

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	378	458	-18%
	Admits	175	173	1%
	Discharges	149	277	-46%
	Service Hours	3,164	3,365	-6%

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

Consumer Satisfaction Survey

(Based on 114 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100%	100%	80%	93%
✓ General Satisfaction	100%	100%	80%	92%
✓ Overall	100%	100%	80%	91%
✓ Respect	100%	100%	80%	91%
✓ Access	98%	98%	80%	88%
✓ Participation in Treatment	97%	97%	80%	92%
✓ Outcome	89%	89%	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	224	50.7%
Mental Health			
	Outpatient	121	27.4%
	Case Management	97	21.9%

Age	#	%	State Avg
18-25	26	7%	8%
26-34	58	15%	19%
35-44	72	19%	25%
45-54	97	26%	18%
55-64	86	23%	18%
65+	39	10%	11%

Gender	#	%	State Avg
Female	205	54%	40%
Male	173	46%	59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	213	56%	10%
Non-Hispanic	112	30%	64%
Hispanic-Other	47	12%	11%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	1	0%	0%
Unknown		14%	

Race	#	%	State Avg
Other	160	42%	12%
White/Caucasian	146	39%	58%
Black/African American	67	18%	17%
Asian	3	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			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	14	14	0%
Admits	1	2	-50% ▼
Discharges	-	1	-100% ▼
Service Hours	109	155	-30% ▼

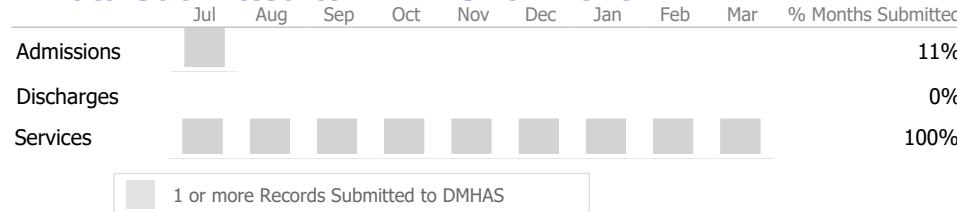
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	█	14	100%	85%	88%	15% ▲
Service Utilization						
✓ Clients Receiving Services	█	14	100%	90%	92%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	█	100% 98%
✓ On-Time Periodic 6 Month Updates	█	93% 76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

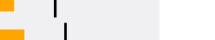
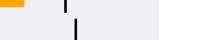
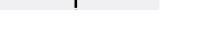
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	224	240	-7%
Admits	105	115	-9%
Discharges	99	142	-30% ▼
Service Hours	1,156	1,423	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	92%
✓ Valid TEDS Data	95%	52%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	8%	8%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	15%	50%	51%	-35% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		196	84%	75%	50%	9% ▲
✓ Improved/Maintained Function Score		157	91%	75%	44%	16% ▲
● Stable Living Situation		205	88%	95%	51%	-7% ▼
● Employed		70	30%	50%	26%	-20% ▼
● Abstinence/Reduced Drug Use		81	35%	55%	28%	-20% ▼
● Self Help		18	8%	60%	15%	-52% ▼

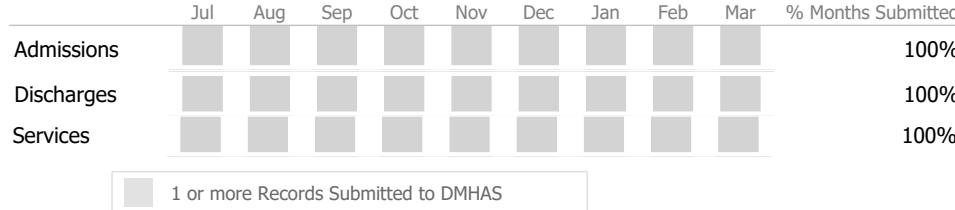
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		129	96%	90%	48%	6% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		65	63%	75%	65%	-12% ▼

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

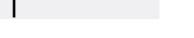
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	8	9	-11% ▼
Discharges	9	8	13% ▲
Service Hours	1,084	1,209	-10%

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic 6 Month Updates	100%	47%
Valid MH/SU Diagnosis	100%	98%

