

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	558	493	13%	▲
	Admits	547	474	15%	▲
	Discharges	410	447	-8%	
	Service Hours	1,691	1,335	27%	▲
	Bed Days	5,998	4,081	47%	▲

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

Consumer Satisfaction Survey

(Based on 259 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		89%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Respect		88%	80%	91%
✓ Access		86%	80%	88%
● Outcome		79%	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	285	37.3%
	Residential Services	116	15.2%
	Case Management	53	6.9%
Other			
	Other	240	31.4%
Forensic SA			
	Case Management	71	9.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	44	8%	8%	Male	438	78%	59%
26-34	127	23%	19%	Female	120	22%	41%
35-44	180	32%	25%	Transgender/Other			0%
45-54	119	21%	18%				
55-64	73	13%	19%				
65+	15	3%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	382	68%	64%	White/Caucasian	236	42%	58%
Hisp-Puerto Rican	133	24%	▲ 10%	Black/African American	184	33%	▲ 18%
Hispanic-Other	35	6%	11%	Other	127	23%	▲ 12%
Hispanic-Cuban	4	1%	0%	Hawaiian/Other Pacific Islander	4	1%	0%
Hispanic-Mexican	4	1%	1%	Asian	3	1%	1%
Unknown		▼ 14%		Am. Indian/Native Alaskan	2	0%	1%
				Multiple Races	2	0%	1%
				Unknown			9%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	68	-22% ▼
Admits	47	51	-8%
Discharges	44	54	-19% ▼
Service Hours	120	131	-8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	49%

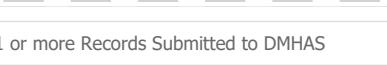
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		44	100%	50%	68%	50% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	42%	20%	32%	22% ▲
✓ Stable Living Situation		57	100%	80%	69%	20% ▲
● Self Help		27	47%	60%	42%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	85%	90%	84%	-5%

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	13	13	0%
Admits	10	11	-9%
Discharges	10	10	0%
Bed Days	382	473	-19% ▼

Discharge Outcomes

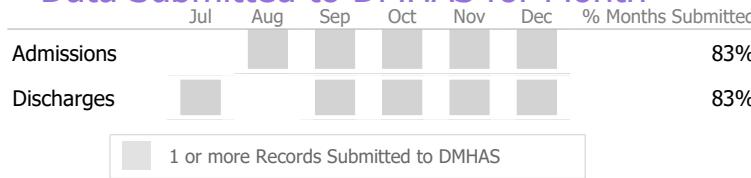
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 85%;"></div></div>	10	100%	85%	72%	15% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 69%;"><div style="width: 36%;"></div></div>	3	36 days	0.2	69%	90%	61%	-21% ▼

█ < 90%
█ 90-110%
█ >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	45	24%	▲
Admits	56	39	44%	▲
Discharges	50	40	25%	▲
Bed Days	1,938	1,158	67%	▲

Discharge Outcomes

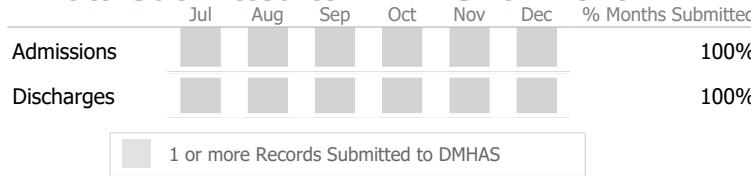
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 78%;">78%</div>	39	78%	85%	72%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 70%;"></div>	15	38 days	0.2	70%	90%	61%	-20% ▼

< 90%
 90-110%
 >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	240	176	36%	▲
Admits	120	65	85%	▲
Discharges	37	80	-54%	▼
Service Hours	80	44	83%	▲

Data Submission Quality

Data Entry Actual State Avg

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	87%

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 5 Active Integrated Primary Care Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	25	108%	▲
Admits	50	17	194%	▲
Discharges	40	15	167%	▲
Bed Days	2,569	1,571	64%	▲

Discharge Outcomes

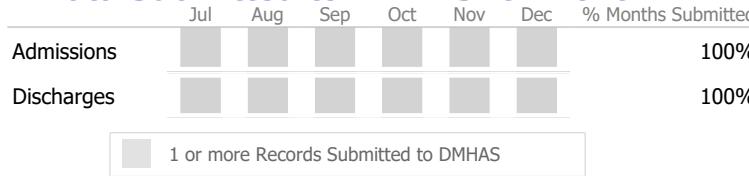
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 85%; background-color: orange;"></div>	22	55%	85%	72%	-30% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 90%; background-color: cyan;"></div>	27	62 days	0.4	52%	90%	61%	-38% ▼

cyan < 90%
grey 90-110%
red >110%

Data Submitted to DMHAS for Month



▲ > 10% Over
▼ < 10% Under

■ Actual
| Goal
✓ Goal Met
● Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	35	40%	▲
Admits	34	33	3%	
Discharges	19	18	6%	
Service Hours	43	108	-61%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	2%

