

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,354	1,250	8%
	Admits	363	416	-13%
	Discharges	322	295	9%
	Service Hours	14,923	16,402	-9%
	Bed Days	1,096	735	49%
	S.Rehab/PHP/IOP	2,224	3,528	-37%

> 10% Over 1 Yr Ago

> 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 329 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		93%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
● Outcome		77%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,130	64.0%
	Community Support	202	11.4%
	Social Rehabilitation	83	4.7%
	Employment Services	53	3.0%
	ACT	38	2.2%
	Case Management	32	1.8%
	Residential Services	4	0.2%
Forensic MH			
	Forensics Community-based	151	8.6%
Addiction			
	Medication Assisted Treatment	39	2.2%
	Outpatient	34	1.9%

Client Demographics

Age	#	%	State Avg
18-25	130	10%	8%
26-34	225	17%	19%
35-44	243	18%	25%
45-54	224	17%	18%
55-64	250	18%	18%
65+	282	21%	11%

Gender	#	%	State Avg
Female	680	50%	40%
Male	675	50%	59%
Transgender/Other	1	0%	0%

Race	#	%	State Avg
White/Caucasian	1,064	78%	58%
Black/African American	135	10%	17%
Other	96	7%	12%
Unknown	31	2%	9%
Asian	18	1%	1%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races			1%

Ethnicity	#	%	State Avg
Non-Hispanic	1,111	82%	64%
Hispanic-Other	94	7%	11%
Unknown	88	6%	14%
Hisp-Puerto Rican	54	4%	10%
Hispanic-Cuban	5	0%	0%
Hispanic-Mexican	4	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	28	-18%	▼
Admits	-	-		
Discharges	3	4	-25%	▼
Service Hours	44	101	-57%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	92%
Valid TEDS Data	50%	52%
On-Time Periodic		
6 Month Updates	0%	8%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	51%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		22	96%	75%	44%	21% ▲
● Employed		1	4%	50%	26%	-46% ▼
● Abstinence/Reduced Drug Use		1	4%	55%	28%	-51% ▼
● Self Help		1	4%	60%	15%	-56% ▼
● Not Arrested		3	13%	75%	50%	-62% ▼
● Stable Living Situation		4	17%	95%	51%	-78% ▼

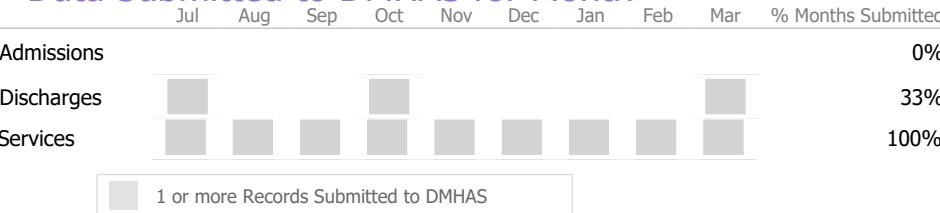
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	48%	0%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
● 2 or more Services within 30 days		N/A	N/A	75%	65%	N/A ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	3	-33% ▼
Discharges	1	-	
Service Hours	137	113	21% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	60%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	50%	90%	89%	-40% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		0	0%	75%	72%	-75% ▼

2 or more Services within 30 days

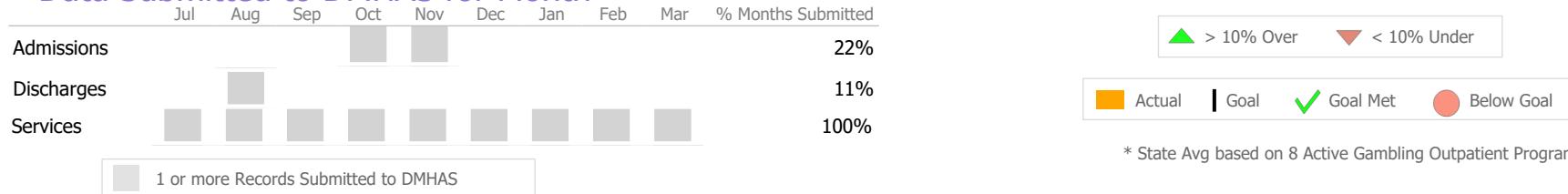
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	97%
Valid TEDS Data	0%	26%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	70%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	204	-1%
Admits	33	31	6%
Discharges	38	38	0%
Service Hours	2,517	2,922	-14%

