

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,052	1,139	-8%
	Admits	1,329	1,355	-2%
	Discharges	1,353	1,529	-12% ▼
	Service Hours	1,112	940	18% ▲
	Bed Days	23,741	25,975	-9%
	S.Rehab/PHP/IOP	935	1,167	-20% ▼

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

Consumer Satisfaction Survey (Based on 472 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Overall		89%	80%	91%
✓ Respect		88%	80%	91%
✓ Outcome		84%	80%	83%
✓ Access		81%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	824	71.8%
	Outpatient	183	15.9%
	IOP	41	3.6%
	Medication Assisted Treatment	37	3.2%
Forensic SA	Case Management	63	5.5%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	40	4%	8%	Male	820	78%	▲ 59%
26-34	224	21%	19%	Female	232	22%	▼ 41%
35-44	377	36%	▲ 25%	Transgender/Other			0%
45-54	213	20%	18%				
55-64	165	16%	19%				
65+	33	3%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	796	76%	▲ 64%	White/Caucasian	703	67%	58%
Hisp-Puerto Rican	140	13%	10%	Black/African American	215	20%	18%
Hispanic-Other	64	6%	11%	Other	106	10%	12%
Unknown	47	4%	14%	Am. Indian/Native Alaskan	14	1%	1%
Hispanic-Mexican	3	0%	1%	Unknown	10	1%	9%
Hispanic-Cuban	2	0%	0%	Asian	2	0%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	29	14% ▲
Admits	25	20	25% ▲
Discharges	23	20	15% ▲
Bed Days	1,760	1,698	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	33%
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		18	78%	85%	80%	-7%
No Re-admit within 30 Days of Discharge		18	78%	85%	83%	-7%
Follow-up within 30 Days of Discharge		13	72%	90%	66%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	97%	70%	94%	27% ▲
Employed		15	45%	60%	35%	-15% ▼
Improved/Maintained Function Score		16	70%	75%	73%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	68 days	0.2	96%	90%	94%	6%

< 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 8 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	609	595	2%
Admits	737	705	5%
Discharges	740	702	5%
Bed Days	3,258	3,245	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	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		558	75%	80%	77%	-5%
No Re-admit within 30 Days of Discharge		603	81%	85%	80%	-4%
Follow-up within 30 Days of Discharge		342	61%	90%	59%	-29% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	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	29	27	7%
Admits	20	17	18% ▲
Discharges	20	17	18% ▲
Bed Days	1,654	1,892	-13% ▼

Data Submission Quality

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

Discharge Outcomes

✓ Treatment Completed Successfully		19	95%	85%	80%	10% ▲
✓ No Re-admit within 30 Days of Discharge		17	85%	85%	83%	0%
● Follow-up within 30 Days of Discharge		16	84%	90%	66%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		25	86%	70%	94%	16% ▲
✓ Improved/Maintained Function Score		18	90%	75%	73%	15% ▲
● Employed		8	28%	60%	35%	-32% ▼

Bed Utilization

12 Months Trend		Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	80 days	0.3	82%	90%	94%	-8%

< 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 8 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	322	372	-13% ▼
Admits	253	295	-14% ▼
Discharges	250	294	-15% ▼
Bed Days	14,806	16,839	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
Valid TEDS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	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
		196	78%	70%	76%	8%
✓ No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		235	94%	85%	92%	9%
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		117	60%	90%	60%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		253	76%	70%	75%	6%
✓ Improved/Maintained Function Score		237	95%	95%	89%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		87	62 days	0.2	92%	90%	74%	2%

< 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 17 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	50	-10%
Admits	33	38	-13% ▼
Discharges	32	37	-14% ▼
Bed Days	2,263	2,301	-2%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	81%	85%	80%	-4%
No Re-admit within 30 Days of Discharge		28	88%	85%	83%	3%
Follow-up within 30 Days of Discharge		22	85%	90%	66%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		43	96%	70%	94%	26% ▲
Improved/Maintained Function Score		24	75%	75%	73%	0%
Employed		17	38%	60%	35%	-22% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	65 days	0.2	95%	90%	94%	5%

< 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 8 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	54	-24% ▼
Admits	31	45	-31% ▼
Discharges	40	47	-15% ▼
Service Hours	17	23	-27% ▼
Social Rehab/PHP/IOP Days	935	1,167	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		31	78%	50%	61%	28% ▲
Follow-up within 30 Days of Discharge		14	45%	90%	61%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		42	100%	75%	70%	25% ▲
Self Help		35	83%	60%	31%	23% ▲
Improved/Maintained Function Score		38	95%	75%	69%	20% ▲
Stable Living Situation		38	90%	95%	79%	-5%
Employed		18	43%	50%	27%	-7%
Abstinence/Reduced Drug Use		16	38%	55%	52%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	49%	10%

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 61 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	183	235	-22% ▼
Admits	149	164	-9%
Discharges	153	207	-26% ▼
Service Hours	655	717	-9%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		128	84%	50%	53%	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		191	98%	75%	47%	23% ▲
Self Help		136	70%	60%	13%	10%
Improved/Maintained Function Score		148	97%	75%	38%	22% ▲
Employed		101	52%	50%	25%	2%
Abstinence/Reduced Drug Use		109	56%	55%	27%	1%
Stable Living Situation		171	88%	95%	48%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	94%	90%	39%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		101	71%	75%	63%	-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 105 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28		
Admits	18	-	
Discharges	22	-	
Service Hours	306	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	95%	50%	86%	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	100%	60%	93%	40% ▲
Employed		16	55%	20%	26%	35% ▲
Self Help		28	97%	60%	60%	37% ▲
Stable Living Situation		26	90%	80%	81%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	66%	10%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	56	-9%
Admits	27	39	-31% ▼
Discharges	48	30	60% ▲
Service Hours	72	48	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	98%	50%	86%	48% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	96%	60%	93%	36% ▲
✓ Self Help		48	91%	60%	60%	31% ▲
✓ Stable Living Situation		43	81%	80%	81%	1%
● Employed		5	9%	20%	26%	-11% ▼

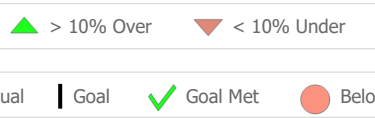
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	66%	-3%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	34	9%
Admits	36	15	140% ▲
Discharges	25	15	67% ▲
Service Hours	62	74	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
Valid TEDS Data	99%	64%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	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		21	84%	50%	61%	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		45	94%	55%	50%	39% ▲
✓ Self Help		42	88%	60%	26%	28% ▲
✓ Not Arrested		46	96%	75%	62%	21% ▲
✓ Employed		26	54%	50%	28%	4%
● Stable Living Situation		44	92%	95%	58%	-3%
● Improved/Maintained Function Score		18	72%	75%	27%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	75%	90%	57%	-15% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
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 20 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 100%
Valid TEDS Data		N/A 100%
On-Time Periodic		Actual State Avg
6 Month Updates		N/A 19%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	0%	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%	30%	-55% ▼
Employed		N/A	N/A	50%	22%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	11%	-75% ▼
Not Arrested		N/A	N/A	75%	44%	-75% ▼
Self Help		N/A	N/A	60%	19%	-60% ▼
Stable Living Situation		N/A	N/A	95%	44%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	26%	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 5 Active Naltrexone Programs