

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,686	5,927	-4%
	Admits	1,879	1,927	-2%
	Discharges	2,007	2,200	-9%
	Service Hours	3,056	3,492	-12%
	Bed Days	22,078	19,942	11%

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

## Consumer Satisfaction Survey

(Based on 461 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ Outcome		92%	80%	83%
✓ Access		91%	80%	88%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>			
Medication Assisted Treatment		4,476	74.3%
Outpatient		676	11.2%
Residential Services		494	8.2%
Recovery Support		150	2.5%
Employment Services		125	2.1%

Mental Health		#	%
Case Management		79	1.3%
Employment Services		25	0.4%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	77	1%	8%		Male	3,679	65%	59%
26-34	811	14%	19%		Female	2,003	35%	40%
35-44	1,924	34%	25%		Transgender/Other	7	0%	0%
45-54	1,325	23%	18%					
55-64	1,046	18%	18%					
65+	505	9%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	4,790	84%	64%		White/Caucasian	4,102	72%	58%
Hisp-Puerto Rican	570	10%	10%		Other	801	14%	12%
Hispanic-Other	165	3%	11%		Black/African American	702	12%	17%
Unknown	153	3%	14%		Unknown	36	1%	9%
Hispanic-Mexican	7	0%	1%		Multiple Races	18	0%	1%
Hispanic-Cuban	4	0%	0%		Asian	14	0%	1%
					Am. Indian/Native Alaskan	11	0%	1%
					Hawaiian/Other Pacific Islander	5	0%	0%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	132	-5%
Admits	40	58	-31% <span style="color: red;">▼</span>
Discharges	47	59	-20% <span style="color: red;">▼</span>
Service Hours	478	466	3%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<span style="color: orange;">▲</span>	30	24%	35%	26%	-11% <span style="color: red;">▼</span>
Clients Receiving Services	<span style="color: green;">✓</span>	76	95%	90%	88%	5%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<span style="color: orange;">▲</span> 99%	92%
On-Time Periodic 6 Month Updates	<span style="color: orange;">▲</span> 100%	53%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 10 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	212	-81%	▼
Admits	32	208	-85%	▼
Discharges	34	207	-84%	▼
Bed Days	2,413	7,961	-70%	▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
✓ Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data	100%	84%	
✓ Valid TEDS Data	100%	96%	
On-Time Periodic			
6 Month Updates	Actual	State Avg	
	N/A	67%	
Diagnosis			
✓ Valid MH/SU Diagnosis	100%	100%	

## Recovery

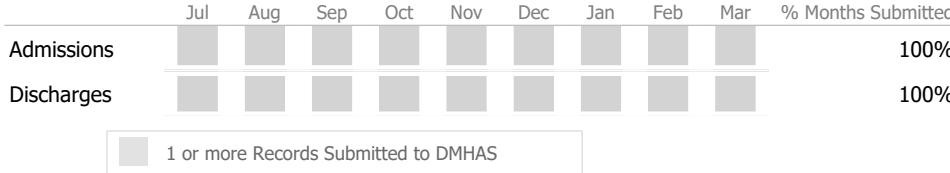
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Function Score	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

## Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate	12	91 days	0.2	73%	90%	73%	-17%	▼

< 90% 90-110% >110%

## 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	675	631	7%
Admits	317	274	16% <span style="color: green;">▲</span>
Discharges	345	298	16% <span style="color: green;">▲</span>
Service Hours	2,459	2,826	-13% <span style="color: red;">▼</span>

## Data Submission Quality

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

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<span style="color: orange;">█</span>	80	23%	50%	51%	-27% <span style="color: red;">▼</span>
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<span style="color: orange;">█</span>	559	76%	75%	50%	1% <span style="color: green;">▲</span>
Abstinence/Reduced Drug Use	<span style="color: orange;">█</span>	327	45%	55%	28%	-10% <span style="color: red;">▼</span>
Stable Living Situation	<span style="color: orange;">█</span>	532	72%	95%	51%	-23% <span style="color: red;">▼</span>
Employed	<span style="color: orange;">█</span>	191	26%	50%	26%	-24% <span style="color: red;">▼</span>
Improved/Maintained Function Score	<span style="color: orange;">█</span>	323	50%	75%	44%	-25% <span style="color: red;">▼</span>
Self Help	<span style="color: orange;">█</span>	56	8%	60%	15%	-52% <span style="color: red;">▼</span>

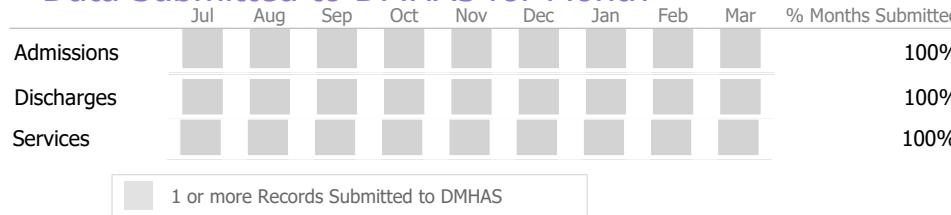
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<span style="color: orange;">█</span>	321	82%	90%	48%	-8%

