

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	758	966	-22%
	Admits	380	524	-27%
	Discharges	444	527	-16%
	Service Hours	11,045	13,890	-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%	80%	91%
✓ Access		99%	80%	88%
✓ Participation in Treatment		99%	80%	92%
✓ Respect		99%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Quality and Appropriateness		98%	80%	93%
✓ Outcome		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	758	100.0%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	9	1%	8%		Male	503	66%	59%
26-34	99	13%	19%		Female	253	33%	40%
35-44	267	35%	25%		Transgender/Other	2	0%	0%
45-54	224	30%	18%					
55-64	150	20%	18%					
65+	9	1%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Unknown	381	50%	14%		Unknown	286	38%	9%
Non-Hispanic	344	45%	64%		White/Caucasian	244	32%	58%
Hisp-Puerto Rican	26	3%	10%		Black/African American	112	15%	17%
Hispanic-Other	6	1%	11%		Other	110	15%	12%
Hispanic-Cuban	1	0%	0%		Am. Indian/Native Alaskan	2	0%	1%
Hispanic-Mexican			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	361	358	1%
Admits	203	187	9%
Discharges	262	193	36% ▲
Service Hours	2,622	4,479	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	32%	46%

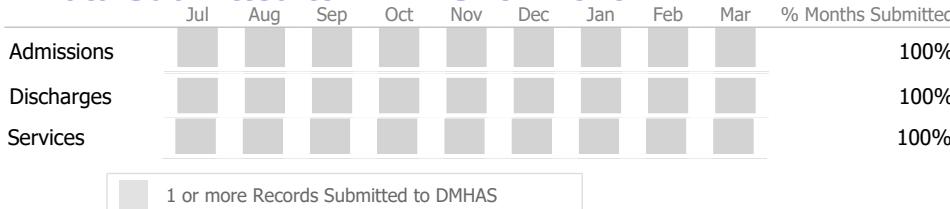
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 71%;"><div style="width: 27%; background-color: orange;"></div></div>	71	27%	50%	65%	-23% ▼
Recovery						
✓ Employed	<div style="width: 158%;"><div style="width: 42%; background-color: orange;"></div></div>	158	42%	20%	30%	22% ▲
✓ Self Help	<div style="width: 239%;"><div style="width: 64%; background-color: orange;"></div></div>	239	64%	60%	42%	4% ▲
✓ Stable Living Situation	<div style="width: 300%;"><div style="width: 80%; background-color: orange;"></div></div>	300	80%	80%	70%	0% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 100%;"><div style="width: 88%; background-color: orange;"></div></div>	100	88%	90%	92%	-2% ▼

Data Submitted to DMHAS for Month

▲ > 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	412	456	-10%
Admits	177	212	-17% ▼
Discharges	182	200	-9%
Service Hours	8,423	8,306	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		371	88%	50%	84%	38% 
✓ Employed		134	32%	20%	34%	12% 
✓ Self Help		296	70%	60%	72%	10%
● Stable Living Situation		324	77%	80%	79%	-3%

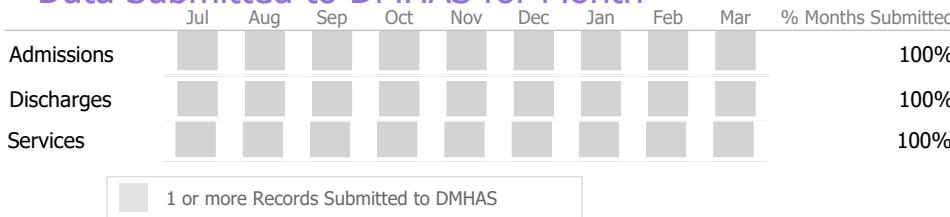
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		242	98%	90%	97%	8%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		88%	89%
On-Time Periodic ✓ 6 Month Updates		74%	73%

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