

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,255	2,122	6%
	Admits	1,844	1,968	-6%
	Discharges	2,003	1,983	1%
	Service Hours	2,957	2,529	17% ▲
	Bed Days	11,135	10,937	2%

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

Consumer Satisfaction Survey (Based on 1,521 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Overall		89%	80%	91%
✓ Respect		87%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		83%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	1,251	53.5%
Addiction			
	Residential Services	611	26.1%
	Outpatient	326	13.9%
	Case Management	75	3.2%
	Forensics Community-based	51	2.2%
Mental Health			
	Residential Services	24	1.0%

Client Demographics

Age	#	%	State Avg
18-25	265	12%	8%
26-34	589	26%	19%
35-44	661	29%	25%
45-54	342	15%	18%
55-64	282	13%	19%
65+	113	5%	11%
Gender	#	%	State Avg
Male	1,567	69%	59%
Female	684	30% ▼	41%
Transgender/Other	4	0%	0%
Ethnicity	#	%	State Avg
Non-Hispanic	1,473	65%	64%
Hispanic-Other	574	25% ▲	11%
Hisp-Puerto Rican	99	4%	10%
Unknown	92	4%	14%
Hispanic-Mexican	13	1%	1%
Hispanic-Cuban	4	0%	0%
Race	#	%	State Avg
White/Caucasian	1,764	78% ▲	58%
Black/African American	278	12%	18%
Other	125	6%	12%
Unknown	56	2%	9%
Asian	22	1%	1%
Am. Indian/Native Alaskan	7	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	52	12% ▲
Admits	26	13	100% ▲
Discharges	25	36	-31% ▼
Service Hours	191	179	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	90%
On-Time Periodic		
6 Month Updates	100%	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	72%	50%	68%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		15	26%	20%	32%	6%
● Stable Living Situation		27	47%	80%	69%	-33% ▼
● Self Help		4	7%	60%	42%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		31	78%	90%	84%	-12% ▼

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	442	410	8%
Admits	512	477	7%
Discharges	511	475	8%
Bed Days	2,280	2,123	7%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		359	70%	80%	77%	-10% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		425	83%	85%	80%	-2%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		233	65%	90%	59%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	4 days	0.0	89%	90%	83%	-1%

< 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	113	105	8%
Admits	29	28	4%
Discharges	29	30	-3%
Service Hours	1,044	883	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	46%	26%
On-Time Periodic		
6 Month Updates	100%	72%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	55%	75%	68%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		18	62%	75%	69%	-13% ▼

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

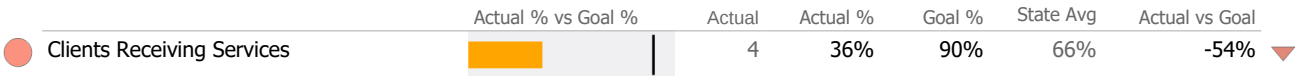
Actual | Goal Goal Met Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

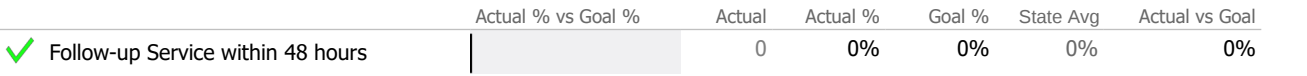
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	33	-27% ▼
Admits	15	29	-48% ▼
Discharges	16	26	-38% ▼
Service Hours	28	70	-60% ▼

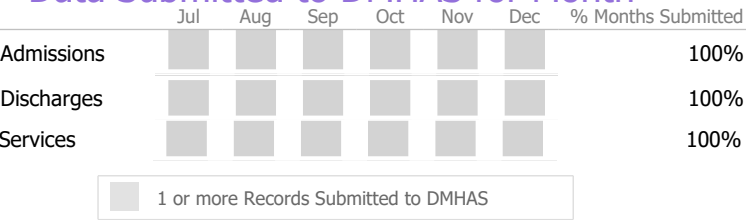
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	21	14% ▲
Admits	13	7	86% ▲
Discharges	11	15	-27% ▼
Service Hours	70	90	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		4	36%	50%	53%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		18	69%	50%	25%	19% ▲
Not Arrested		25	96%	75%	47%	21% ▲
Abstinence/Reduced Drug Use		15	58%	55%	27%	3%
Stable Living Situation		23	88%	95%	48%	-7%
Improved/Maintained Function Score		14	88%	75%	38%	13% ▲
Self Help		5	19%	60%	13%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	39%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	62%	75%	63%	-13% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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	202	209	-3%
Admits	199	211	-6%
Discharges	202	204	-1%
Bed Days	3,066	3,043	1%

