

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	421	804	-48%	▼
	Admits	69	275	-75%	▼
	Discharges	314	350	-10%	
	Service Hours	881	1,857	-53%	▼
	S.Rehab/PHP/IOP	123	158	-22%	▼

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

Consumer Satisfaction Survey (Based on 6 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	386	84.3%
	IOP	27	5.9%
	Medication Assisted Treatment	24	5.2%
	Case Management	18	3.9%
Mental Health	Case Management	3	0.7%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	30	7%	8%	Female	212	50%	41%
26-34	85	21%	19%	Male	209	50%	59%
35-44	126	31%	25%	Transgender/Other			0%
45-54	78	19%	18%				
55-64	60	15%	19%				
65+	26	6%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	332	79%	▲ 64%	White/Caucasian	323	77%	▲ 58%
Hisp-Puerto Rican	54	13%	10%	Other	42	10%	12%
Hispanic-Other	22	5%	11%	Black/African American	27	6%	▼ 18%
Unknown	9	2%	▼ 14%	Unknown	21	5%	9%
Hispanic-Mexican	4	1%	1%	Asian	3	1%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander	3	1%	0%
				Am. Indian/Native Alaskan	2	0%	1%
				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	297	535	-44% ▼
Admits	41	146	-72% ▼
Discharges	180	168	7%
Service Hours	666	1,436	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	92%
Valid TEDS Data	83%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	9%	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		82	46%	50%	53%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		222	75%	75%	38%	0%
Abstinence/Reduced Drug Use		153	51%	55%	27%	-4%
Employed		105	35%	50%	25%	-15% ▼
Not Arrested		163	55%	75%	47%	-20% ▼
Stable Living Situation		219	73%	95%	48%	-22% ▼
Self Help		38	13%	60%	13%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		100	51%	90%	39%	-39% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	22%	75%	63%	-53% ▼

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% Under > 10% Over

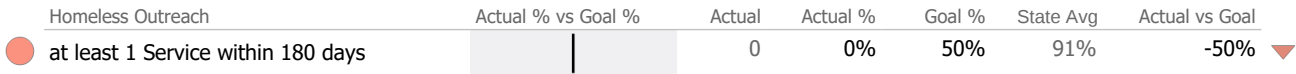
Actual Goal Goal Met Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

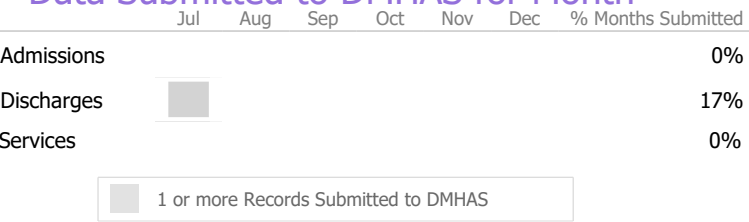
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	44	-98%	▼
Admits	-	13	-100%	▼
Discharges	1	31	-97%	▼
Service Hours	-	68	-100%	▼

Service Engagement



Data Submitted to DMHAS for Month



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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 88%
Valid TEDS Data		N/A 87%
On-Time Periodic		Actual State Avg
6 Month Updates		N/A 5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	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%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	52%	-55% ▼
Employed		N/A	N/A	50%	27%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	69%	-75% ▼
Not Arrested		N/A	N/A	75%	70%	-75% ▼
Self Help		N/A	N/A	60%	31%	-60% ▼
Stable Living Situation		N/A	N/A	95%	79%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	49%	N/A ▼

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 61 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	24	-25%	▼
Admits	-	-		
Discharges	9	7	29%	▲
Service Hours	-	1	-100%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	84%	-50% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							33%
Services							0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	27	-11% ▼
Admits	-	1	-100% ▼
Discharges	4	3	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%
Valid TEDS Data	94%	64%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	37%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

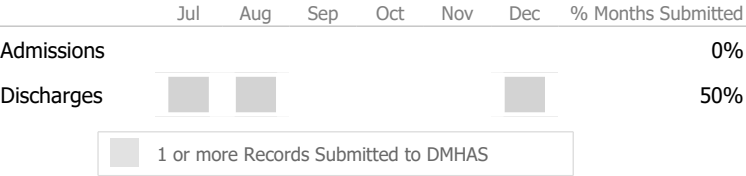
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	75%	50%	61%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		3	12%	55%	50%	-43% ▼
Employed		1	4%	50%	28%	-46% ▼
Not Arrested		5	21%	75%	62%	-54% ▼
Self Help		0	0%	60%	26%	-60% ▼
Improved/Maintained Function Score		3	12%	75%	27%	-63% ▼
Stable Living Situation		5	21%	95%	58%	-74% ▼

Data Submitted to DMHAS for Month



* State Avg based on 20 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	93	10%
Admits	14	17	-18% ▼
Discharges	92	23	300% ▲
Service Hours	198	260	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	92%
Valid TEDS Data	64%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	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		43	47%	50%	53%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		81	85%	75%	38%	10%
Not Arrested		82	79%	75%	47%	4%
Stable Living Situation		99	95%	95%	48%	0%
Abstinence/Reduced Drug Use		48	46%	55%	27%	-9%
Employed		38	37%	50%	25%	-13% ▼
Self Help		5	5%	60%	13%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	74%	90%	39%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	43%	75%	63%	-32% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							100%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

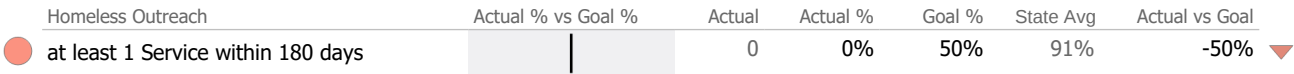
Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

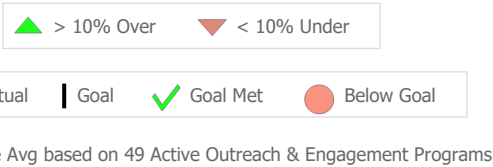
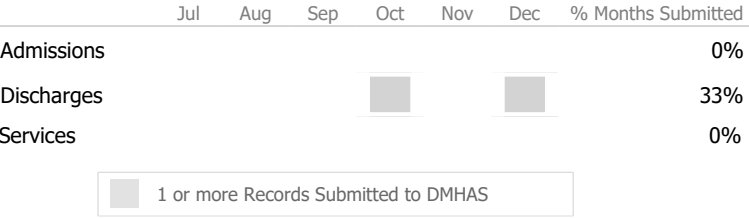
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	16	-88%	▼
Admits	-	4	-100%	▼
Discharges	2	7	-71%	▼
Service Hours	-	35	-100%	▼

Service Engagement



Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	73	-63% ▼
Admits	14	29	-52% ▼
Discharges	26	57	-54% ▼
Service Hours	16	57	-72% ▼
Social Rehab/PHP/IOP Days	123	158	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	88%
Valid TEDS Data	100%	87%
On-Time Periodic 6 Month Updates	N/A	5%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	62%	50%	61%	12% ▲
Follow-up within 30 Days of Discharge		10	62%	90%	61%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	81%	55%	52%	26% ▲
Improved/Maintained Function Score		24	92%	75%	69%	17% ▲
Not Arrested		21	78%	75%	70%	3%
Stable Living Situation		24	89%	95%	79%	-6%
Employed		10	37%	50%	27%	-13% ▼
Self Help		11	41%	60%	31%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	25%	90%	49%	-65% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 61 Active Standard IOP Programs