

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↑	Unique Clients	135	81	67%	▲
↑	Admits	50	26	92%	▲
↑	Discharges	45	19	137%	▲
↑	Service Hours	248	133	87%	▲

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

Consumer Satisfaction Survey

(Based on 64 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		84%	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		62	44.3%
Case Management		59	42.1%
Forensic SA			
Forensics Community-based		19	13.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	14	10%	9%	Male		68	50%	58%
26-34	29	21%	18%	Female		67	50%	41%
35-44	36	27%	25%	Transgender/Other				0%
45-54	30	22%	18%	Race				
55-64	22	16%	19%	White/Caucasian		62	46%	59%
65+	4	3%	11%	Other		46	34%	12%

Age | Gender | Race

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	47	35%	64%
Hisp-Puerto Rican	44	33%	10%
Hispanic-Other	34	25%	12%
Unknown	7	5%	13%
Hispanic-Mexican	3	2%	1%
Hispanic-Cuban		0%	

Ethnicity | Race

Gender

Gender	#	%	State Avg
Male		68	50%
Female		67	50%
Transgender/Other			0%

Gender | Race

Race

Race	#	%	State Avg
White/Caucasian		62	46%
Other		46	34%
Black/African American		18	13%
Unknown		5	4%
Am. Indian/Native Alaskan		3	2%
Asian		1	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Race | Gender

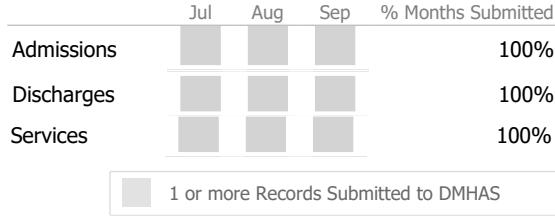
Unique Clients | State Avg | > 10% Over State Avg | > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	59	18	228%	▲
Admits	15	12	25%	▲
Discharges	29	8	263%	▲
Service Hours	80	53	52%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		8	53%	50%	78%	3%

Data Submitted to DMHAS for Month > 10% Over  < 10% Under Actual |  Goal  Goal Met  Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	3	-67% ▼
Admits	-	-	
Discharges	1	1	0% ▲
Service Hours	1	6	-91% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	100%	80%
On-Time Periodic		
6 Month Updates	N/A	17%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	0%	-50% ▼
Recovery						
✓ Employed		1	100%	50%	19%	50% ▲
✓ Abstinence/Reduced Drug Use		1	100%	55%	16%	45% ▲
✓ Not Arrested		1	100%	75%	31%	25% ▲
✓ Stable Living Situation		1	100%	95%	34%	5% ▲
● Self Help		0	0%	60%	19%	-60% ▼
Social Support		0	0%	N/A	25%	N/A
● Improved/Maintained Function Score		0	0%	75%	0%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	28%	10% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				33%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under█ Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Naltrexone Programs

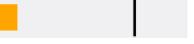
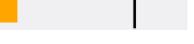
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	61	0%
Admits	15	14	7%
Discharges	14	8	75% ▲
Service Hours	168	74	127% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
Valid TEDS Data	100%	74%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

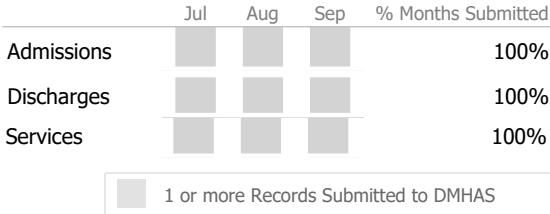
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	50%	43%	21% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		56	90%	N/A	77%	N/A
✓ Not Arrested		60	97%	75%	86%	22% ▲
✓ Self Help		50	81%	60%	50%	21% ▲
✓ Abstinence/Reduced Drug Use		46	74%	55%	67%	19% ▲
✓ Employed		42	68%	50%	42%	18% ▲
✓ Stable Living Situation		59	95%	95%	83%	0% N/A
● Improved/Maintained Function Score		11	24%	75%	28%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	98%	90%	85%	8% ▲

Data Submitted to DMHAS for Month

▲ > 10% Over ▼ < 10% Under■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	-	
Admits	9	-	
Discharges	1	-	
Service Hours	-	-	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	75%	N/A	▼

Jail Diversion

Follow-up Service within 48 hours	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	0%	0%	2%	0%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		33%
Discharges		33%
Services		0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	-	
Admits	11	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	75%	N/A	▼

Jail Diversion

Follow-up Service within 48 hours	Actual % vs Goal %	Actual		Actual %	Goal %	State Avg	Actual vs Goal
		0	0%	0%	0%	2%	0%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Court Liaison-Jail Diversion Programs