Data Submission Quality

Category	Actual	State Avg
Valid NOMS Data	<div><div style="width: 69%;"></div></div> 69%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div style="width: 63%;"></div></div> 63%	87%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	<div><div style="width: 100%;"></div></div> 100%	98%

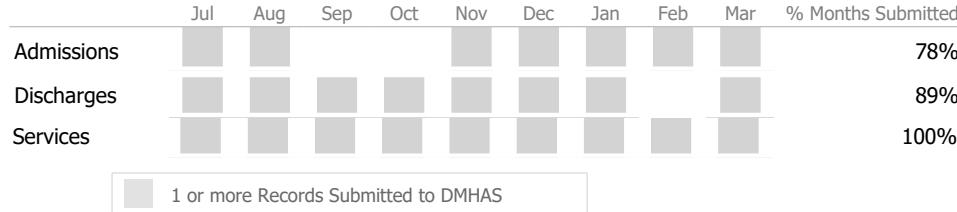
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 66%;"><div style="width: 25px; background-color: orange;"></div></div>	25	66%	65%	61%	1%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	<div style="width: 87%;"><div style="width: 159px; background-color: orange;"></div></div>	159	87%	65%	55%	22%
✓ Stable Living Situation	<div style="width: 87%;"><div style="width: 177px; background-color: orange;"></div></div>	177	87%	80%	88%	7%
✓ Social Support	<div style="width: 65%;"><div style="width: 132px; background-color: orange;"></div></div>	132	65%	60%	80%	5%
✓ Employed	<div style="width: 20%;"><div style="width: 41px; background-color: orange;"></div></div>	41	20%	20%	16%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 87%; background-color: #FFA500;"><div style="width: 100%;"></div></div>	144	87%	90%	98%	-3%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal | Goal Met | Below Goal

* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	118	28% ▲
Admits	24	52	-54% ▼
Discharges	10	6	67% ▲
Service Hours	45	133	-66% ▼

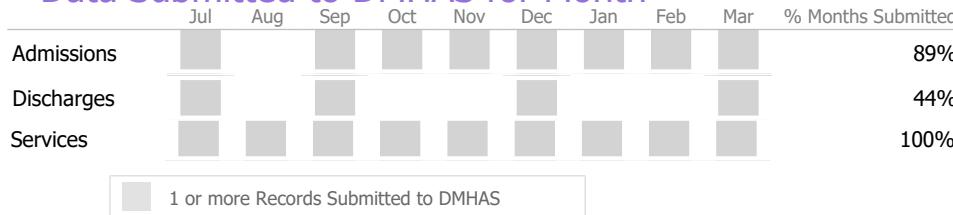
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		49	35%	90%	84%	-55% ▼

Jail Diversion

Follow-up Service within 48 hours	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		6	55%	0%	82%	55% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,129	1,060	7%
Admits	245	279	-12% ▼
Discharges	216	200	8%
Service Hours	7,478	6,169	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	14%	47%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	22	22	10%	50%	44%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	793	793	76%	75%	47%	1%
Social Support	587	587	51%	60%	61%	-9%
Employed	230	230	20%	30%	26%	-10%
Stable Living Situation	657	657	57%	95%	74%	-38% ▼

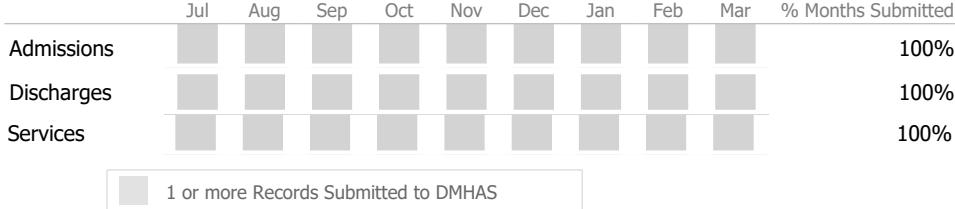
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	749	749	80%	90%	86%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	133	133	56%	75%	79%	-19% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

