

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	847	888	-5%
↘	Admits	162	342	-53% ▼
↘	Discharges	96	374	-74% ▼
↘	Service Hours	1,457	3,149	-54% ▼
↘	Bed Days	866	1,285	-33% ▼
↘	S.Rehab/PHP/IOP	50	601	-92% ▼

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	96%	96%	80%	92%
✓ Quality and Appropriateness	94%	94%	80%	93%
✓ Access	90%	90%	80%	88%
✓ Respect	89%	89%	80%	91%
✓ Overall	88%	88%	80%	91%
✓ General Satisfaction	84%	84%	80%	92%
● Recovery	75%	75%	80%	79%
● Outcome	75%	75%	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	730	75.6%
	Case Management	82	8.5%
	IOP	74	7.7%
	Residential Services	22	2.3%
Mental Health			
	Case Management	57	5.9%

Client Demographics

Age	#	%	State Avg
18-25	80	10%	8%
26-34	228	28%	21%
35-44	238	29%	22%
45-54	166	20%	20%
55-64	94	11%	20%
65+	21	3%	9%

Gender	#	%	State Avg
Female	425	50%	42%
Male	421	50%	58%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	635	75%	63%
Other	85	10%	13%
Black/African American	70	8%	16%
Unknown	43	5%	5%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	5	1%	0%
Am. Indian/Native Alaskan	3	0%	1%
Multiple Races	1	0%	1%

Ethnicity	#	%	State Avg
Non-Hispanic	607	72%	69%
Hisp-Puerto Rican	157	19%	12%
Hispanic-Other	48	6%	8%
Unknown	26	3%	11%
Hispanic-Mexican	8	1%	1%
Hispanic-Cuban	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	535	545	-2%
Admits	88	178	-51% ▼
Discharges	33	192	-83% ▼
Service Hours	890	2,183	-59% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	70%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	2%	17%
Co-occurring	Actual	State Avg
MH Screen Complete	91%	91%
SA Screen Complete	90%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	94%	31	94%	50%	46%	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	62%	331	62%	75%	68%	-13% ▼
Abstinence/Reduced Drug Use	39%	209	39%	55%	41%	-16% ▼
Employed	18%	95	18%	50%	26%	-32% ▼
Stable Living Situation	60%	321	60%	95%	66%	-35% ▼
Self Help	13%	69	13%	60%	17%	-47% ▼
Improved/Maintained Axis V GAF Score	17%	75	17%	75%	34%	-58% ▼

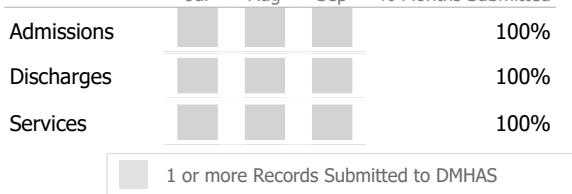
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	55%	278	55%	90%	45%	-35% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days	48%	42	48%	75%	58%	-27% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

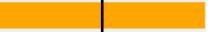
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

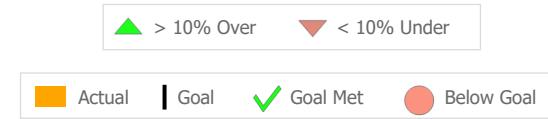
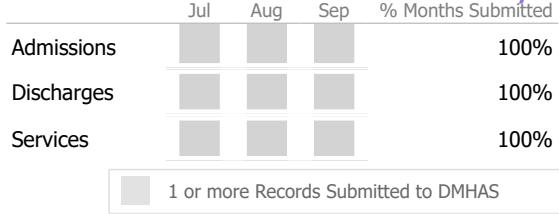
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	113	-27%	▼
Admits	7	11	-36%	▼
Discharges	17	25	-32%	▼
Service Hours	96	142	-33%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	100%	50%	56%	50%

