

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,639	3,453	-24%	▼
	Admits	3,007	3,969	-24%	▼
	Discharges	2,955	4,322	-32%	▼
	Service Hours	19,599	20,774	-6%	
	Bed Days	19,446	19,883	-2%	

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

Consumer Satisfaction Survey (Based on 272 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Access		88%	80%	88%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Respect		86%	80%	91%
● Outcome		78%	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	1,008	26.4%
	Intake	873	22.8%
	Community Support	327	8.6%
	Crisis Services	172	4.5%
	Social Rehabilitation	134	3.5%
	Employment Services	86	2.2%
	Case Management	65	1.7%
	ACT	48	1.3%
	Consultation	45	1.2%
	Residential Services	23	0.6%
Addiction	Residential Services	604	15.8%
	Outpatient	169	4.4%
	Case Management	128	3.3%
	Employment Services	81	2.1%
Forensic SA	Forensics Community-based	61	1.6%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	266	10%	8%	Male	1,512	57%	59%
26-34	520	20%	19%	Female	1,123	43%	41%
35-44	649	25%	25%	Transgender/Other	4	0%	0%
45-54	471	18%	18%				
55-64	487	18%	19%				
65+	241	9%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,435	54%	64%	White/Caucasian	1,144	43%	▼ 58%
Hispanic-Other	520	20%	11%	Unknown	704	27%	▲ 9%
Unknown	519	20%	14%	Black/African American	654	25%	18%
Hisp-Puerto Rican	158	6%	10%	Hawaiian/Other Pacific Islander	61	2%	0%
Hispanic-Mexican	7	0%	1%	Multiple Races	39	1%	1%
Hispanic-Cuban			0%	Asian	17	1%	1%
				Am. Indian/Native Alaskan	14	1%	1%
				Other	6	0%	▼ 12%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	35	29%	▲
Admits	13	18	-28%	▼
Discharges	16	8	100%	▲
Service Hours	54	57	-5%	

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	33	12% ▲
Admits	9	7	29% ▲
Discharges	8	8	0%
Service Hours	1,591	1,489	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	93%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
Valid MH/SU Diagnosis	97%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	65%	54%	-15% ▼
No Re-admit within 30 Days of Discharge		7	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		2	50%	90%	50%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		36	97%	60%	76%	37% ▲
Stable Living Situation		34	92%	60%	88%	32% ▲
Employed		4	11%	15%	15%	-4%
Improved/Maintained Function Score		29	97%	85%	25%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
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	873	1,067	-18%	▼
Admits	928	1,165	-20%	▼
Discharges	928	1,165	-20%	▼
Service Hours	822	1,080	-24%	▼

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

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 17 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	335	381	-12% ▼
Admits	25	53	-53% ▼
Discharges	41	57	-28% ▼
Service Hours	2,918	2,935	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	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		30	73%	50%	45%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		335	99%	60%	60%	39% ▲
Improved/Maintained Function Score		310	99%	75%	43%	24% ▲
Stable Living Situation		304	90%	95%	72%	-5%
Employed		47	14%	30%	24%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		301	99%	90%	76%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	92%	75%	81%	17% ▲

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Career Opportunities

InterCommunity Inc.

Mental Health - Employment Services - Employment Services

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	125	-31% ▼
Admits	32	54	-41% ▼
Discharges	36	63	-43% ▼
Service Hours	1,221	1,387	-12% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		39	45%	35%	42%	10% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		55	98%	90%	96%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	91%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	97%	84%

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



* State Avg based on 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	34	29% ▲
Admits	30	23	30% ▲
Discharges	20	22	-9%
Service Hours	-	-	
Bed Days	3,628	2,300	58% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
Valid TEDS Data	93%	94%
On-Time Periodic		
6 Month Updates	50%	33%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	70%	85%	80%	-15% ▼
No Re-admit within 30 Days of Discharge		12	60%	85%	83%	-25% ▼
Follow-up within 30 Days of Discharge		6	43%	90%	66%	-47% ▼

