

Reporting Period: July 2024 - March 2025 (Data as of Jun 17, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,752	1,508	16%	▲
	Admits	1,728	1,477	17%	▲
	Discharges	1,711	1,464	17%	▲
	Service Hours		-		
	Bed Days	87,583	81,692	7%	

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

Consumer Satisfaction Survey (Based on 262 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Respect		87%	80%	91%
✓ Overall		87%	80%	91%
✓ General Satisfaction		84%	80%	92%
✓ Access		83%	80%	88%
✓ Outcome		81%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Inpatient Services	1,469	83.5%
	Outpatient Services	300	16.5%
Mental Health	Inpatient Services	290	16.5%
	Outpatient Services	1,711	83.5%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	82	5%	8%	Male	1,172	67%	59%
26-34	293	17%	19%	Female	570	33%	40%
35-44	507	29%	25%	Transgender/Other	10	1%	0%
45-54	319	18%	18%				
55-64	348	20%	18%				
65+	203	12%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,344	77%	▲ 64%	White/Caucasian	1,032	59%	58%
Hisp-Puerto Rican	196	11%	10%	Black/African American	362	21%	17%
Unknown	112	6%	14%	Other	216	12%	12%
Hispanic-Other	90	5%	11%	Unknown	87	5%	9%
Hispanic-Mexican	7	0%	1%	Multiple Races	25	1%	1%
Hispanic-Cuban	3	0%	0%	Asian	15	1%	1%
				Am. Indian/Native Alaskan	13	1%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	863	613	41% ▲
Admits	364	102	257% ▲
Discharges	852	598	42% ▲
Transfers - In	517	523	-1%
Transfers - Out	9	19	-53% ▼
Bed Days	22,807	16,955	35% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		831	97%	80%	97%	17% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		852	100%	85%	100%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		0	0%	90%	0%	-90% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		111	34 days	0.1	75%	90%	75%	-15% ▼

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 1 Active NA Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,097	1,072	2%
Admits	1,280	1,290	-1%
Discharges	776	776	0%
Transfers - In	4	4	0%
Transfers - Out	511	511	0%
Bed Days	7,558	7,408	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	83%
Valid TEDS Data	98%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		888	69%	80%	69%	-11%
No Re-admit within 30 Days of Discharge		705	91%	85%	91%	6%
Follow-up within 30 Days of Discharge		213	43%	90%	43%	-47%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		41	6 days	0.0	67%	90%	67%	-23%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 1 Active Medically Managed Detox IP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Transfers - Out	3	-	
Bed Days	20	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	1%
Valid TEDS Data	92%	4%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	80%	33%	-47% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	NaN	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	NaN	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		41	7 days	13.7	0%	90%	0%	-90%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over

< 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 2 Active Medically Managed Detox 4.2 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	197	5%
Admits	59	56	5%
Discharges	63	57	11% ▲
Transfers - In	3	4	-25% ▼
Transfers - Out	1	1	0%
Bed Days	39,538	38,815	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	83%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		50	78%	95%	61%	-17% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		52	88%	85%	91%	3%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		39	78%	90%	81%	-12% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		132	1,224 days	0.3	109%	90%	97%	19% ▲

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 9 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	45	-20% ▼
Admits	6	9	-33% ▼
Discharges	6	15	-60% ▼
Bed Days	8,541	9,318	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	83%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	95%	61%	-45% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		1	33%	90%	81%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		45	1,317 days	0.5	69%	90%	97%	-21% ▼

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										44%
Discharges										56%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 9 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	18	-22% ▼
Admits	2	5	-60% ▼
Discharges	5	5	0%
Bed Days	2,908	3,568	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	83%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

● Treatment Completed Successfully		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			4	80%	95%	61%	-15% ▼
● No Re-admit within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			4	80%	85%	91%	-5%
● Follow-up within 30 Days of Discharge		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			3	75%	90%	81%	-15% ▼

Bed Utilization

● Avg Utilization Rate		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
			15	1,244 days	0.4	71%	90%	97%	-19% ▼

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										56%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 9 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	34	3%
Admits	14	15	-7%
Discharges	9	13	-31% ▼
Transfers - In	1	-	
Transfers - Out	1	-	
Bed Days	6,211	5,628	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	83%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	80%	95%	61%	-15% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	91%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		7	88%	90%	81%	-2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	433 days	0.2	133%	90%	97%	43% ▲

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										67%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 9 Active Acute Psychiatric Programs