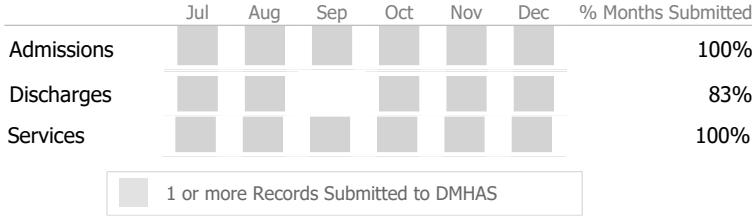
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	84%	50%	86%	34% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		46	94%	60%	93%	34% ▲
✓ Stable Living Situation		44	90%	80%	81%	10%
✓ Employed		14	29%	20%	26%	9%
● Self Help		24	49%	60%	60%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	8%	90%	66%	-82% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	22	19	16%	▲
Admits	11	14	-21%	▼
Discharges	11	10	10%	
Service Hours	65	88	-26%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	2%

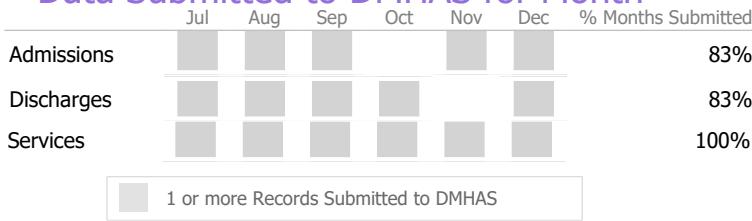
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	82%	50%	86%	32% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	95%	60%	93%	35% ▲
✓ Self Help		16	73%	60%	60%	13% ▲
● Employed		3	14%	20%	26%	-6%
● Stable Living Situation		9	41%	80%	81%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	80%	90%	66%	-10%

Data Submitted to DMHAS for Month



▲ > 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	285	258	10%	▲
Admits	204	234	-13%	▼
Discharges	185	209	-11%	▼
Service Hours	1,384	965	43%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	86%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	3%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		86	46%	50%	53%	-4%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		271	91%	75%	47%	16% ▲
Abstinence/Reduced Drug Use		158	53%	55%	27%	-2%
Stable Living Situation		270	90%	95%	48%	-5%
Employed		112	37%	50%	25%	-13% ▼
Improved/Maintained Function Score		172	79%	75%	38%	4%
Self Help		84	28%	60%	13%	-32% ▼

Service Utilization

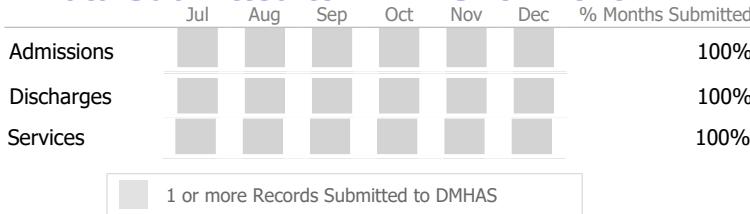
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	76%	90%	39%	-14% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		178	91%	75%	63%	16% ▲

2 or more Services within 30 days

Data Submitted to DMHAS for Month



▲ > 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	18	15	20%	▲
Admits	15	10	50%	▲
Discharges	14	11	27%	▲
Bed Days	1,109	879	26%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
Treatment Completed Successfully	<div style="width: 70%; background-color: orange;"></div>	8	57%	70%	76%	-13%	▼	
No Re-admit within 30 Days of Discharge	<div style="width: 79%; background-color: orange;"></div>	11	79%	85%	92%	-6%		
Follow-up within 30 Days of Discharge	<div style="width: 75%; background-color: orange;"></div>	6	75%	90%	60%	-15%	▼	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%; background-color: orange;"></div>	100%
✓ Valid TEDS Data	<div style="width: 100%; background-color: orange;"></div>	96%
On-Time Periodic		
6 Month Updates	<div style="width: 4%; background-color: grey;"></div>	N/A
Diagnosis		
✓ Valid MH/SU Diagnosis	<div style="width: 100%; background-color: orange;"></div>	100%

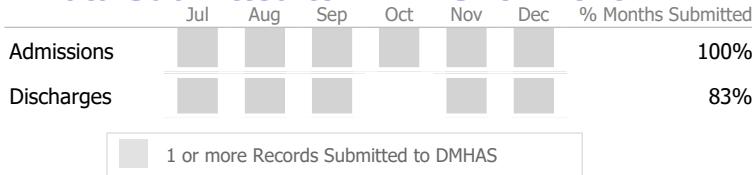
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div style="width: 63%; background-color: orange;"></div>	12	63%	70%	75%	-7%
✓ Improved/Maintained Function Score	<div style="width: 100%; background-color: orange;"></div>	14	100%	95%	89%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal			
									< 90%	90-110%	>110%
Avg Utilization Rate	<div style="width: 75%; background-color: cyan;"></div>	8	91 days	0.3	75%	90%	74%	-15%	▼		

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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