Recovery

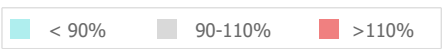
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		40	91%	70%	94%	21% ▲
Employed		8	18%	60%	35%	-42% ▼
Improved/Maintained Function Score		11	42%	75%	73%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	84%	90%	36%	-6%

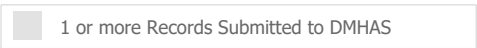
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	145 days	0.2	152%	90%	94%	62% ▲



Data Submitted to DMHAS for Month

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

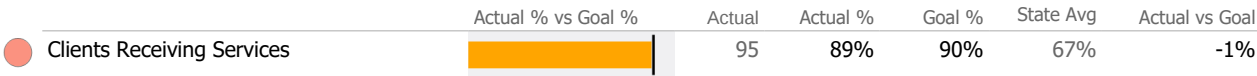


* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

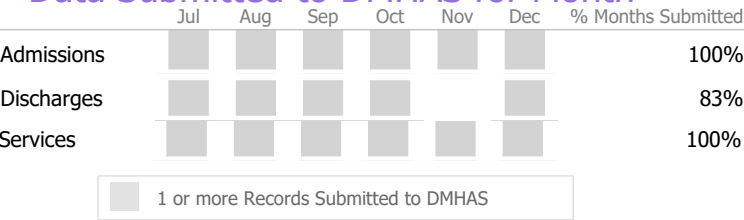
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	90	49% ▲
Admits	44	26	69% ▲
Discharges	21	19	11% ▲
Service Hours	740	571	30% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS for Month



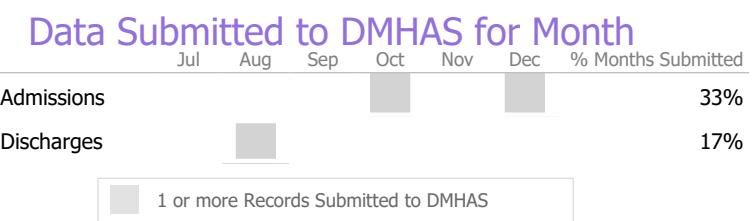
* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	17	12% ▲
Admits	2	-	
Discharges	1	-	
Bed Days	3,072	3,128	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	88%
On-Time Periodic		
6 Month Updates	94%	86%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

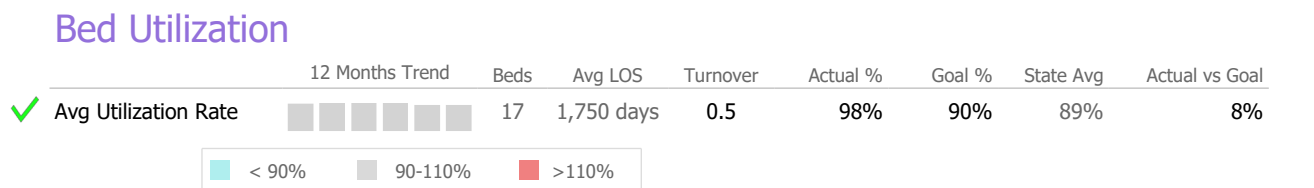


Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	65%	-60% ▼
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
✓ Social Support		19	100%	60%	85%	40% ▲
✓ Stable Living Situation		18	95%	95%	97%	0%
✓ Improved/Maintained Function Score		17	100%	95%	72%	5%
● Employed		1	5%	25%	12%	-20% ▼



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 82 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	19	-16% ▼
Admits	11	17	-35% ▼
Discharges	7	14	-50% ▼
Service Hours	-	-	
Bed Days	1,419	1,298	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	84%
Valid TEDS Data	90%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	4%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

✓ Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			5	71%	70%	76%	1%
● No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			5	71%	85%	92%	-14% ▼
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			4	80%	90%	60%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		8	47%	70%	75%	-23% ▼
● Improved/Maintained Function Score		7	88%	95%	89%	-7%

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	10	131 days	0.4	77%	90%	74%	-13% ▼

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							67%
Services							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