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	<span style="color: orange;">█</span>	81	28%	75%	65%	-47% <span style="color: red;">▼</span>

## 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	437	457	-4%
Admits	330	365	-10%
Discharges	295	358	-18%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
Valid TEDS Data	82%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	2%	65%

Diagnosis	Actual	State Avg	
✓ Valid MH/SU Diagnosis	<div style="width: 100%; background-color: orange; height: 10px; border: 1px solid black;"></div>	100%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Treatment Completed Successfully		293	99%	50%	56%	49%

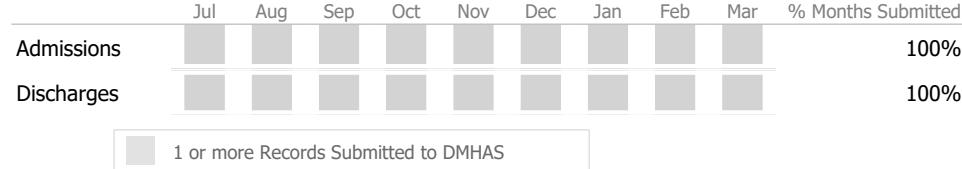
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use	<div><div style="width: 74%;"></div></div>	346	74%	50%	67%	24%	▲
● Not Arrested	<div><div style="width: 65%;"></div></div>	301	65%	75%	91%	-10%	
✓ Improved/Maintained Function Score	<div><div style="width: 83%;"></div></div>	296	83%	75%	47%	8%	
● Self Help	<div><div style="width: 40%;"></div></div>	186	40%	60%	40%	-20%	▼
● Employed	<div><div style="width: 5%;"></div></div>	21	5%	40%	38%	-35%	▼
● Stable Living Situation	<div><div style="width: 33%;"></div></div>	153	33%	90%	85%	-57%	▼

## Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year	<div style="width: 29%;"><div style="width: 7%;"></div></div>	29	7%	50%	69%	-43%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

Actual | Goal ✓ Goal Met | Below Goal

\* State Avg based on 39 Active Methadone Maintenance Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4,143	4,490	-8%
Admits	720	764	-6%
Discharges	867	1,010	-14%

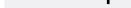
## Data Submission Quality

Data Entry		Actual	State Avg
 Valid NOMS Data		<div><div style="width: 100%; background-color: orange;"></div></div> 100%	98%
 Valid TEDS Data		<div><div style="width: 100%; background-color: orange;"></div></div> 98%	97%
On-Time Periodic		Actual	State Avg
 6 Month Updates		<div><div style="width: 38%; background-color: orange;"></div></div> 38%	65%
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
<span style="color: orange;">●</span> Treatment Completed Successfully	<div style="width: 366px; height: 10px; background-color: orange;"></div>	366	42%	50%	56%	-8%

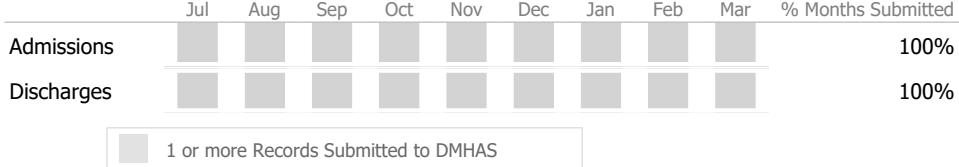
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		3,190	73%	50%	67%	23%	
✓ Not Arrested		4,021	92%	75%	91%	17%	
● Employed		1,673	38%	40%	38%	-2%	
● Stable Living Situation		3,884	89%	90%	85%	-1%	
● Self Help		822	19%	60%	40%	-41%	
● Improved/Maintained Function Score		554	14%	75%	47%	-61%	

## Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year	<div style="width: 80%;"><div style="width: 50%;"></div></div>	3,311	80%	50%	69%	30%

## Data Submitted to DMHAS for Month



▲ > 10% Over      ▼ < 10% Under

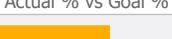
Actual | Goal ✓ Goal Met | Below Goal

\* State Avg based on 39 Active Methadone Maintenance Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	453	250	81%	▲
Admits	395	226	75%	▲
Discharges	393	193	104%	▲
Bed Days	19,665	10,966	79%	▲

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		337	86%	70%	76%	16% <span style="color: green;">▲</span>
✓ No Re-admit within 30 Days of Discharge		371	94%	85%	92%	9% <span style="color: green;">▲</span>
● Follow-up within 30 Days of Discharge		182	54%	90%	58%	-36% <span style="color: red;">▼</span>