Data Submission Quality

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

Discharge Outcomes

Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		151	75%	80%	74%	-5%
No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		183	91%	85%	85%	6%
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		89	59%	90%	61%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		213	98%	60%	67%	38% ▲
Improved/Maintained Function Score		194	96%	75%	85%	21% ▲
Abstinence/Reduced Drug Use		94	43%	70%	60%	-27% ▼

Bed Utilization

12 Months Trend		Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	16 days	0.1	83%	90%	81%	-7%
< 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	147	160	-8%
Admits	96	101	-5%
Discharges	94	103	-9%
Service Hours	932	850	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	98%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		60	64%	50%	53%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		101	62%	50%	25%	12% ▲
Not Arrested		139	86%	75%	47%	11% ▲
Abstinence/Reduced Drug Use		92	57%	55%	27%	2%
Stable Living Situation		155	96%	95%	48%	1%
Improved/Maintained Function Score		105	93%	75%	38%	18% ▲
Self Help		24	15%	60%	13%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	92%	90%	39%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		79	86%	75%	63%	11% ▲

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	42	8	425% ▲
Admits	26	8	225% ▲
Discharges	21	1	2000% ▲
Service Hours	184	29	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	100%	51%
On-Time Periodic		
6 Month Updates	100%	8%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	14%	50%	53%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		31	72%	55%	27%	17% ▲
Not Arrested		40	93%	75%	47%	18% ▲
Stable Living Situation		38	88%	95%	48%	-7%
Improved/Maintained Function Score		26	93%	75%	38%	18% ▲
Employed		10	23%	50%	25%	-27% ▼
Self Help		3	7%	60%	13%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	77%	90%	39%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	27%	75%	63%	-48% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal

✓ Goal Met

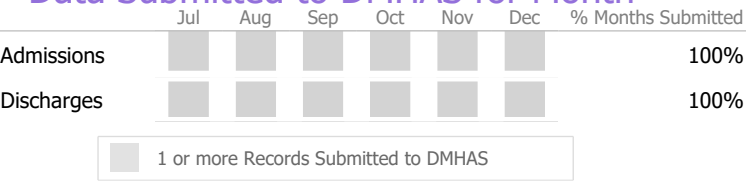
● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,199	972	23% ▲
Admits	722	731	-1%
Discharges	885	512	73% ▲

Data Submitted to DMHAS for Month

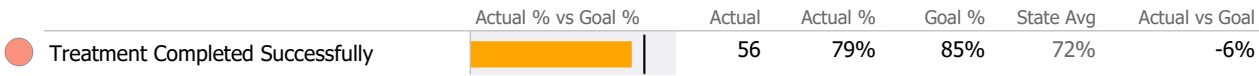


* State Avg based on 6 Active Pre-trial Intervention Programs Programs

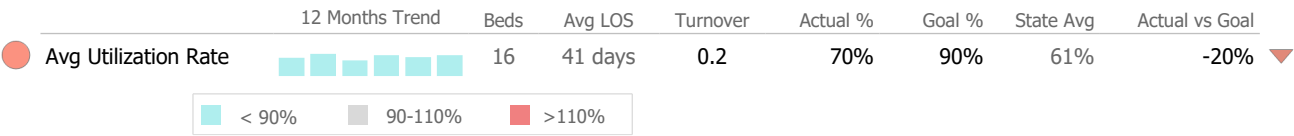
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	86	-6%
Admits	76	91	-16% ▼
Discharges	71	92	-23% ▼
Bed Days	2,065	2,213	-7%

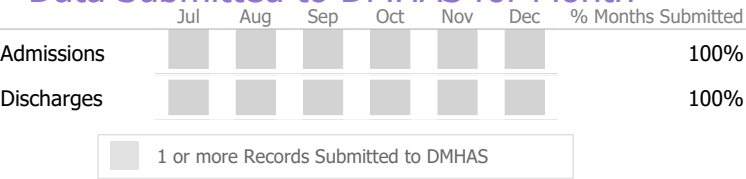
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS for Month