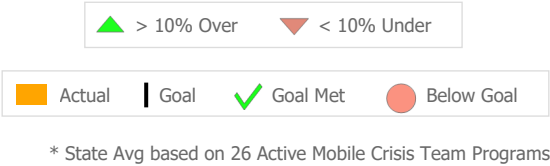
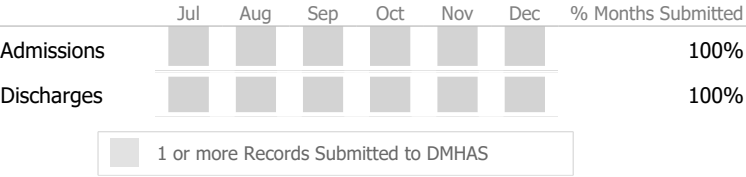
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	172	175	-2%
Admits	233	227	3%
Discharges	233	227	3%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		207	92%	90%	79%	2%
✓ Community Location Evaluation		222	99%	80%	83%	19% ▲
✓ Follow-up Service within 48 hours		190	98%	90%	89%	8%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	327	331	-1%
Admits	123	96	28% ▲
Discharges	91	109	-17% ▼
Service Hours	5,163	4,894	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	87%
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		74	81%	65%	60%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		330	100%	60%	80%	40% ▲
✓ Improved/Maintained Function Score		238	100%	65%	53%	35% ▲
✓ Employed		68	21%	20%	16%	1%
● Stable Living Situation		261	79%	80%	88%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		198	94%	90%	95%	4%

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

▲ > 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	72	79	-9%
Admits	20	27	-26% ▼
Discharges	32	21	52% ▲
Service Hours	974	1,011	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
On-Time Periodic		
6 Month Updates	96%	47%
Diagnosis		
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	53%	50%	45%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		70	97%	60%	60%	37% ▲
✓ Employed		22	31%	30%	24%	1%
✓ Improved/Maintained Function Score		50	89%	75%	43%	14% ▲
● Stable Living Situation		63	88%	95%	72%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	96%	90%	76%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	85%	75%	81%	10%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

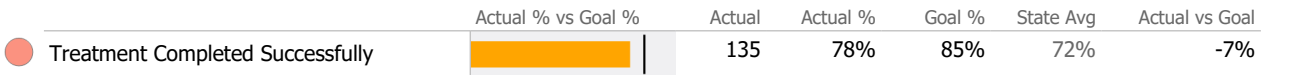
● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

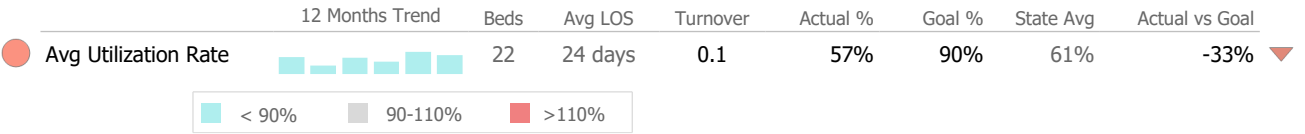
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	229	-31%	▼
Admits	162	273	-41%	▼
Discharges	173	272	-36%	▼
Bed Days	2,326	2,771	-16%	▼

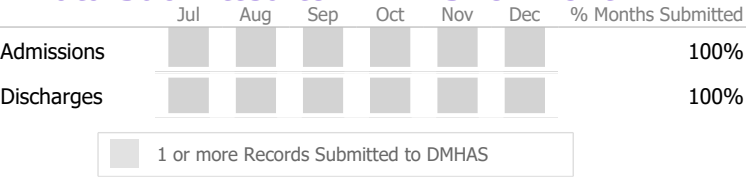
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS for Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	40	63% ▲
Admits	46	24	92% ▲
Discharges	49	25	96% ▲
Service Hours	140	89	57% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	94%
On-Time Periodic		
6 Month Updates	25%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		40	82%	50%	63%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		69	99%	60%	73%	39% ▲
✓ Stable Living Situation		65	93%	80%	81%	13% ▲
● Employed		0	0%	20%	14%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	84%	90%	78%	-6%

