

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↘	Unique Clients	4,661	4,823	-3%
↗	Admits	678	666	2%
↘	Discharges	773	785	-2%
↗	Service Hours	979	1,041	-6%
↗	Bed Days	7,879	7,270	8%

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

## Consumer Satisfaction Survey

(Based on 2,818 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	91%   80% 92%	91%	80%	92%
✓ Overall	90%   80% 91%	90%	80%	91%
✓ Quality and Appropriateness	90%   80% 93%	90%	80%	93%
✓ Respect	90%   80% 91%	90%	80%	91%
✓ General Satisfaction	89%   80% 92%	89%	80%	92%
✓ Access	86%   80% 88%	86%	80%	88%
✓ Outcome	85%   80% 83%	85%	80%	83%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>			
Medication Assisted Treatment	3,866	78.1%	
Outpatient	489	9.9%	
Residential Services	282	5.7%	
Recovery Support	144	2.9%	
Employment Services	95	1.9%	

Mental Health	#	%
Case Management	66	1.3%
Employment Services	11	0.2%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	60	1%	9%		Male	3,057	66%	58%
26-34	628	13%	18%		Female	1,597	34%	41%
35-44	1,564	34%	25%		Transgender/Other	8	0%	0%
45-54	1,104	24%	18%					
55-64	868	19%	19%					
65+	437	9%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	3,928	84%	64%	▲	White/Caucasian	3,456	74%	59%
Hisp-Puerto Rican	457	10%	10%		Other	620	13%	12%
Unknown	138	3%	13%		Black/African American	516	11%	17%
Hispanic-Other	132	3%	12%		Unknown	34	1%	8%
Hispanic-Cuban	4	0%	0%		Multiple Races	14	0%	1%
Hispanic-Mexican	3	0%	1%		Asian	9	0%	1%
					Am. Indian/Native Alaskan	8	0%	1%
					Hawaiian/Other Pacific Islander	5	0%	0%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	16	10	60% <span style="color: green;">▲</span>
Discharges	13	15	-13% <span style="color: red;">▼</span>
Bed Days	767	833	-8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	N/A	8%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 85%;"><div style="width: 100%;"></div></div>	11	85%	70%	77%	15% <span style="color: green;">▲</span>
✓ No Re-admit within 30 Days of Discharge	<div style="width: 85%;"><div style="width: 100%;"></div></div>	11	85%	85%	93%	0% <span style="color: green;">▲</span>
● Follow-up within 30 Days of Discharge	<div style="width: 36%;"><div style="width: 100%;"></div></div>	4	36%	90%	59%	-54% <span style="color: red;">▼</span>

## Recovery

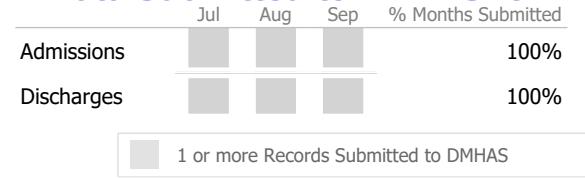
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	<div style="width: 73%;"><div style="width: 100%;"></div></div>	16	73%	70%	70%	3% <span style="color: green;">▲</span>
✓ Improved/Maintained Function Score	<div style="width: 100%;"><div style="width: 100%;"></div></div>	13	100%	95%	87%	5% <span style="color: green;">▲</span>

## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 69%;"><div style="width: 100%;"></div></div>	12	56 days	0.5	69%	90%	79%	-21% <span style="color: red;">▼</span>

█ < 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	489	527	-7%
Admits	94	125	-25% <span style="color: red;">▼</span>
Discharges	90	153	-41% <span style="color: red;">▼</span>
Service Hours	778	843	-8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	97%	47%
On-Time Periodic		
6 Month Updates	2%	7%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 25%;"><span style="color: orange;">█</span></div>	25	28%	50%	54%	-22% <span style="color: red;">▼</span>
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div style="width: 53%;"><span style="color: orange;">█</span></div>	268	53%	N/A	28%	N/A
Not Arrested	<div style="width: 55%;"><span style="color: orange;">█</span></div>	278	55%	75%	37%	-20% <span style="color: red;">▼</span>
Abstinence/Reduced Drug Use	<div style="width: 33%;"><span style="color: orange;">█</span></div>	166	33%	55%	19%	-22% <span style="color: red;">▼</span>
Employed	<div style="width: 20%;"><span style="color: orange;">█</span></div>	99	20%	50%	20%	-30% <span style="color: red;">▼</span>
Stable Living Situation	<div style="width: 51%;"><span style="color: orange;">█</span></div>	258	51%	95%	36%	-44% <span style="color: red;">▼</span>
Self Help	<div style="width: 6%;"><span style="color: orange;">█</span></div>	29	6%	60%	11%	-54% <span style="color: red;">▼</span>
Improved/Maintained Function Score	<div style="width: 21%;"><span style="color: orange;">█</span></div>	86	21%	75%	16%	-54% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 81%;"><span style="color: orange;">█</span></div>	331	81%	90%	50%	-9%
<b>Service Engagement</b>						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div style="width: 28%;"><span style="color: orange;">█</span></div>	26	28%	75%	63%	-47% <span style="color: red;">▼</span>

