

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	1,571	1,589	-1%
↘	Admits	64	122	-48% ▼
↗	Discharges	69	108	-36% ▼
↔	Service Hours	1,619	1,612	0%

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

Consumer Satisfaction Survey

(Based on 552 FY25 Surveys)

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

Orange bar: Satisfied % | Grey bar: Goal % | Light grey: 0-80% | Lighter grey: 80-100% | Green checkmark: Goal Met | Red circle: Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
Medication Assisted Treatment		1,505	90.6%
Recovery Support		156	9.4%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	17	1%	9%		Male	976	62%	58%
26-34	222	14%	18%		Female	598	38%	41%
35-44	547	35%	25%		Transgender/Other	6	0%	0%
45-54	347	22%	18%					
55-64	296	19%	19%		Race	#	%	State Avg
65+	151	10%	11%		White/Caucasian	1,339	85%	59%
					Black/African American	121	8%	17%
					Other	105	7%	12%
					Am. Indian/Native Alaskan	5	0%	1%
					Asian	5	0%	1%
					Hawaiian/Other Pacific Islander	4	0%	0%
					Unknown	1	0%	8%
					Multiple Races			1%
Ethnicity	#	%	State Avg					
Non-Hispanic	1,203	76%	64%	▲				
Hisp-Puerto Rican	171	11%	10%					
Hispanic-Other	102	6%	12%					
Unknown	102	6%	13%					
Hispanic-Cuban	1	0%	0%					
Hispanic-Mexican	1	0%	1%					

Orange bar: Unique Clients | Grey bar: State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	572	582	-2%
Admits	21	48	-56% ▼
Discharges	18	40	-55% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data	<div style="width: 100%;"> </div>	100%	97%
Valid TEDS Data	<div style="width: 100%;"> </div>	100%	95%
On-Time Periodic		Actual	State Avg
6 Month Updates	<div style="width: 72%;"> </div>	72%	55%
Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis	<div style="width: 100%;"> </div>	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 72%;"> </div>	13	72%	50%	62%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div style="width: 71%;"> </div>	412	71%	N/A	78%	N/A
✓ Not Arrested	<div style="width: 76%;"> </div>	442	76%	75%	85%	1%
✓ Abstinence/Reduced Drug Use	<div style="width: 51%;"> </div>	297	51%	50%	63%	1%
● Employed	<div style="width: 39%;"> </div>	229	39%	40%	42%	-1%
✓ Improved/Maintained Function Score	<div style="width: 75%;"> </div>	406	75%	75%	30%	0%
● Stable Living Situation	<div style="width: 74%;"> </div>	430	74%	90%	80%	-16% ▼
● Self Help	<div style="width: 34%;"> </div>	195	34%	60%	36%	-26% ▼

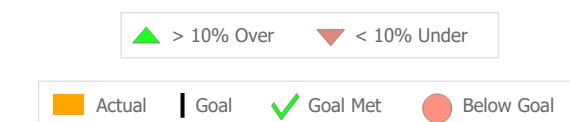
Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year	<div style="width: 84%;"> </div>	485	84%	50%	73%	34% ▲

Data Submitted to DMHAS for Month



1 or more Records Submitted to DMHAS



* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	184	179	3%
Admits	7	14	-50% ▼
Discharges	5	6	-17% ▼
Service Hours	643	684	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	55%
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	<div style="width: 0%;"><div style="width: 0%;"></div></div>	0	0%	50%	62%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div style="width: 100%;"><div style="width: 100%;"></div></div>	162	88%	N/A	78%	N/A
✓ Employed	<div style="width: 75%;"><div style="width: 75%;"></div></div>	119	65%	40%	42%	25% ▲
✓ Not Arrested	<div style="width: 100%;"><div style="width: 100%;"></div></div>	180	98%	75%	85%	23% ▲
✓ Abstinence/Reduced Drug Use	<div style="width: 75%;"><div style="width: 75%;"></div></div>	125	68%	50%	63%	18% ▲
✓ Improved/Maintained Function Score	<div style="width: 100%;"><div style="width: 100%;"></div></div>	163	97%	75%	30%	22% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%;"></div></div>	177	96%	90%	80%	6% ▲
● Self Help	<div style="width: 50%;"><div style="width: 50%;"></div></div>	105	57%	60%	36%	-3% ▼

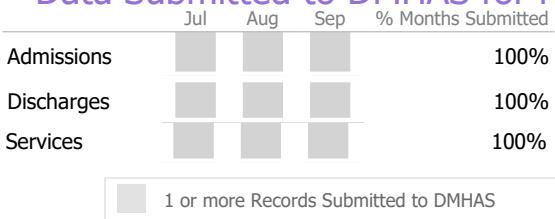
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%;"></div></div>	172	97%	90%	31%	7% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year	<div style="width: 75%;"><div style="width: 75%;"></div></div>	149	81%	50%	73%	31% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

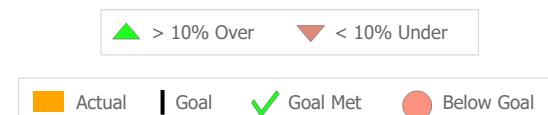
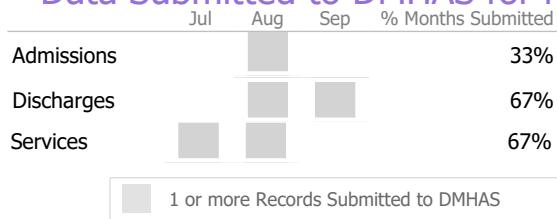
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	167	-7%
Admits	1	27	-96% ▼
Discharges	17	18	-6%
Service Hours	2	28	-95% ▼

Data Submitted to DMHAS for Month



* State Avg based on 11 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	742	745	0%
Admits	35	33	6%
Discharges	29	44	-34% 
Service Hours	975	900	8%

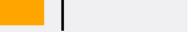
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	61%	55%
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	 	13	45%	50%	62%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	 	458	61%	N/A	78%	N/A
Not Arrested	 	515	69%	75%	85%	-6%
Employed	 	231	31%	40%	42%	-9%
Abstinence/Reduced Drug Use	 	307	41%	50%	63%	-9%
Improved/Maintained Function Score	 	463	67%	75%	30%	-8%
Stable Living Situation	 	503	67%	90%	80%	-23% 
Self Help	 	147	20%	60%	36%	-40% 

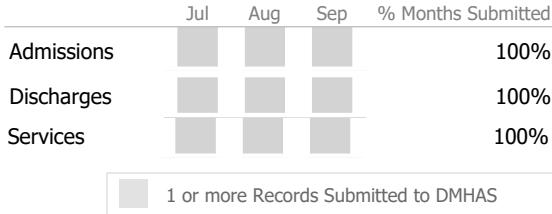
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	 	485	68%	90%	31%	-22% 

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year	 	612	82%	50%	73%	32% 

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