Data Submitted to DMHAS by Month

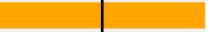


* State Avg based on 22 Active Outreach & Engagement Programs

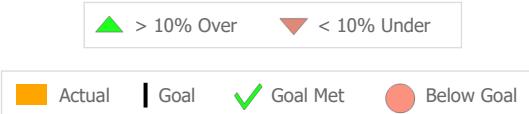
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	26	63	-59%	▼
Admits	1	7	-86%	▼
Discharges	-	2	-100%	▼
Service Hours	8	9	-11%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		1	100%	50%	93%	50% 

Data Submitted to DMHAS by Month



* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	23	-74%	▼
Admits	-	11	-100%	▼
Discharges	-	17	-100%	▼
Service Hours	-	20	-100%	▼
Social Rehab/PHP/IOP Days	0	120	-100%	▼

Data Submission Quality

	Actual	State Avg	
Data Entry			
Valid NOMS Data	N/A	78%	
Valid TEDS Data	N/A	82%	
On-Time Periodic	Actual	State Avg	
6 Month Updates	0%	1%	
Co-occurring	Actual	State Avg	
MH Screen Complete	N/A	80%	
SA Screen Complete	N/A	80%	
Diagnosis	Actual	State Avg	
Valid Axis I Diagnosis	100%	100%	
Valid Axis V GAF Score	100%	100%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	17%	50%	24%	-33% ▼
Abstinence/Reduced Drug Use		1	17%	55%	47%	-38% ▼
Not Arrested		2	33%	75%	78%	-42% ▼
Stable Living Situation		3	50%	95%	79%	-45% ▼
Self Help		0	0%	60%	19%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	48%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	54%	N/A ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Standard IOP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	224	-11% ▼
Admits	29	65	-55% ▼
Discharges	15	71	-79% ▼
Service Hours	344	716	-52% ▼

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	98%	87%
Valid TEDS Data	83%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	17%
Co-occurring	Actual	State Avg
MH Screen Complete	74%	91%
SA Screen Complete	74%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

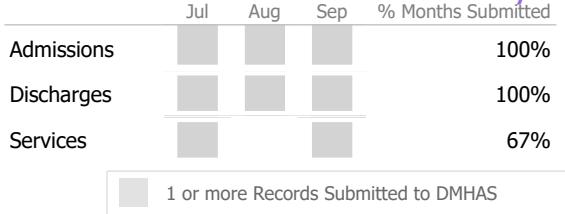
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 13px;"></div></div>	13	87%	50%	46%	37% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div style="width: 79px;"><div style="width: 19px;"></div></div>	79	40%	55%	41%	-15% ▼
Not Arrested	<div style="width: 112px;"><div style="width: 28px;"></div></div>	112	56%	75%	68%	-19% ▼
Employed	<div style="width: 45px;"><div style="width: 11px;"></div></div>	45	23%	50%	26%	-27% ▼
Stable Living Situation	<div style="width: 122px;"><div style="width: 30px;"></div></div>	122	61%	95%	66%	-34% ▼
Self Help	<div style="width: 12px;"><div style="width: 3px;"></div></div>	12	6%	60%	17%	-54% ▼
Improved/Maintained Axis V GAF Score	<div style="width: 31px;"><div style="width: 8px;"></div></div>	31	20%	75%	34%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 143px;"><div style="width: 35px;"></div></div>	143	77%	90%	45%	-13% ▼
Service Engagement						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div style="width: 11px;"><div style="width: 3px;"></div></div>	11	38%	75%	58%	-37% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

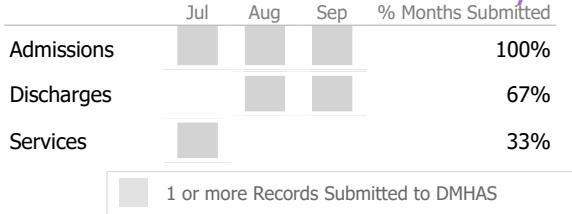
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	13	169%	▲
Admits	5	10	-50%	▼
Discharges	5	-		
Service Hours	24	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	60%	50%	93%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	16	-44% ▼	
Admits	6	7	-14% ▼	
Discharges	2	11	-82% ▼	
Bed Days	443	607	-27% ▼	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 70%; background-color: orange;"></div>	2	100%	70%	62%	30% ▲
✓ No Re-admit within 30 Days of Discharge	<div style="width: 70%; background-color: orange;"></div>	2	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge	<div style="width: 70%; background-color: orange;"></div>	2	100%	90%	64%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 93%; background-color: orange;"></div>	93%
✓ Valid TEDS Data	<div style="width: 100%; background-color: orange;"></div>	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 14%; background-color: grey;"></div>	N/A

