

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↗	Unique Clients	385	340	13%	▲
↘	Admits	324	275	18%	▲
↗	Discharges	244	237	3%	
↗	Service Hours	1,139	790	44%	▲
↗	Bed Days	3,495	2,432	44%	▲

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

Consumer Satisfaction Survey

(Based on 234 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	96% 80% 92%	96%	80%	92%
✓ Quality and Appropriateness	96% 80% 93%	96%	80%	93%
✓ Overall	95% 80% 91%	95%	80%	91%
✓ Access	95% 80% 88%	95%	80%	88%
✓ Respect	94% 80% 91%	94%	80%	91%
✓ General Satisfaction	94% 80% 92%	94%	80%	92%
✓ Outcome	88% 80% 83%	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			
	Outpatient	214	36.8%
	Residential Services	81	13.9%
	Case Management	42	7.2%
Other			
	Other	219	37.7%
Forensic SA			
	Case Management	25	4.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	19	5%	9%	Male	315	81%	58%
26-34	72	19%	18%	Female	72	19%	41%
35-44	139	36%	25%	Transgender/Other			0%
45-54	87	23%	18%				
55-64	63	16%	19%				
65+	6	2%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	273	71%	64%	White/Caucasian	178	46%	59%
Hisp-Puerto Rican	90	23%	10%	Black/African American	124	32%	17%
Hispanic-Other	21	5%	12%	Other	80	21%	12%
Hispanic-Mexican	2	1%	1%	Am. Indian/Native Alaskan	3	1%	1%
Hispanic-Cuban	1	0%	0%	Asian	1	0%	1%
Unknown			13%	Hawaiian/Other Pacific Islander	1	0%	0%
				Multiple Races			1%
				Unknown			8%

■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	42	31	35%	▲
Admits	30	23	30%	▲
Discharges	25	20	25%	▲
Service Hours	96	45	113%	▲

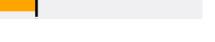
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	44%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	100%	50%	60%	50%

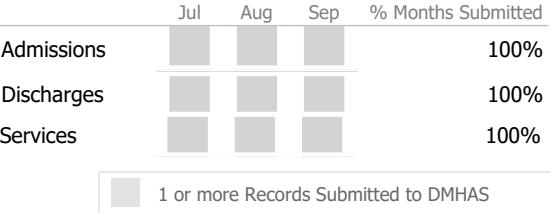
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		41	93%	60%	47%	33%
✓ Stable Living Situation		40	91%	80%	67%	11%
Social Support		30	68%	N/A	69%	N/A
✓ Employed		9	20%	20%	28%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	93%	3%

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	8	6	33%	▲
Admits	5	3	67%	▲
Discharges	5	4	25%	▲
Bed Days	242	153	58%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 80%; background-color: orange;"></div>	4	80%	85%	80%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 88%; background-color: cyan;"></div>	3	46 days	0.4	88%	90%	58%	-2%

< 90%
 90-110%
 >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

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	35	27	30%	▲
Admits	24	23	4%	
Discharges	28	22	27%	▲
Bed Days	1,005	851	18%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 79%; background-color: orange;"></div>	22	79%	85%	80%	-6%
Bed Utilization						
Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %
	<div style="width: 15%; background-color: cyan;"></div>	15	38 days	0.4	73%	90%
	<div style="width: 58%; background-color: lightgray;"></div>				58%	-17%
	<div style="width: 3%; background-color: red;"></div>					▼
	<div style="width: 0%; background-color: cyan;"></div>					
	<div style="width: 0%; background-color: lightgray;"></div>					
	<div style="width: 0%; background-color: red;"></div>					

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div style="width: 0%; background-color: lightgray;"></div>	<div style="width: 0%; background-color: lightgray;"></div>	<div style="width: 0%; background-color: lightgray;"></div>	100%
Discharges	<div style="width: 0%; background-color: lightgray;"></div>	<div style="width: 0%; background-color: lightgray;"></div>	<div style="width: 0%; background-color: lightgray;"></div>	100%

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	219	131	67%	▲
Admits	74	56	32%	▲
Discharges	34	32	6%	
Service Hours	186	15		

Data Submission Quality

Data Entry Actual State Avg

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	87%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

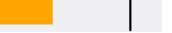
Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