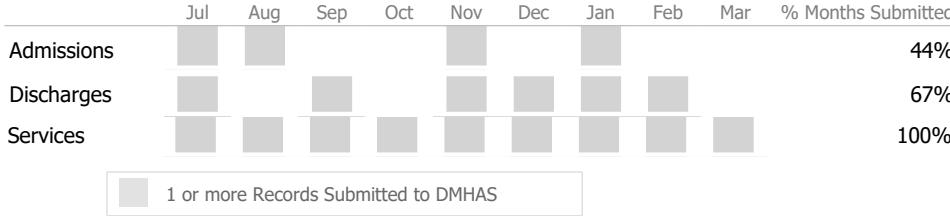
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	44%	6%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	91%	60%	61%	31% ▲
✓ Improved/Maintained Function Score		17	100%	75%	47%	25% ▲
✓ Stable Living Situation		21	95%	95%	74%	0%
● Employed		1	5%	30%	26%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	86%	10%
Service Engagement						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	50%	75%	79%	-25% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

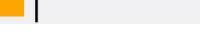
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	72	56	29%	▲
Admits	24	19	26%	▲
Discharges	20	13	54%	▲

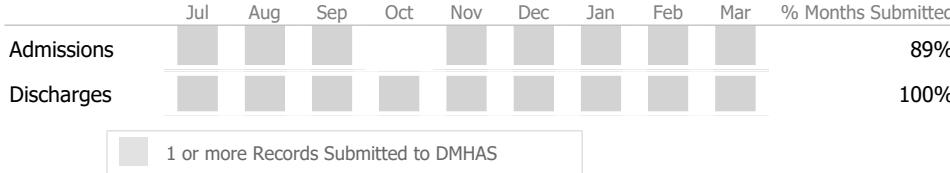
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	50%	50%	59%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	74%	60%	72%	14% 
✓ Stable Living Situation		67	93%	80%	79%	13% 
● Employed		10	14%	20%	14%	-6% 

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data		98%
● On-Time Periodic 6 Month Updates		51%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	3	-33% ▼
Discharges	3	1	200% ▲
Service Hours	95	82	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	11	100%	85%	88%	15%	▲

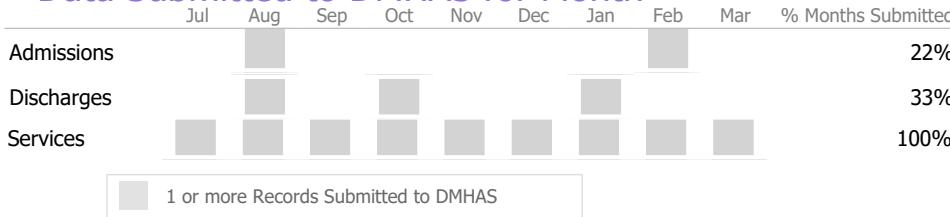
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	8	100%	90%	92%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ On-Time Periodic 6 Month Updates	100%	76%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	102	6%
Admits	35	25	40% 
Discharges	18	40	-55% 
Service Hours	720	496	45% 

Data Submission Quality

Data Entry		Actual	State Avg
 Valid NOMS Data		<div><div style="width: 98%; background-color: orange;"></div></div> 98%	89%
On-Time Periodic		Actual	State Avg
 6 Month Updates		<div><div style="width: 20%; background-color: orange;"></div></div> 20%	47%
Diagnosis		Actual	State Avg
 Valid MH/SU Diagnosis		<div><div style="width: 100%; background-color: orange;"></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	33%	50%	44%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	<div><div style="width: 97%;"></div></div>	97	89%	60%	61%	29%	▲
✓ Improved/Maintained Function Score	<div><div style="width: 87%;"></div></div>	87	94%	75%	47%	19%	▲
● Stable Living Situation	<div><div style="width: 103%;"></div></div>	103	94%	95%	74%	-1%	
● Employed	<div><div style="width: 10%;"></div></div>	10	9%	30%	26%	-21%	▼

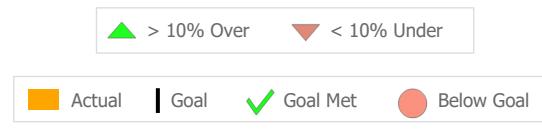
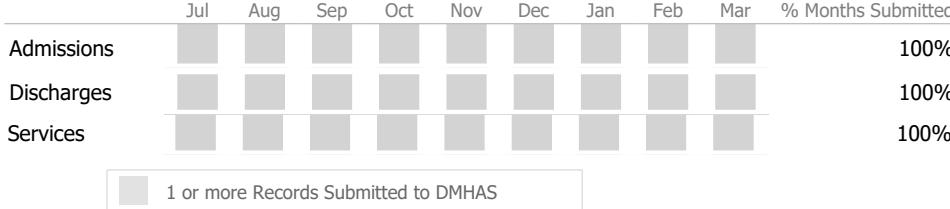
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 89%; background-color: orange;"></div>	89	98%	90%	86%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 23%; background-color: orange;"></div>	23	66%	75%	79%	-9%

Data Submitted to DMHAS for Month



* State Avg based on 79 Active Standard Outpatient Programs