

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,776	1,485	20%	▲
	Admits	436	337	29%	▲
	Discharges	332	313	6%	
	Service Hours	3,424	2,899	18%	▲
	Bed Days	6,223	5,356	16%	▲
	S.Rehab/PHP/IOP	624	188	232%	▲

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

Consumer Satisfaction Survey

(Based on 307 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Recovery		90%	80%	79%
✓ Outcome		90%	80%	83%
✓ Respect		89%	80%	91%
✓ Access		86%	80%	88%

■ 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	1,205	60.4%
	Outpatient	252	12.6%
	Residential Services	139	7.0%
	Recovery Support	95	4.8%
	IOP	94	4.7%
Mental Health	Outpatient	209	10.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	51	3%	8%	Male	1,133	64%	58%
26-34	240	14%	18%	Female	640	36%	42%
35-44	461	26%	24%	Transgender			0%
45-54	385	22%	19%				
55-64	401	23%	20%				
65+	214	12%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	812	46%	66%	White/Caucasian	966	54%	60%
Unknown	513	29%	13%	Unknown	531	30%	8%
Hispanic-Other	370	21%	10%	Black/African American	261	15%	17%
Hisp-Puerto Rican	75	4%	11%	Asian	9	1%	1%
Hispanic-Cuban	3	0%	0%	Am. Indian/Native Alaskan	6	0%	1%
Hispanic-Mexican	3	0%	1%	Hawaiian/Other Pacific Islander	3	0%	0%
				Multiple Races			1%
				Other			12%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	23	113% ▲
Admits	27	14	93% ▲
Discharges	31	14	121% ▲
Service Hours	30	66	-54% ▼
Social Rehab/PHP/IOP Days	279	155	80% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	86%
Valid TEDS Data	96%	86%
On-Time Periodic		
6 Month Updates	0%	0%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	58%	50%	53%	8%
● Follow-up within 30 Days of Discharge		9	50%	90%	59%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		40	78%	75%	81%	3%
● Stable Living Situation		44	86%	95%	76%	-9%
● Abstinence/Reduced Drug Use		23	45%	55%	53%	-10% ▼
● Self Help		19	37%	60%	33%	-23% ▼
✓ Improved/Maintained Function Score		26	81%	75%	74%	6%
● Employed		14	27%	50%	27%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	65%	90%	53%	-25% ▼

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on 60 Active Standard IOP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	839	758	11% ▲
Admits	100	75	33% ▲
Discharges	81	78	4%
Service Hours	1,537	1,310	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
Valid TEDS Data	95%	99%
On-Time Periodic		
6 Month Updates	90%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		34	42%	50%	58%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		807	95%	75%	90%	20% ▲
✓ Abstinence/Reduced Drug Use		538	64%	50%	64%	14% ▲
✓ Stable Living Situation		784	93%	90%	87%	3%
● Employed		309	37%	40%	39%	-3%
● Improved/Maintained Function Score		316	45%	75%	46%	-30% ▼
● Self Help		148	17%	60%	46%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		726	95%	90%	81%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		553	66%	50%	73%	16% ▲

Data Submitted to DMHAS by 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 37 Active Methadone Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	57	49% ▲
Admits	24	14	71% ▲
Discharges	10	7	43% ▲
Service Hours	126	111	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
Valid TEDS Data	95%	76%
On-Time Periodic		
6 Month Updates	11%	11%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	10%	50%	51%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		60	70%	75%	48%	-5%
Employed		26	30%	50%	25%	-20% ▼
Abstinence/Reduced Drug Use		31	36%	55%	24%	-19% ▼
Stable Living Situation		63	73%	95%	49%	-22% ▼
Self Help		9	10%	60%	14%	-50% ▼
Improved/Maintained Function Score		12	21%	75%	30%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	68%	90%	32%	-22% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	50%	75%	49%	-25% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 103 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	12	6	100% ▲
Discharges	9	10	-10%
Bed Days	527	567	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
Valid TEDS Data	91%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	56%	70%	70%	-14% ▼
No Re-admit within 30 Days of Discharge		6	67%	85%	90%	-18% ▼
Follow-up within 30 Days of Discharge		4	80%	90%	60%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		10	59%	70%	61%	-11% ▼
Improved/Maintained Function Score		8	89%	95%	86%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	82 days	0.8	57%	90%	68%	-33% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