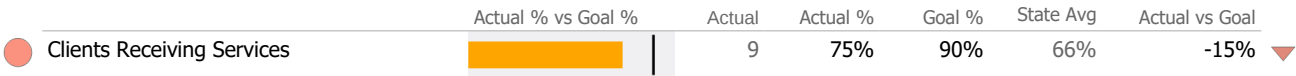


* State Avg based on 12 Active Recovery House Programs

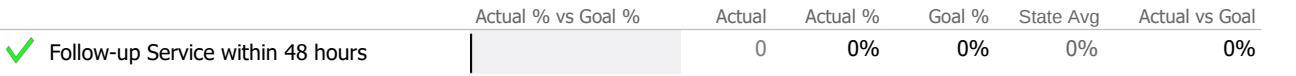
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	58	-48% ▼
Admits	21	40	-48% ▼
Discharges	24	48	-50% ▼
Service Hours	41	78	-47% ▼

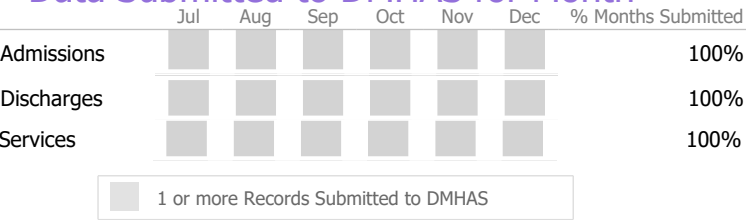
Service Utilization



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	51	50	2%
Admits	43	42	2%
Discharges	42	45	-7%
Service Hours	59	84	-30% ▼

Service Utilization

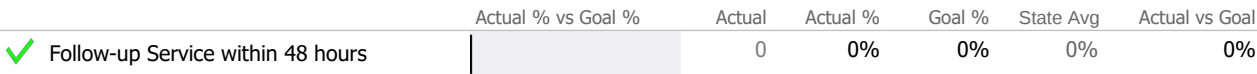


Data Submission Quality

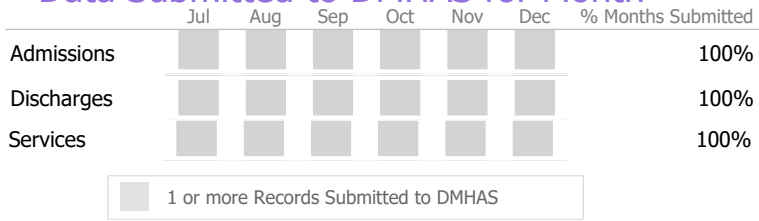
Data Entry	Actual	State Avg
Valid TEDS Data		N/A

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

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	24	21	14% ▲
Admits	8	10	-20% ▼
Discharges	8	11	-27% ▼
Service Hours	365	266	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic		
6 Month Updates	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	59%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		21	88%	25%	16%	63% ▲
Social Support		21	88%	60%	86%	28% ▲
Stable Living Situation		21	88%	85%	96%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	97%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 23 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	35	-11% ▼
Admits	21	26	-19% ▼
Discharges	22	24	-8%
Bed Days	2,238	2,060	9%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	77%	60%	81%	17% ▲
No Re-admit within 30 Days of Discharge		14	64%	85%	60%	-21% ▼
Follow-up within 30 Days of Discharge		8	47%	90%	49%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		28	85%	70%	78%	15% ▲
Improved/Maintained Function Score		22	100%	75%	100%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	106 days	0.3	94%	90%	84%	4%

< 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 2 Active Long Term Care 3.3 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	21	29% ▲
Admits	19	13	46% ▲
Discharges	21	15	40% ▲
Bed Days	1,486	1,498	-1%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	86%	60%	81%	26% ▲
No Re-admit within 30 Days of Discharge		12	57%	85%	60%	-28% ▼
Follow-up within 30 Days of Discharge		9	50%	90%	49%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		21	100%	75%	100%	25% ▲
Abstinence/Reduced Drug Use		19	70%	70%	78%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		11	81 days	0.3	73%	90%	84%	-17% ▼

< 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 2 Active Long Term Care 3.3 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18		
Admits	18	-	
Discharges	7	-	
Service Hours	45	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		15	83%	50%	84%	33% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■	■	■	■	67%
Discharges				■	■	■	50%
Services			■	■	■	■	67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■

 Actual

|

 Goal

✓

 Goal Met

●

 Below Goal

* State Avg based on 25 Active Outreach & Engagement Programs