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	342	-63% ▼
Admits	87	122	-29% ▼
Discharges	64	288	-78% ▼
Service Hours	259	551	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	92%
Valid TEDS Data	56%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	43%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		60	94%	50%	53%	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		34	26%	50%	25%	-24% ▼
Not Arrested		71	53%	75%	47%	-22% ▼
Stable Living Situation		94	71%	95%	48%	-24% ▼
Abstinence/Reduced Drug Use		27	20%	55%	27%	-35% ▼
Self Help		22	17%	60%	13%	-43% ▼
Improved/Maintained Function Score		29	41%	75%	38%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	67%	90%	39%	-23% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		51	61%	75%	63%	-14% ▼

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

▲ > 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	665	962	-31% ▼
Admits	392	476	-18% ▼
Discharges	370	586	-37% ▼
Service Hours	4,234	4,560	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
On-Time Periodic		
6 Month Updates	92%	47%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		294	79%	50%	45%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		676	100%	60%	60%	40% ▲
✓ Employed		269	40%	30%	24%	10% ▲
● Stable Living Situation		601	89%	95%	72%	-6%
● Improved/Maintained Function Score		290	69%	75%	43%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		303	89%	90%	76%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		294	77%	75%	81%	2%

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

▲ > 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	43	108	-60% ▼
Admits	14	18	-22% ▼
Discharges	14	57	-75% ▼
Service Hours	447	741	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	92%
Valid TEDS Data	88%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	8%
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		12	86%	50%	53%	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	58%	55%	27%	3%
Employed		20	47%	50%	25%	-3%
Stable Living Situation		35	81%	95%	48%	-14% ▼
Improved/Maintained Function Score		26	87%	75%	38%	12% ▲
Not Arrested		24	56%	75%	47%	-19% ▼
Self Help		14	33%	60%	13%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	96%	90%	39%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	100%	75%	63%	25% ▲

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

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

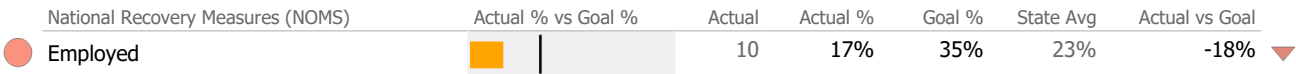
Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	68	-13% ▼
Admits	18	49	-63% ▼
Discharges	31	34	-9%

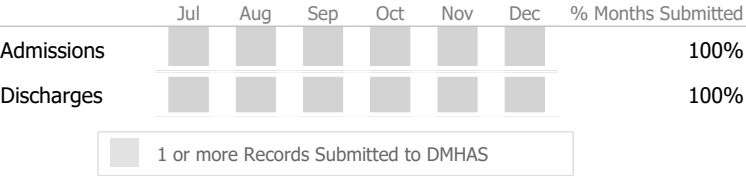
Recovery



Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	91%
✓ Valid TEDS Data	66%	61%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	61%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	10%

Data Submitted to DMHAS for Month



* State Avg based on 10 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	436	774	-44% ▼
Admits	491	935	-47% ▼
Discharges	496	936	-47% ▼
Bed Days	2,177	3,744	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	90%
Valid TEDS Data	94%	98%
On-Time Periodic		
6 Month Updates	N/A	100%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

● Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			349	70%	80%	77%	-10% ▼
● No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			392	79%	85%	80%	-6%
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			200	57%	90%	59%	-33% ▼

Bed Utilization

		12 Months Trend					Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate						12	5 days	0.0	99%	90%	83%	9%
		< 90% 90-110% >110%											

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
1 or more Records Submitted to DMHAS							