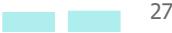
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	39	32	22%	▲
Admits	23	30	-23%	▼
Discharges	17	15	13%	▲
Bed Days	1,846	989	87%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully			8	47%	85%	80%	-38% 

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		27	82 days	0.7	74%	90%	58%	-16% 



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

 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	17	26	-35% ▼
Admits	14	22	-36% ▼
Discharges	6	22	-73% ▼
Service Hours	54	11	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	17%

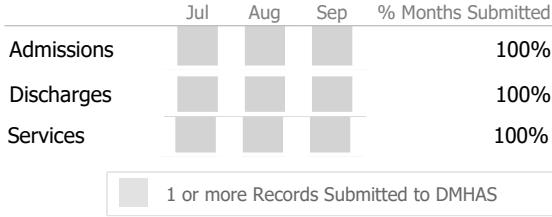
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	63%	-50% ▼
Recovery						
✓ Self Help		15	88%	60%	83%	28% ▲
Social Support		14	82%	N/A	90%	N/A
✓ Stable Living Situation		16	94%	80%	70%	14% ▲
● Employed		2	12%	20%	34%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	93%	10%

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	8	15	-47%	▼
Admits	8	7	14%	▲
Discharges	4	10	-60%	▼
Service Hours	30	33	-11%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	17%

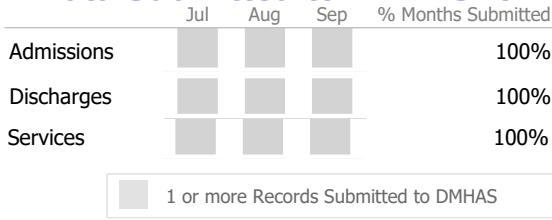
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	63%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	N/A	90%	N/A
✓ Self Help		6	75%	60%	83%	15% ▲
● Employed		1	12%	20%	34%	-8%
● Stable Living Situation		4	50%	80%	70%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	93%	N/A

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	213	174	22%	▲
Admits	141	104	36%	▲
Discharges	119	107	11%	▲
Service Hours	773	686	13%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	79%	47%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	7%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	96%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		67	56%	50%	54%	6%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		177	82%	N/A	28%	N/A
✓ Not Arrested		201	93%	75%	37%	18% ▲
✓ Abstinence/Reduced Drug Use		125	58%	55%	19%	3% ▲
● Stable Living Situation		189	88%	95%	36%	-7% ▼
● Employed		85	39%	50%	20%	-11% ▼
● Self Help		82	38%	60%	11%	-22% ▼
● Improved/Maintained Function Score		99	73%	75%	16%	-2% ▼

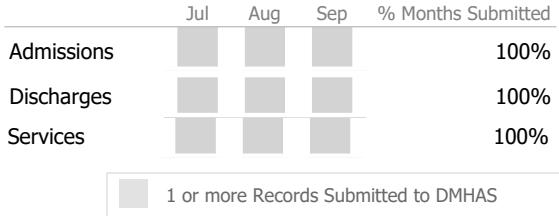
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	97%	90%	50%	7% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		126	89%	75%	64%	14% ▲

Data Submitted to DMHAS for Month

▲ > 10% Over ▼ < 10% Under


* State Avg based on 107 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	5	7	-29% ▼
Discharges	6	5	20% ▲
Bed Days	402	439	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%
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 style="width: 67%;"></div>	4	67%	70%	77%	-3%
No Re-admit within 30 Days of Discharge	<div style="width: 83%;"></div>	5	83%	85%	93%	-2%
Follow-up within 30 Days of Discharge	<div style="width: 75%;"></div>	3	75%	90%	59%	-15% ▼

Recovery

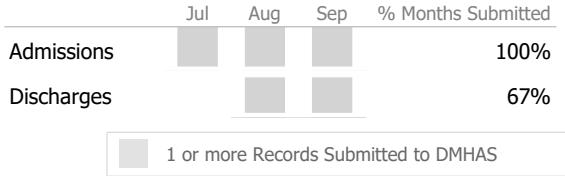
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div style="width: 44%;"></div>	4	44%	70%	71%	-26% ▼
✓ Improved/Maintained Function Score	<div style="width: 100%;"></div>	6	100%	95%	87%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 55%;"></div>	8	57 days	0.9	55%	90%	79%	-35% ▼

< 90% 90-110% >110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 18 Active Intermediate/Long Term Res.Tx 3.5 Programs