

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	661	833	-21%
	Admits	266	366	-27%
	Discharges	288	339	-15%
	Service Hours	7,471	9,330	-20%

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

Consumer Satisfaction Survey

(Based on 156 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall	99%	99%	80%	91%
✓ Access	99%	99%	80%	88%
✓ Participation in Treatment	99%	99%	80%	92%
✓ Respect	99%	99%	80%	91%
✓ General Satisfaction	98%	98%	80%	92%
✓ Quality and Appropriateness	98%	98%	80%	93%
✓ Outcome	96%	96%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	661	100.0%

Age	#	%	State Avg
18-25	9	1%	8%
26-34	86	13%	19%
35-44	228	34%	25%
45-54	201	30%	18%
55-64	128	19%	19%
65+	9	1%	11%

Gender

Gender	#	%	State Avg
Male	444	67%	59%
Female	215	33%	41%
Transgender/Other	2	0%	0%

Client Demographics

Ethnicity	#	%	State Avg
Unknown	338	51%	14%
Non-Hispanic	298	45%	64%
Hisp-Puerto Rican	19	3%	10%
Hispanic-Other	5	1%	11%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race

Race	#	%	State Avg
Unknown	249	38%	9%
White/Caucasian	209	32%	58%
Black/African American	101	15%	18%
Other	96	15%	12%
Am. Indian/Native Alaskan	2	0%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
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	315	303	4%
Admits	149	123	21% ▲
Discharges	174	131	33% ▲
Service Hours	1,817	2,989	-39% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 51%;"><div style="width: 29%; background-color: #f0a000;"></div></div>	51	29%	50%	68%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 138%;"><div style="width: 43%; background-color: #f0a000;"></div></div>	138	43%	20%	32%	23% ▲
✓ Self Help	<div style="width: 223%;"><div style="width: 69%; background-color: #f0a000;"></div></div>	223	69%	60%	42%	9% ▲
✓ Stable Living Situation	<div style="width: 260%;"><div style="width: 81%; background-color: #f0a000;"></div></div>	260	81%	80%	69%	1% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 137%;"><div style="width: 90%; background-color: #f0a000;"></div></div>	137	90%	90%	84%	0% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 86%;"><div style="width: 86%; background-color: #f0a000;"></div></div>	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 42%;"><div style="width: 42%; background-color: #f0a000;"></div></div>	42%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div style="width: 100%;"><div style="width: 100%; background-color: #cccccc;"></div></div>	100%					
Discharges	<div style="width: 100%;"><div style="width: 100%; background-color: #cccccc;"></div></div>	100%					
Services	<div style="width: 100%;"><div style="width: 100%; background-color: #cccccc;"></div></div>	100%					

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

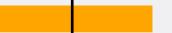
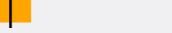
█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	355	398	-11%	▼
Admits	117	149	-21%	▼
Discharges	114	130	-12%	▼
Service Hours	5,654	5,605	1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		321	89%	50%	86%	39% 
✓ Self Help		263	73%	60%	74%	13% 
✓ Employed		106	30%	20%	31%	10%
● Stable Living Situation		282	79%	80%	80%	-1%

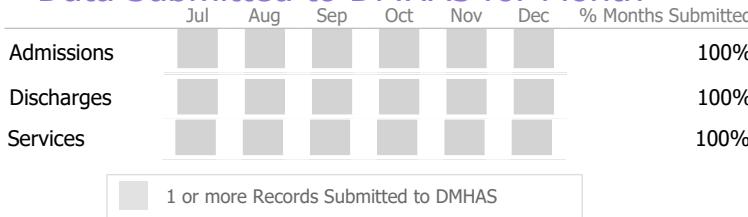
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		234	94%	90%	94%	4%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		88%	88%
On-Time Periodic ✓ 6 Month Updates		73%	72%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 2 Active Intensive Case Management Programs