

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,291	1,266	2%
	Admits	1,604	1,654	-3%
	Discharges	1,521	1,679	-9%
	Service Hours	1,548	953	62% ▲
	Bed Days	7,116	7,048	1%

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

Consumer Satisfaction Survey (Based on 305 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Access		89%	80%	88%
✓ Outcome		88%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	1,033	78.6%
	Medication Assisted Treatment	133	10.1%
	Recovery Support	88	6.7%
Mental Health	Case Management	60	4.6%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	31	2%	9%	Male	933	72% ▲	60%
26-34	248	19%	19%	Female	358	28% ▼	40%
35-44	446	35%	26%	Transgender/Other	1	0%	0%
45-54	301	23%	18%				
55-64	208	16%	18%				
65+	58	4%	10%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,005	78% ▲	64%	White/Caucasian	802	62%	58%
Hisp-Puerto Rican	137	11%	10%	Black/African American	277	21%	18%
Hispanic-Other	134	10%	12%	Other	185	14%	12%
Unknown	14	1% ▼	14%	Multiple Races	18	1%	1%
Hispanic-Cuban	2	0%	0%	Unknown	7	1%	10%
Hispanic-Mexican			1%	Asian	2	0%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	<div></div>	N/A 88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	N/A	N/A	85%	75%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	N/A	N/A	0%	90%	60%	-90%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 13 Active Recovery House Programs

Program Activity

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

1 or more Records Submitted to DMHAS

* State Avg based on 5 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	3	33% ▲
Admits	2	1	100% ▲
Discharges	-	1	-100% ▼
Service Hours	15	13	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	11%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	N/A	N/A	50%	20%	N/A

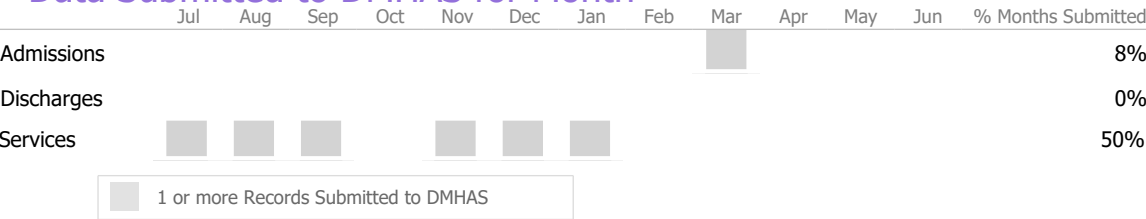
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div><div></div></div>	4	100%	75%	51%	25% ▲
Stable Living Situation	<div><div></div></div>	4	100%	95%	54%	5%
Abstinence/Reduced Drug Use	<div><div></div></div>	2	50%	55%	31%	-5%
Self Help	<div><div></div></div>	2	50%	60%	23%	-10%
Employed	<div><div></div></div>	1	25%	50%	29%	-25% ▼
Improved/Maintained Function Score	<div><div></div></div>	0	0%	75%	16%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	1	25%	90%	27%	-65% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

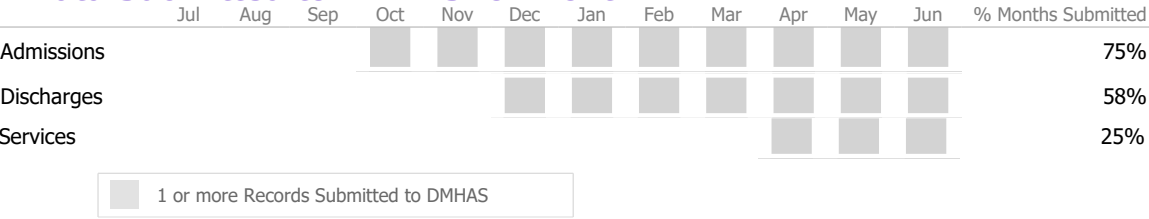
Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88		
Admits	88	-	
Discharges	33	-	
Service Hours	3	-	

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 11 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,032	1,104	-7%
Admits	1,434	1,630	-12% ▼
Discharges	1,442	1,626	-11% ▼
Bed Days	7,116	7,048	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 100%	90%
Valid TEDS Data	<div><div></div></div> 100%	98%
On-Time Periodic		
6 Month Updates	<div><div></div></div> N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	99%

Discharge Outcomes

✓ Treatment Completed Successfully	<div><div></div></div>	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			1,431	99%	80%	77%	19% ▲
● No Re-admit within 30 Days of Discharge	<div><div></div></div>	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			1,034	72%	85%	79%	-13% ▼
● Follow-up within 30 Days of Discharge	<div><div></div></div>	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			753	53%	90%	59%	-37% ▼

Bed Utilization

12 Months Trend		Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<div><div></div></div> Avg Utilization Rate	<div><div></div></div>	24	6 days	0.0	81%	90%	82%	-9%
<div><div>< 90%</div><div>90-110%</div><div>>110%</div></div>								

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%
Discharges	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%
<div><div>1 or more Records Submitted to DMHAS</div></div>													

▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	148	-13% ▼
Admits	20	23	-13% ▼
Discharges	20	40	-50% ▼
Service Hours	863	940	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Valid TEDS Data	100%	69%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	64%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	15	75%	50%	50%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div><div></div></div>	125	97%	55%	67%	42% ▲
Not Arrested	<div><div></div></div>	128	99%	75%	83%	24% ▲
Employed	<div><div></div></div>	73	57%	50%	37%	7%
Stable Living Situation	<div><div></div></div>	125	97%	95%	79%	2%
Self Help	<div><div></div></div>	76	59%	60%	37%	-1%
Improved/Maintained Function Score	<div><div></div></div>	10	8%	75%	37%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	109	100%	90%	87%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>		<div></div>			<div></div>	<div></div>	<div></div>	<div></div>		67%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>		<div></div>	<div></div>		<div></div>	83%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Program Activity				Service Engagement						
Measure	Actual	1 Yr Ago	Variance %	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Unique Clients	60			✓ at least 1 Service within 180 days	<div><div></div></div>	59	98%	50%	94%	48% ▲
Admits	60	-								
Discharges	26	-								
Service Hours	669	-								

