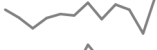


Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,880	6,250	-6%
	Admits	2,139	2,166	-1%
	Discharges	2,267	2,528	-10%
	Service Hours	171	16,283	-99% ▼

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

Consumer Satisfaction Survey (Based on 349 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Respect		92%	80%	91%
✓ Access		90%	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	Medication Assisted Treatment	5,881	98.9%
	Case Management	67	1.1%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	60	1%	9%	Male	3,698	63%	60%
26-34	831	14%	19%	Female	2,187	37%	40%
35-44	1,958	33%	26%	Transgender/Other	3	0%	0%
45-54	1,296	22%	18%				
55-64	1,230	21%	18%				
65+	513	9%	10%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	4,381	74%	64%	White/Caucasian	4,327	73% ▲	58%
Hisp-Puerto Rican	1,268	22% ▲	10%	Other	1,095	19%	12%
Hispanic-Other	153	3%	12%	Black/African American	396	7% ▼	18%
Unknown	69	1% ▼	14%	Unknown	31	1%	10%
Hispanic-Mexican	9	0%	1%	Am. Indian/Native Alaskan	23	0%	1%
Hispanic-Cuban	8	0%	0%	Hawaiian/Other Pacific Islander	8	0%	0%
				Asian	6	0%	1%
				Multiple Races	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	445	568	-22% ▼
Admits	1	29	-97% ▼
Discharges	59	124	-52% ▼
Service Hours	-	1,624	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	56%	50%	57%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		314	71%	50%	66%	21% ▲
Not Arrested		411	92%	75%	91%	17% ▲
Employed		219	49%	40%	37%	9%
Stable Living Situation		407	91%	90%	84%	1%
Self Help		138	31%	60%	40%	-29% ▼
Improved/Maintained Function Score		64	14%	75%	44%	-61% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		441	99%	50%	68%	49% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	1,078	1,121	-4%
Admits	540	545	-1%
Discharges	528	592	-11% ▼
Service Hours	-	2,261	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		284	54%	50%	57%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,171	99%	75%	91%	24% ▲
Improved/Maintained Function Score		986	98%	75%	44%	23% ▲
Stable Living Situation		1,105	93%	90%	84%	3%
Abstinence/Reduced Drug Use		537	45%	50%	66%	-5%
Employed		343	29%	40%	37%	-11% ▼
Self Help		470	40%	60%	40%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		569	53%	50%	68%	3%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	67	81	-17% ▼
Admits	25	33	-24% ▼
Discharges	29	40	-28% ▼
Service Hours	171	189	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	57%	35%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■			■		■	■	■	■	■	■	■	75%
Discharges	■	■	■	■	■		■	■	■	■		■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	17%	50%	61%	-33% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	12%	20%	29%	-8%
Stable Living Situation		39	57%	80%	72%	-23% ▼
Self Help		25	37%	60%	44%	-23% ▼
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	93%	90%	93%	2%

▲ > 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	848	1,064	-20% ▼
Admits	223	481	-54% ▼
Discharges	303	502	-40% ▼
Service Hours	-	2,409	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		217	72%	50%	57%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		661	75%	50%	66%	25% ▲
Self Help		732	83%	60%	40%	23% ▲
Not Arrested		869	99%	75%	91%	24% ▲
Employed		431	49%	40%	37%	9%
Stable Living Situation		845	96%	90%	84%	6%
Improved/Maintained Function Score		166	21%	75%	44%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		569	67%	50%	68%	17% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	728	770	-5%
Admits	202	231	-13% ▼
Discharges	265	237	12% ▲
Service Hours	-	2,099	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	97%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		147	55%	50%	57%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		755	98%	75%	91%	23% ▲
Stable Living Situation		749	97%	90%	84%	7%
Employed		329	43%	40%	37%	3%
Abstinence/Reduced Drug Use		361	47%	50%	66%	-3%
Self Help		424	55%	60%	40%	-5%
Improved/Maintained Function Score		34	5%	75%	44%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		515	71%	50%	68%	21% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	1,017	1,151	-12% ▼
Admits	403	479	-16% ▼
Discharges	396	539	-27% ▼
Service Hours	-	3,466	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	82%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		209	53%	50%	57%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,097	98%	75%	91%	23% ▲
Abstinence/Reduced Drug Use		654	58%	50%	66%	8%
Stable Living Situation		1,039	93%	90%	84%	3%
Employed		406	36%	40%	37%	-4%
Self Help		423	38%	60%	40%	-22% ▼
Improved/Maintained Function Score		286	29%	75%	44%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		637	63%	50%	68%	13% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	547	493	11% ▲
Admits	199	57	249% ▲
Discharges	182	127	43% ▲
Service Hours	-	1,203	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		99	54%	50%	57%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		548	95%	75%	91%	20% ▲
Abstinence/Reduced Drug Use		382	66%	50%	66%	16% ▲
Employed		252	44%	40%	37%	4%
Self Help		341	59%	60%	40%	-1%
Stable Living Situation		494	86%	90%	84%	-4%
Improved/Maintained Function Score		101	21%	75%	44%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		365	67%	50%	68%	17% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	717	608	18% ▲
Admits	230	99	132% ▲
Discharges	206	92	124% ▲
Service Hours	-	943	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
Valid TEDS Data	90%	97%
On-Time Periodic		
6 Month Updates	86%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		104	50%	50%	57%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		647	86%	50%	66%	36% ▲
Not Arrested		730	97%	75%	91%	22% ▲
Employed		364	48%	40%	37%	8%
Self Help		466	62%	60%	40%	2%
Stable Living Situation		702	93%	90%	84%	3%
Improved/Maintained Function Score		121	19%	75%	44%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		496	69%	50%	68%	19% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	545	579	-6%
Admits	185	208	-11% ▼
Discharges	202	218	-7%
Service Hours	-	1,073	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	42%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		134	66%	50%	57%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		576	98%	75%	91%	23% ▲
Stable Living Situation		556	95%	90%	84%	5%
Employed		247	42%	40%	37%	2%
Abstinence/Reduced Drug Use		299	51%	50%	66%	1%
Self Help		340	58%	60%	40%	-2%
Improved/Maintained Function Score		26	5%	75%	44%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		361	66%	50%	68%	16% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 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	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 48%
Valid TEDS Data		N/A 50%
On-Time Periodic		
6 Month Updates		N/A 0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	50%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	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%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	50%	17%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	82%	-75% ▼
Self Help		N/A	N/A	60%	46%	-60% ▼
Stable Living Situation		N/A	N/A	95%	93%	-95% ▼

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 10 Active Partial Hospitalization Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	402	342	18% ▲
Admits	131	4	3175% ▲
Discharges	97	57	70% ▲
Service Hours	-	1,018	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	79%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		58	60%	50%	57%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		368	88%	60%	40%	28% ▲
Not Arrested		407	98%	75%	91%	23% ▲
Abstinence/Reduced Drug Use		249	60%	50%	66%	10%
Employed		171	41%	40%	37%	1%
Stable Living Situation		371	89%	90%	84%	-1%
Improved/Maintained Function Score		10	3%	75%	44%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	31%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		285	71%	50%	68%	21% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													67%
Discharges													92%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal

✓

 Goal Met Below Goal

* State Avg based on 39 Active Methadone Maintenance Programs