

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% ▼

Consumer Satisfaction Survey (Based on 117 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Overall		88%	80%	91%
✓ General Satisfaction		84%	80%	92%
● Recovery		75%	80%	79%
● Outcome		75%	80%	83%

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

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	Gender	#	%	State Avg
18-25	80	10%	8%	Female	425	50%	42%
26-34	228	28%	21%	Male	421	50%	58%
35-44	238	29%	22%	Transgender			0%
45-54	166	20%	20%				
55-64	94	11%	20%				
65+	21	3%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	607	72%	69%	White/Caucasian	635	75%	▲ 63%
Hisp-Puerto Rican	157	19%	12%	Other	85	10%	13%
Hispanic-Other	48	6%	8%	Black/African American	70	8%	16%
Unknown	26	3%	11%	Unknown	43	5%	5%
Hispanic-Mexican	8	1%	1%	Asian	5	1%	1%
Hispanic-Cuban	1	0%	0%	Hawaiian/Other Pacific Islander	5	1%	0%
				Am. Indian/Native Alaskan	3	0%	1%
				Multiple Races	1	0%	1%

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

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

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		
6 Month Updates	2%	17%
Co-occurring		
MH Screen Complete	91%	91%
SA Screen Complete	90%	96%
Diagnosis		
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		31	94%	50%	46%	44% ▲

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		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		42	48%	75%	58%	-27% ▼

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

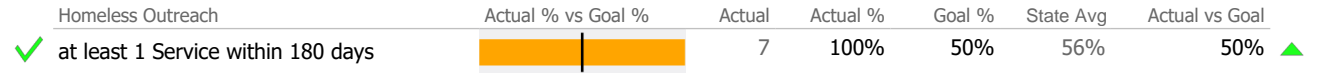
* State Avg based on 105 Active Standard Outpatient Programs

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

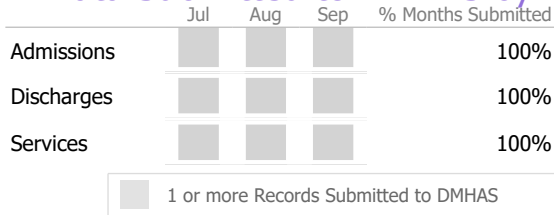
Program Activity

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

Service Engagement



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

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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

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

Variations 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

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
Valid TEDS Data	83%	87%
On-Time Periodic		
6 Month Updates	0%	17%
Co-occurring		
MH Screen Complete	74%	91%
SA Screen Complete	74%	96%
Diagnosis		
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		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		79	40%	55%	41%	-15% ▼
Not Arrested		112	56%	75%	68%	-19% ▼
Employed		45	23%	50%	26%	-27% ▼
Stable Living Situation		122	61%	95%	66%	-34% ▼
Self Help		12	6%	60%	17%	-54% ▼
Improved/Maintained Axis V GAF Score		31	20%	75%	34%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		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		11	38%	75%	58%	-37% ▼

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 105 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	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

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	89%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	14%
Co-occurring		
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	70%	62%	30% ▲
No Re-admit within 30 Days of Discharge		2	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	64%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		7	78%	70%	53%	8%
Improved/Maintained Axis V GAF Score		2	100%	95%	79%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	95 days	1.1	48%	90%	72%	-42% ▼

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

Data Submitted to DMHAS by Month

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

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

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 26 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	13	17	-24% ▼
Admits	8	8	0%
Discharges	5	9	-44% ▼
Bed Days	423	678	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	14%
Co-occurring		
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

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%

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% ▼

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

Data Submitted to DMHAS by Month

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

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 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	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

Data Entry	Actual	State Avg
Valid NOMS Data	96%	78%
Valid TEDS Data	83%	82%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	93%	80%
SA Screen Complete	93%	80%
Diagnosis		
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		17	89%	50%	66%	39% ▲
● Follow-up within 30 Days of Discharge		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		40	59%	55%	47%	4%
● Not Arrested		48	71%	75%	78%	-4%
● Stable Living Situation		55	81%	95%	79%	-14% ▼
● Employed		15	22%	50%	24%	-28% ▼
● Self Help		17	25%	60%	19%	-35% ▼
● Improved/Maintained Axis V GAF Score		17	38%	75%	48%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	51%	90%	54%	-39% ▼

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 53 Active Standard IOP Programs

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