

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	1,930	1,938	0%
↘	Admits	138	150	-8%
↗	Discharges	117	173	-32% ▼
↘	Service Hours	4,154	6,362	-35% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	94% 80%	94%	80%	92%
✓ Respect	93% 80%	93%	80%	91%
✓ Quality and Appropriateness	93% 80%	93%	80%	93%
✓ Overall	92% 80%	92%	80%	91%
✓ Outcome	89% 80%	89%	80%	83%
✓ General Satisfaction	88% 80%	88%	80%	92%
✓ Access	86% 80%	86%	80%	88%
✓ Recovery	85% 80%	85%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Addiction

Medication Assisted Treatment	1,930	100.0%
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Client Demographics

Age

	#	%	State Avg
18-25	50	3%	8%
26-34	507	26%	21%
35-44	598	31%	22%
45-54	390	20%	20%
55-64	288	15%	20%
65+	97	5%	9%

Gender

	#	%	State Avg
Male	1,182	61%	58%
Female	741	39%	42%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,469	76%	69%
Hisp-Puerto Rican	190	10%	12%
Hispanic-Other	144	7%	8%
Unknown	123	6%	11%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban	1	0%	0%

Race

	#	%	State Avg
White/Caucasian	1,666	86%	63% ▲
Other	130	7%	13%
Black/African American	118	6%	16%
Am. Indian/Native Alaskan	7	0%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	3	0%	5%
Multiple Races			1%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	781	827	-6%
Admits	57	58	-2%
Discharges	48	70	-31% 
Service Hours	1,062	2,634	-60% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
✓ Valid TEDS Data	100%	100%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	51%	82%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	92%
✓ SA Screen Complete	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%
Valid Axis V GAF Score	96%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	 	15	31%	50%	51%	-19% 
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	 	447	56%	50%	71%	6%
✓ Not Arrested	 	637	80%	75%	94%	5%
✓ Employed	 	324	41%	40%	43%	1%
✓ Improved/Maintained Axis V GAF Score	 	546	76%	75%	65%	1%
● Stable Living Situation	 	627	79%	90%	92%	-11% 
● Self Help	 	357	45%	60%	54%	-15% 

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	 	370	50%	90%	86%	-40% 

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Length of Stay over 1 Year

Actual % vs Goal %

Actual | Goal ✓ Goal Met ● Below Goal

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Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	100%
Discharges	1	1	1	100%
Services	1	1	1	100%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

* State Avg based on 32 Active Methadone Maintenance Programs

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

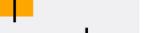
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	271	282	-4%
Admits	17	22	-23% ▼
Discharges	18	19	-5%
Service Hours	1,228	1,455	-16% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%
✓	Valid TEDS Data	100%	100%
On-Time Periodic			
●	6 Month Updates	79%	82%
Co-occurring			
✓	MH Screen Complete	100%	92%
✓	SA Screen Complete	100%	92%
Diagnosis			
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	50%	50%	51%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		192	71%	60%	54%	11% ▲
✓ Abstinence/Reduced Drug Use		163	60%	50%	71%	10%
✓ Employed		133	49%	40%	43%	9%
✓ Not Arrested		227	83%	75%	94%	8%
✓ Improved/Maintained Axis V GAF Score		192	77%	75%	65%	2%
● Stable Living Situation		227	83%	90%	92%	-7%

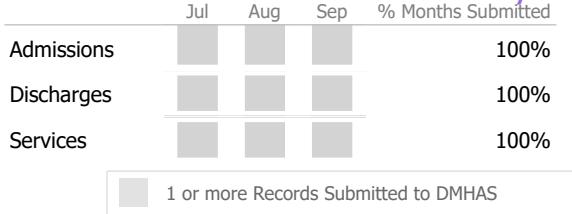
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		208	82%	90%	86%	-8%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		220	81%	50%	72%	31% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active Methadone Maintenance Programs

Program Activity

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

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

 > 10% Over  < 10% Under

Discharges 0%

 Actual |  Goal  Goal Met  Below Goal 1 or more Records Submitted to DMHAS

* State Avg based on 8 Active Peer Based Mentoring Programs

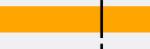
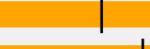
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	5	-60%	▼
Admits	-	-		
Discharges	-	2	-100%	▼
Service Hours	17	39	-56%	▼

Data Submission Quality

		Actual	State Avg
✓ Valid NOMS Data		100%	88%
✓ Valid TEDS Data		100%	96%
On-Time Periodic			
✓ 6 Month Updates		100%	31%
Co-occurring			
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	88%
Diagnosis			
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		2	100%	75%	31%	25% 
✓ Not Arrested		2	100%	75%	61%	25% 
✓ Stable Living Situation		2	100%	95%	60%	5% 
✓ Employed		1	50%	50%	23%	0% 
● Abstinence/Reduced Drug Use		1	50%	55%	45%	-5% 
● Self Help		0	0%	60%	17%	-60% 

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	50%	90%	36%	-40% 

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions		0%
Discharges		0%
Services		67%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

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	88%
Valid TEDS Data	N/A	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	31%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	77%
SA Screen Complete	N/A	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	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%	45%	-55% ▼
Employed		N/A	N/A	50%	23%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	31%	-75% ▼
Not Arrested		N/A	N/A	75%	61%	-75% ▼
Self Help		N/A	N/A	60%	17%	-60% ▼
Stable Living Situation		N/A	N/A	95%	60%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	36%	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 22 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	877	824	6%
Admits	64	70	-9%
Discharges	51	82	-38% ▼
Service Hours	1,847	2,233	-17% ▼

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	68%	82%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	33%	50%	51%	-17% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		670	76%	75%	94%	1%
Abstinence/Reduced Drug Use		401	45%	50%	71%	-5%
Employed		276	31%	40%	43%	-9%
Improved/Maintained Axis V GAF Score		571	71%	75%	65%	-4%
Stable Living Situation		658	75%	90%	92%	-15% ▼
Self Help		296	34%	60%	54%	-26% ▼

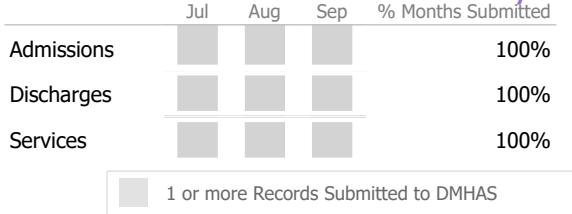
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		576	69%	90%	86%	-21% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		658	75%	50%	72%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active Methadone Maintenance Programs