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

█ Actual   | Goal   █ Goal Met   █ Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	319	263	21%	▲
Admits	118	134	-12%	▼
Discharges	96	108	-11%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
Valid TEDS Data	89%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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		96	100%	50%	62%	50% ▲

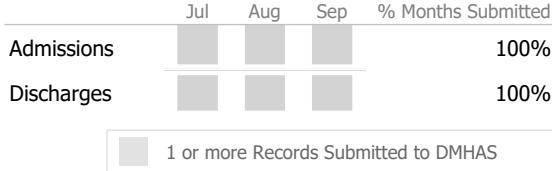
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		299	92%	N/A	78%	N/A
✓ Abstinence/Reduced Drug Use		210	65%	50%	63%	15% ▲
● Self Help		98	30%	60%	36%	-30% ▼
● Employed		5	2%	40%	42%	-38% ▼
● Not Arrested		99	31%	75%	85%	-44% ▼
● Improved/Maintained Function Score		90	50%	75%	30%	-25% ▼
● Stable Living Situation		33	10%	90%	80%	-80% ▼

## Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		43	13%	50%	73%	-37% ▼

## 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	3,596	3,814	-6%
Admits	222	237	-6%
Discharges	297	345	-14% ▼

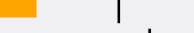
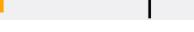
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	38%	55%

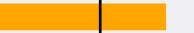
  

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	97%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	   	116	39%	50%	62%	-11% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	   	3,197	88%	N/A	78%	N/A
✓ Abstinence/Reduced Drug Use	   	2,674	74%	50%	63%	24% ▲
✓ Not Arrested	   	3,238	89%	75%	85%	14% ▲
✓ Employed	   	1,665	46%	40%	42%	6%
● Stable Living Situation	   	3,143	86%	90%	80%	-4%
● Self Help	   	720	20%	60%	36%	-40% ▼
● Improved/Maintained Function Score	   	162	5%	75%	30%	-70% ▼

## Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year	   	2,963	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

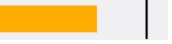
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	260	211	23%	▲
Admits	186	138	35%	▲
Discharges	190	146	30%	▲
Bed Days	7,112	6,437	10%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	84%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	N/A	8%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		146	77%	70%	77%	7%
✓ No Re-admit within 30 Days of Discharge		169	89%	85%	93%	4%
● Follow-up within 30 Days of Discharge		96	66%	90%	59%	-24% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		216	82%	70%	70%	12% ▲
✓ Improved/Maintained Function Score		188	99%	95%	87%	4%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		78	41 days	0.3	99%	90%	79%	9%



## 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



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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	4	-		
Discharges	5	2	150%	▲
Service Hours	33	20	69%	▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	55%	35%	42%	20%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	100%	90%	98%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100%

On-Time Periodic	Actual	State Avg
6 Month Updates		100%

## Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 36 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	1	6800%	▲
Admits	6	-		
Discharges	-	1	-100%	▼

## Data Submission Quality

Data Entry      Actual      State Avg

Valid TEDS Data       N/A      N/A

Diagnosis      Actual      State Avg

Valid MH/SU Diagnosis		100%	8%
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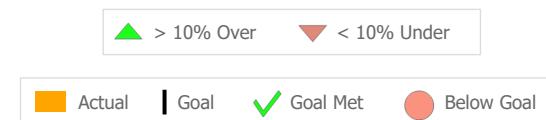
## Data Submitted to DMHAS for Month

Jul      Aug      Sep      % Months Submitted

Admissions       67%

Discharges      0%

 1 or more Records Submitted to DMHAS



\* State Avg based on 11 Active Peer Based Mentoring Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75		
Admits	14	-	
Discharges	5	-	

## Data Submission Quality

Data Entry      Actual      State Avg

Valid TEDS Data       N/A      N/A

Diagnosis      Actual      State Avg

Valid MH/SU Diagnosis	 100%	8%
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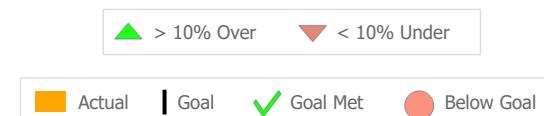
## Data Submitted to DMHAS for Month

Jul      Aug      Sep      % Months Submitted

Admissions       100%

Discharges       67%

 1 or more Records Submitted to DMHAS



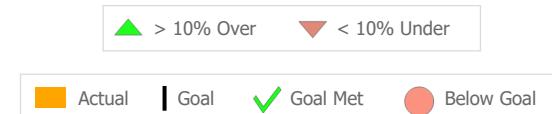
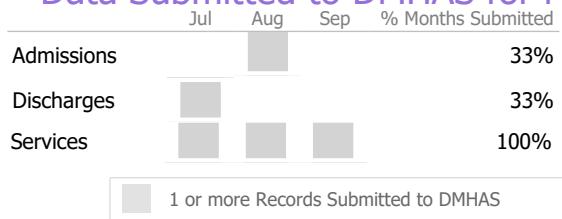
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	61	8%
Admits	3	10	-70% <span style="color: red;">▼</span>
Discharges	2	-	
Service Hours	-	-	

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<span style="background-color: orange;">█</span>	3	100%	50%	92%	50% <span style="color: green;">▲</span>

## Data Submitted to DMHAS for Month



\* State Avg based on 53 Active Outreach & Engagement Programs