Co-occurring	Actual	State Avg
✓ MH Screen Complete	<div style="width: 100%; background-color: orange;"></div>	93%
✓ SA Screen Complete	<div style="width: 100%; background-color: orange;"></div>	93%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	<div style="width: 100%; background-color: orange;"></div>	100%
✓ Valid Axis V GAF Score	<div style="width: 100%; background-color: orange;"></div>	97%

Recovery

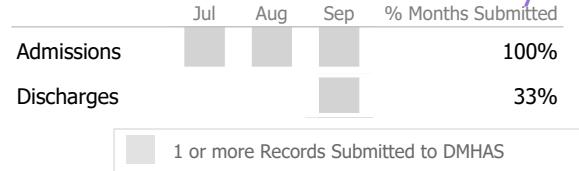
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	<div style="width: 78%; background-color: orange;"></div>	7	78%	70%	53%	8% ▲
✓ Improved/Maintained Axis V GAF Score	<div style="width: 100%; background-color: orange;"></div>	2	100%	95%	79%	5% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	<div style="width: 48%; background-color: cyan;"></div>	10	95 days	1.1	48%	90%	72%	-42% ▼

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	17	-24%	▼
Admits	8	8	0%	
Discharges	5	9	-44%	▼
Bed Days	423	678	-38%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	70%	62%	10%
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	90%	15%
✓ Follow-up within 30 Days of Discharge		4	100%	90%	64%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92% 89%
✓ Valid TEDS Data		100% 99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		0% 14%

Co-occurring	Actual	State Avg
✓ MH Screen Complete		100% 93%
✓ SA Screen Complete		100% 93%

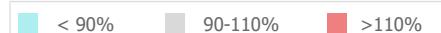
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%
✓ Valid Axis V GAF Score		100% 97%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		8	62%	70%	53%	-8%
● Improved/Maintained Axis V GAF Score		5	83%	95%	79%	-12%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	103 days	0.8	46%	90%	72%	-44%



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	72	-6%
Admits	18	45	-60% ▼
Discharges	19	47	-60% ▼
Service Hours	95	79	20% ▲
Social Rehab/PHP/IOP Days	50	481	-90% ▼

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	96%	78%
Valid TEDS Data	83%	82%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	1%
Co-occurring	Actual	State Avg
MH Screen Complete	93%	80%
SA Screen Complete	93%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 70%;"><div style="width: 100%;"></div></div>	17	89%	50%	66%	39% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 50%;"><div style="width: 100%;"></div></div>	10	59%	90%	54%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	<div style="width: 70%;"><div style="width: 100%;"></div></div>	40	59%	55%	47%	4% ▲
● Not Arrested	<div style="width: 80%;"><div style="width: 100%;"></div></div>	48	71%	75%	78%	-4% ▼
● Stable Living Situation	<div style="width: 90%;"><div style="width: 100%;"></div></div>	55	81%	95%	79%	-14% ▼
● Employed	<div style="width: 20%;"><div style="width: 100%;"></div></div>	15	22%	50%	24%	-28% ▼
● Self Help	<div style="width: 20%;"><div style="width: 100%;"></div></div>	17	25%	60%	19%	-35% ▼
● Improved/Maintained Axis V GAF Score	<div style="width: 50%;"><div style="width: 100%;"></div></div>	17	38%	75%	48%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 50%;"><div style="width: 100%;"></div></div>	25	51%	90%	54%	-39% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Standard IOP Programs

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