## Data Submission Quality

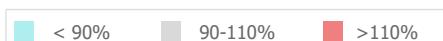
Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% <span style="color: green;">✓</span>
✓ Valid TEDS Data		100% <span style="color: green;">✓</span>
On-Time Periodic		
● 6 Month Updates		0% <span style="color: red;">●</span>
Diagnosis		
✓ Valid MH/SU Diagnosis		100% <span style="color: green;">✓</span>

## Recovery

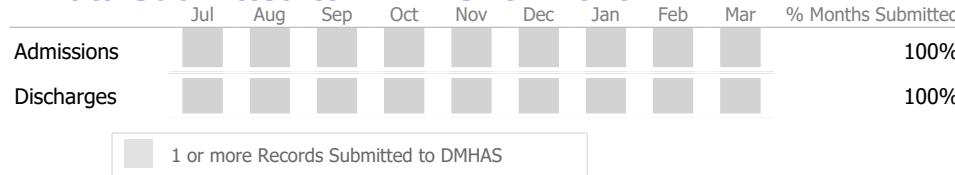
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		440	94%	70%	80%	24% <span style="color: green;">▲</span>
✓ Improved/Maintained Function Score		383	97%	95%	92%	2% <span style="color: green;">▲</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		78	60 days	0.1	92%	90%	73%	2% <span style="color: green;">▲</span>



## Data Submitted to DMHAS for Month



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	17	14	21% <span style="color: green;">▲</span>
Discharges	16	18	-11% <span style="color: red;">▼</span>
Service Hours	119	201	-41% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<span style="color: orange;">█</span>	8	32%	35%	43%	-3%

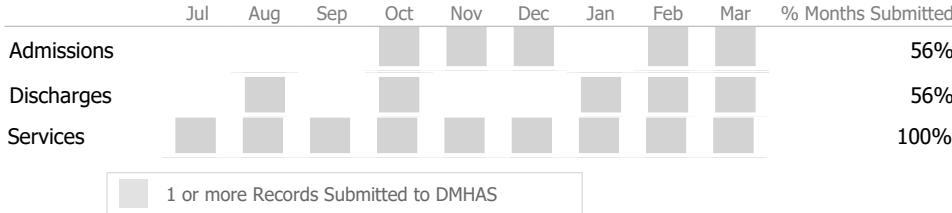
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="color: orange;">█</span>	9	100%	90%	98%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
<span style="color: green;">✓</span> Valid NOMS Data	<span style="color: orange;">█</span>	100% 92%
On-Time Periodic		
6 Month Updates	<span style="color: grey;">█</span>	N/A 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	20	20	0%
Admits	-	-	
Discharges	-	-	

## Data Submission Quality

Data Entry      Actual      State Avg

Valid TEDS Data       N/A      N/A

Diagnosis      Actual      State Avg

✓ Valid MH/SU Diagnosis       100%      5%

## Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions      0%

Discharges      0%

 1 or more Records Submitted to DMHAS

 > 10% Over       < 10% Under

 Actual      | Goal      ✓ Goal Met       Below Goal

\* State Avg based on 9 Active Peer Based Mentoring Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	130	0%
Admits	-	-	
Discharges	-	-	

## Data Submission Quality

Data Entry      Actual      State Avg

Valid TEDS Data       N/A      N/A

Diagnosis      Actual      State Avg

✓ Valid MH/SU Diagnosis       100%      5%

## Data Submitted to DMHAS for Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions      0%

Discharges      0%

 1 or more Records Submitted to DMHAS

 > 10% Over       < 10% Under

 Actual       Goal       Goal Met       Below Goal

\* State Avg based on 9 Active Peer Based Mentoring Programs

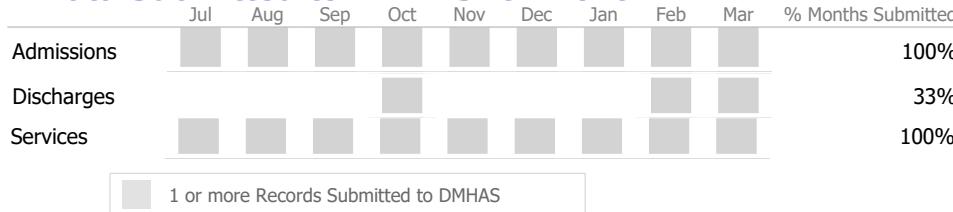
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	55	44% <span style="color: green;">▲</span>
Admits	28	18	56% <span style="color: green;">▲</span>
Discharges	10	21	-52% <span style="color: red;">▼</span>
Service Hours	-	-	

## 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: 100%;"><div style="width: 96%; background-color: orange;"></div></div>	27	96%	50%	93%	46% <span style="color: green;">▲</span>

## Data Submitted to DMHAS for Month


▲ > 10% Over    ▼ < 10% Under

█ Actual    █ Goal    █ Goal Met    █ Below Goal

\* State Avg based on 52 Active Outreach &amp; Engagement Programs