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

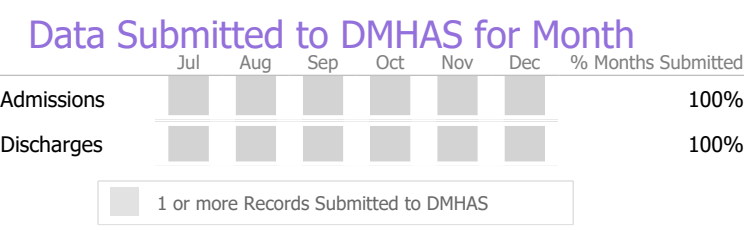
* State Avg based on 6 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43		
Admits	44	-	
Discharges	32	-	
Bed Days	1,990	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	84%
Valid TEDS Data	97%	96%
On-Time Periodic		
6 Month Updates	N/A	4%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		17	53%	70%	76%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		30	94%	85%	92%	9%
● Follow-up within 30 Days of Discharge		11	65%	90%	60%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		26	59%	70%	75%	-11% ▼
● Improved/Maintained Function Score		25	78%	95%	89%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	58 days	0.2	90%	90%	74%	0%

< 90%

90-110%

>110%

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

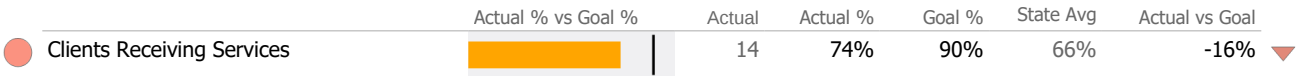
● Below Goal

* State Avg based on 17 Active Intermediate/Long Term Res.Tx 3.5 Programs

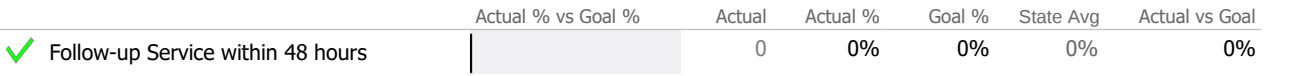
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	49	24% ▲
Admits	47	33	42% ▲
Discharges	43	38	13% ▲
Service Hours	47	35	36% ▲

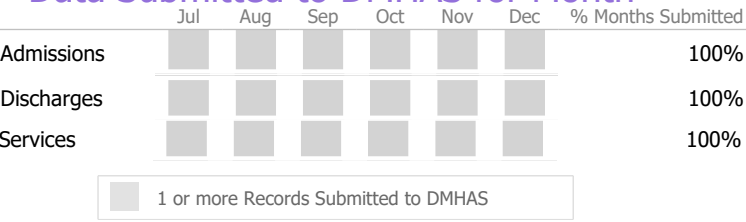
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	217	-37% ▼
Admits	119	199	-40% ▼
Discharges	133	207	-36% ▼
Bed Days	2,238	4,441	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	86%
Valid TEDS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

● Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			101	76%	80%	74%	-4%
✓ No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			121	91%	85%	85%	6%
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			72	71%	90%	61%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		91	65%	60%	67%	5%
● Abstinence/Reduced Drug Use		96	68%	70%	60%	-2%
● Improved/Maintained Function Score		89	67%	75%	85%	-8%

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	12	18 days	0.1	101%	90%	81%	11% ▲
< 90% 90-110% > 110%							

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
1 or more Records Submitted to DMHAS							

▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

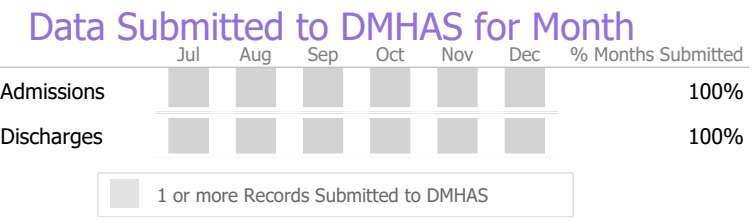
* State Avg based on 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	44	30% ▲
Admits	48	34	41% ▲
Discharges	45	34	32% ▲
Bed Days	2,227	1,834	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	84%
Valid TEDS Data	94%	96%
On-Time Periodic		
6 Month Updates	N/A	4%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%



Discharge Outcomes

● Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			27	60%	70%	76%	-10% ▼
✓ No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			41	91%	85%	92%	6%
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			17	63%	90%	60%	-27% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use			39	67%	70%	75%	-3%
● Improved/Maintained Function Score			28	62%	95%	89%	-33% ▼

