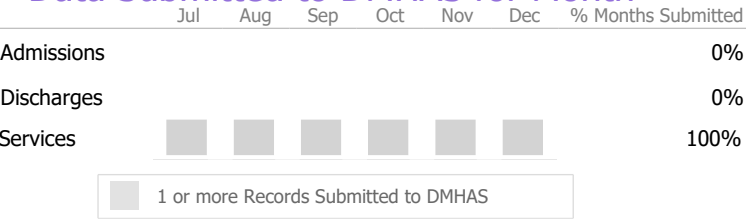
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	8	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	88% 80%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	92	5%
Admits	50	65	-23% ▼
Discharges	32	58	-45% ▼
Service Hours	397	518	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	21	66%	50%	86%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	87	90%	60%	93%	30% ▲
Stable Living Situation	<div><div></div></div>	89	92%	80%	81%	12% ▲
Employed	<div><div></div></div>	24	25%	20%	26%	5%
Self Help	<div><div></div></div>	42	43%	60%	60%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	54	75%	90%	66%	-15% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>			67%
Discharges	<div></div>	<div></div>	<div></div>		<div></div>		67%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>		83%

1 or more Records Submitted to DMHAS

▲ > 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	13	12	8%
Admits	2	8	-75% ▼
Discharges	7	10	-30% ▼
Service Hours	20	23	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	6	86%	50%	86%	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	12	92%	60%	93%	32% ▲
Self Help	<div><div></div></div>	10	77%	60%	60%	17% ▲
Employed	<div><div></div></div>	1	8%	20%	26%	-12% ▼
Stable Living Situation	<div><div></div></div>	6	46%	80%	81%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	3	50%	90%	66%	-40% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>			<div></div>			33%
Discharges	<div></div>	<div></div>	<div></div>				50%
Services	<div></div>	<div></div>	<div></div>	<div></div>			67%

1 or more Records Submitted to DMHAS

▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div></div>	N/A 97%
On-Time Periodic		
6 Month Updates	<div></div>	N/A 80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
	<div>1 or more Records Submitted to DMHAS</div>						

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<div>Stable Living Situation</div>	<div></div>	N/A	N/A	85%	83%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<div>Clients Receiving Services</div>	<div></div>	N/A	N/A	90%	88%	N/A ▼

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,362	1,107	23% ▲
Admits	147	233	-37% ▼
Discharges	19	77	-75% ▼
Service Hours	316	141	125% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	85%	51%
On-Time Periodic		
6 Month Updates	2%	8%
Diagnosis		
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>	4	21%	50%	53%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	273	20%	50%	25%	-30% ▼
Not Arrested	<div><div></div></div>	587	43%	75%	47%	-32% ▼
Abstinence/Reduced Drug Use	<div><div></div></div>	291	21%	55%	27%	-34% ▼
Stable Living Situation	<div><div></div></div>	495	36%	95%	48%	-59% ▼
Self Help	<div><div></div></div>	14	1%	60%	13%	-59% ▼
Improved/Maintained Function Score	<div><div></div></div>	20	2%	75%	38%	-73% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	120	9%	90%	39%	-81% ▼

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>	10	7%	75%	63%	-68% ▼

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>	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 105 Active Standard Outpatient Programs