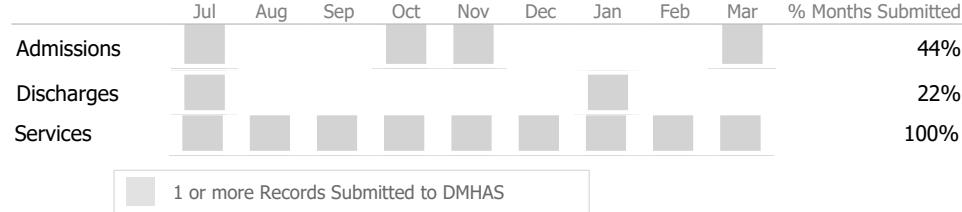
* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	33	-3%
Admits	5	11	-55% ▼
Discharges	2	10	-80% ▼
Service Hours	231	25	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 80%; background-color: orange;"></div>	4	80%	50%	93%	30% ▲

Data Submitted to DMHAS for Month

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 52 Active Outreach & Engagement Programs

█ 1 or more Records Submitted to DMHAS

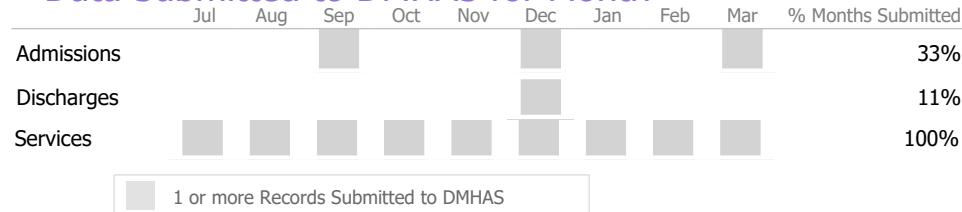
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	83	0%
Admits	4	8	-50% ▼
Discharges	1	5	-80% ▼
Service Hours	111	281	-61% ▼
Social Rehab/PHP/IOP Days	2,224	3,528	-37% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		40	49%	90%	81%	-41%

Data Submitted to DMHAS for Month



> 10% Over

< 10% Under

Actual | Goal | Goal Met | Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	25	56% 
Admits	25	14	79% 
Discharges	20	15	33% 

Discharge Outcomes

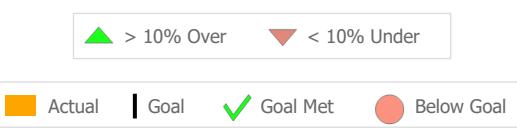
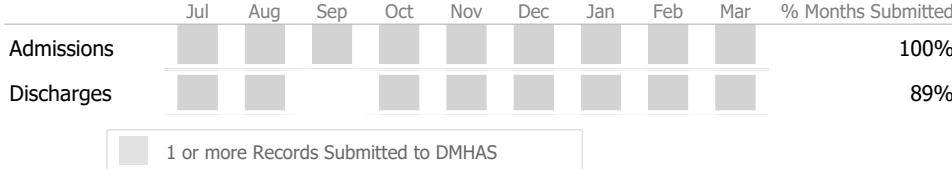
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 10%; background-color: orange;"></div>	4	20%	50%	54%	-30% ▼
<h2>Recovery</h2>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	<div style="width: 59%; background-color: orange;"></div>	23	59%	55%	55%	4% ▲
● Stable Living Situation	<div style="width: 74%; background-color: orange;"></div>	29	74%	95%	64%	-21% ▼
● Not Arrested	<div style="width: 54%; background-color: orange;"></div>	21	54%	75%	68%	-21% ▼
● Employed	<div style="width: 8%; background-color: orange;"></div>	3	8%	50%	30%	-42% ▼
● Self Help	<div style="width: 13%; background-color: orange;"></div>	5	13%	60%	30%	-47% ▼
● Improved/Maintained Function Score	<div style="width: 4%; background-color: orange;"></div>	1	4%	75%	33%	-71% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data	<div data-bbox="333 572 408 584" style="width: 90%; background-color: orange;"></div>	90%	97%
Valid TEDS Data	<div data-bbox="333 584 408 595" style="width: 58%; background-color: orange;"></div>	58%	68%
On-Time Periodic		Actual	State Avg
6 Month Updates	<div data-bbox="333 607 408 608" style="width: 0%; background-color: lightgray;"></div>	0%	40%