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

Legend: Grey bar = 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	13	123% ▲
Admits	15	4	275% ▲
Discharges	3	5	-40% ▼
Service Hours	45	16	183% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	89%
Valid TEDS Data	86%	76%
On-Time Periodic		
6 Month Updates	100%	11%
Diagnosis		
Valid Axis I Diagnosis	83%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	51%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		26	90%	95%	49%	-5%
Abstinence/Reduced Drug Use		10	34%	55%	24%	-21% ▼
Employed		3	10%	50%	25%	-40% ▼
Not Arrested		10	34%	75%	48%	-41% ▼
Self Help		4	14%	60%	14%	-46% ▼
Improved/Maintained Function Score		5	62%	75%	30%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	73%	90%	32%	-17% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	80%	75%	49%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 103 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	148	-7%
Admits	43	79	-46% ▼
Discharges	10	53	-81% ▼
Service Hours	406	506	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
Valid TEDS Data	98%	76%
On-Time Periodic		
6 Month Updates	11%	11%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	60%	50%	51%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		76	55%	50%	25%	5%
● Not Arrested		85	62%	75%	48%	-13% ▼
● Stable Living Situation		102	74%	95%	49%	-21% ▼
● Abstinence/Reduced Drug Use		45	33%	55%	24%	-22% ▼
● Self Help		23	17%	60%	14%	-43% ▼
● Improved/Maintained Function Score		20	28%	75%	30%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		67	52%	90%	32%	-38% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		30	70%	75%	49%	-5%

Data Submitted to DMHAS by 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 103 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	81	56% ▲
Admits	96	52	85% ▲
Discharges	64	51	25% ▲
Bed Days	4,916	3,049	61% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	94%
Valid TEDS Data	97%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		32	50%	70%	70%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		55	86%	85%	90%	1%
● Follow-up within 30 Days of Discharge		22	69%	90%	60%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		51	39%	70%	61%	-31% ▼
● Improved/Maintained Function Score		59	92%	95%	86%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		53	65 days	0.4	101%	90%	68%	11% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	9	400%	▲
Admits	30	9	233%	▲
Discharges	29	2	1350%	▲
Social Rehab/PHP/IOP Days	345	33	945%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	86%
Valid TEDS Data	98%	86%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	59%	50%	53%	9%
● Follow-up within 30 Days of Discharge		9	53%	90%	59%	-37%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		36	73%	75%	81%	-2%
● Abstinence/Reduced Drug Use		25	51%	55%	53%	-4%
● Self Help		26	53%	60%	33%	-7%
● Employed		20	41%	50%	27%	-9%
● Stable Living Situation		36	73%	95%	76%	-22%
✓ Improved/Maintained Function Score		24	83%	75%	74%	8%

Data Submitted to DMHAS by 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 60 Active Standard IOP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	384	370	4%
Admits	60	38	58% ▲
Discharges	50	62	-19% ▼
Service Hours	526	890	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	99%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	68%	81%
Diagnosis		
Valid Axis I Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	54%	50%	58%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		254	66%	50%	64%	16% ▲
✓ Not Arrested		338	87%	75%	90%	12% ▲
● Employed		150	39%	40%	39%	-1%
● Stable Living Situation		319	82%	90%	87%	-8%
● Improved/Maintained Function Score		118	40%	75%	46%	-35% ▼
● Self Help		57	15%	60%	46%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		309	92%	90%	81%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		242	63%	50%	73%	13% ▲

Data Submitted to DMHAS by 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 37 Active Methadone Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
Valid TEDS Data	N/A	57%
On-Time Periodic		
6 Month Updates	N/A	41%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	50%	-55% ▼
Employed		N/A	N/A	50%	28%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	22%	-75% ▼
Not Arrested		N/A	N/A	75%	62%	-75% ▼
Self Help		N/A	N/A	60%	15%	-60% ▼
Stable Living Situation		N/A	N/A	95%	59%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	51%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 19 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	209	84	149% ▲
Admits	29	22	32% ▲
Discharges	25	-	
Service Hours	754	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	91%
On-Time Periodic		
6 Month Updates	12%	55%
Diagnosis		
Valid Axis I Diagnosis	90%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	68%	50%	37%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		94	45%	30%	23%	15% ▲
● Social Support		105	50%	60%	62%	-10%
● Stable Living Situation		144	69%	95%	71%	-26% ▼
● Improved/Maintained Function Score		26	17%	75%	35%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		157	85%	90%	79%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		21	72%	75%	61%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 75 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.