Bed Utilization

✓ Avg Utilization Rate		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
			12	56 days	0.2	101%	90%	74%	11% ▲

< 90%

90-110%

> 110%

▲ > 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	24	43	-44% ▼
Admits	19	2	850% ▲
Discharges	3	40	-93% ▼
Service Hours	15	12	30% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		6	25%	35%	23%	-10%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		3	21%	90%	75%	-69% ▼

Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data		76% 91%
On-Time Periodic		Actual	State Avg
●	6 Month Updates		0% 61%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							17%
Services							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

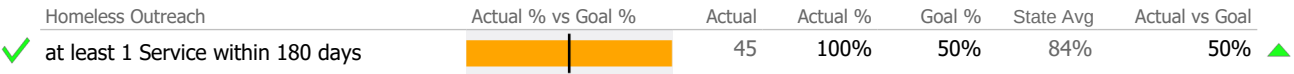
Actual | Goal Goal Met Below Goal

* State Avg based on 10 Active Employment Services Programs

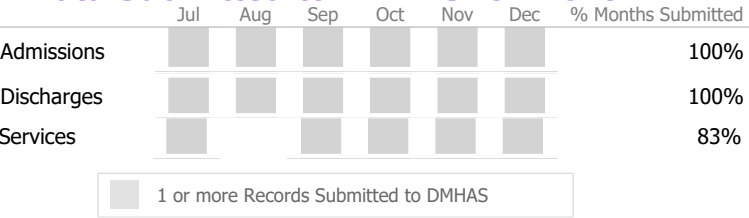
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	128	157	-18%	▼
Admits	46	87	-47%	▼
Discharges	63	89	-29%	▼
Service Hours	119	272	-56%	▼

Service Engagement



Data Submitted to DMHAS for Month



* State Avg based on 25 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	2	2	0%
Discharges	3	2	50% ▲
Service Hours	444	659	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic		
6 Month Updates	100%	92%

Discharge Outcomes

✓ Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		3	100%	65%	54%	35% ▲
● No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		1	33%	85%	94%	-52% ▼
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		1	33%	90%	50%	-57% ▼

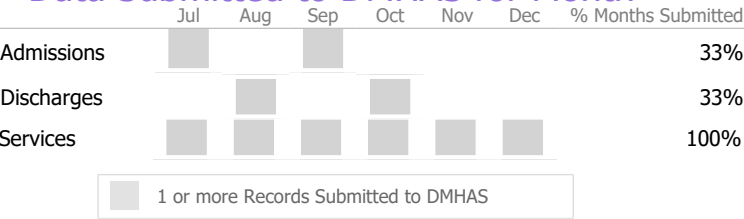
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	76%	40% ▲
✓ Stable Living Situation		11	100%	60%	88%	40% ▲
✓ Employed		6	55%	15%	15%	40% ▲

Service Utilization

✓ Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		9	100%	90%	99%	10%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	3	33% ▲
Admits	2	2	0%
Discharges	2	1	100% ▲
Service Hours	409	430	-5%
Bed Days	369	367	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	86%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	60%	65%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	79%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	85%	40% ▲
Employed		2	50%	25%	12%	25% ▲
Stable Living Situation		4	100%	95%	97%	5%
Improved/Maintained Function Score		2	100%	95%	72%	5%

Bed Utilization

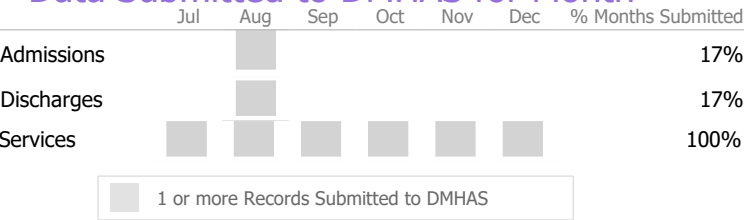
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	207 days	0.3	100%	90%	89%	10%

< 90%

90-110%

>110%

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