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

Data Submitted to DMHAS for Month



* State Avg based on 21 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	46	15%	▲
Admits	18	11	64%	▲
Discharges	20	9	122%	▲
Service Hours	638	764	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	16	30%	35%	43%	-5%

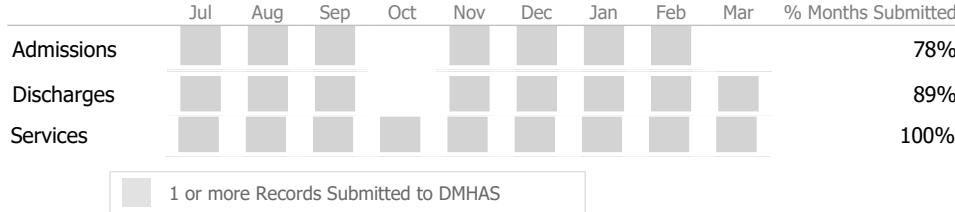
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	33	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	52%	92%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	37	0%
Admits	7	6	17% ▲
Discharges	11	5	120% ▲
Service Hours	2,874	5,330	-46% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 45%;"><div style="width: 65%;"></div></div>	5	45%	65%	58%	-20% ▼
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%;"></div></div>	11	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 20%;"><div style="width: 90%;"></div></div>	1	20%	90%	50%	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%;"><div style="width: 93%;"></div></div>	99% 93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div style="width: 86%;"><div style="width: 86%;"></div></div>	86% 86%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	<div style="width: 100%;"><div style="width: 98%;"></div></div>	100% 98%

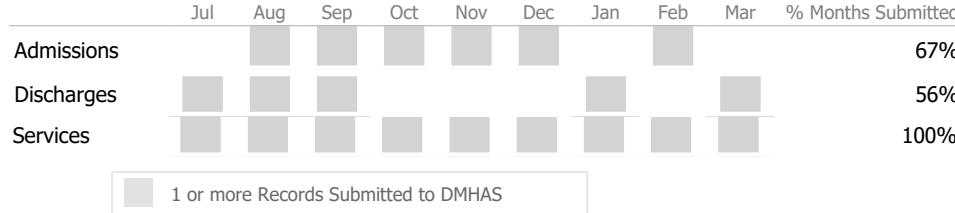
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 95%;"><div style="width: 76%;"></div></div>	36	95%	60%	76%	35% ▲
✓ Employed	<div style="width: 45%;"><div style="width: 16%;"></div></div>	17	45%	15%	16%	30% ▲
✓ Stable Living Situation	<div style="width: 87%;"><div style="width: 88%;"></div></div>	33	87%	60%	88%	27% ▲
● Improved/Maintained Function Score	<div style="width: 82%;"><div style="width: 26%;"></div></div>	27	82%	85%	26%	-3% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 93%;"><div style="width: 99%;"></div></div>	25	93%	90%	99%	3% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	5	-20%	▼
Admits	-	1	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	846	564	50%	▲
Bed Days	1,096	735	49%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	90%	87%
On-Time Periodic 6 Month Updates	50%	94%

Discharge Outcomes

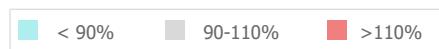
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Recovery

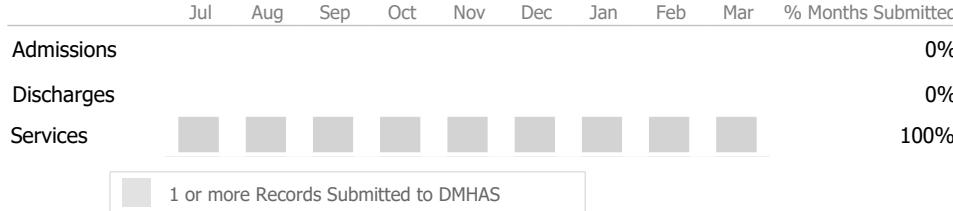
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	50%	25%	13%	25% ▲
✓ Social Support		3	75%	60%	84%	15% ▲
✓ Stable Living Situation		4	100%	95%	96%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	███████████	4	439 days	0.3	100%	90%	90%	10%



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 62 Active Supervised Apartments Programs