

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,107	1,819	-39%	▼
	Admits	271	782	-65%	▼
	Discharges	273	898	-70%	▼
	Service Hours	408	387	5%	
	Bed Days	13,634	12,056	13%	▲

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

## Consumer Satisfaction Survey

(Based on 260 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Respect		95%	80%	91%
✓ Outcome		94%	80%	83%
✓ Access		91%	80%	88%
✓ Recovery		91%	80%	79%
✓ General Satisfaction		89%	80%	92%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Forensic SA

Forensics Community-based		882	79.5%
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## Addiction

Outpatient		117	10.5%
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Residential Services		111	10.0%
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## Client Demographics

Age	#	%	State Avg
18-25	201	18%	9%
26-34	331	30%	21%
35-44	271	25%	22%
45-54	163	15%	19%
55-64	101	9%	20%
65+	36	3%	8%

Gender	#	%	State Avg
Male	844	76%	58%
Female	260	24%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	734	66%	70%
Hispanic-Other	333	30%	8%
Hisp-Puerto Rican	20	2%	12%
Unknown	16	1%	10%
Hispanic-Mexican	3	0%	0%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	837	76%	62%
Black/African American	193	17%	17%
Other	43	4%	13%
Asian	22	2%	1%
Unknown	11	1%	6%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	17	12	42%	▲
Admits	6	3	100%	▲
Discharges	5	3	67%	▲
Service Hours	93	52	80%	▲

## Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	90%
✓ Valid TEDS Data		53%	38%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	53%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	99%
✓ SA Screen Complete		100%	99%
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		2	40%	75%	72%	-35% ▼

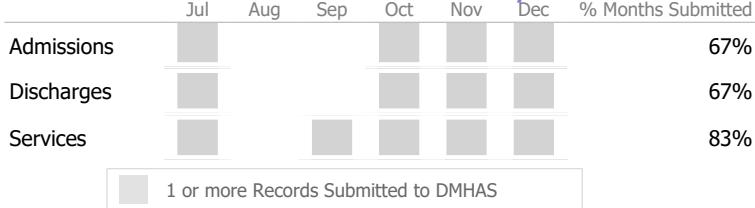
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		10	83%	90%	95%	-7%

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	83%	75%	77%	8%

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 4 Active Gambling Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	98	-36%	▼
Admits	56	82	-32%	▼
Discharges	55	82	-33%	▼
Bed Days	2,394	3,630	-34%	▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		48	87%	50%	81%	37% 
✓ No Re-admit within 30 Days of Discharge		52	95%	85%	90%	10%
● Follow-up within 30 Days of Discharge		31	65%	90%	69%	-25% 

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
Valid TEDS Data		92%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		34	52%	70%	79%	-18% 

## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	47 days	0.2	65%	90%	70%	-25% 

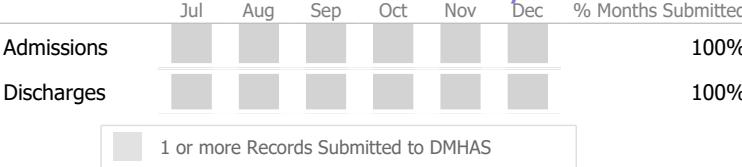


On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring		

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	102	1%
Admits	31	51	-39% ▼
Discharges	25	30	-17% ▼
Service Hours	315	239	32% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	85%
Valid TEDS Data	83%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	21%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	97%	90%
SA Screen Complete	97%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	40%	50%	53%	-10% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		40	38%	50%	30%	-12% ▼
Abstinence/Reduced Drug Use		38	36%	55%	47%	-19% ▼
Stable Living Situation		78	74%	95%	73%	-21% ▼
Not Arrested		47	45%	75%	74%	-30% ▼
Self Help		3	3%	60%	18%	-57% ▼

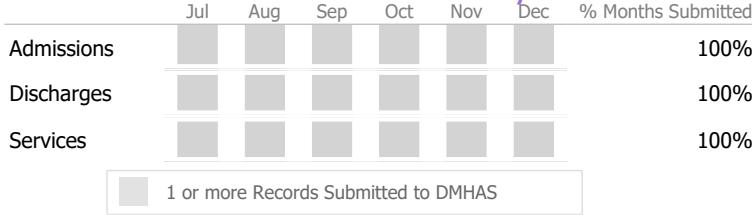
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	43%	90%	60%	-48% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	48%	75%	60%	-27% ▼

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

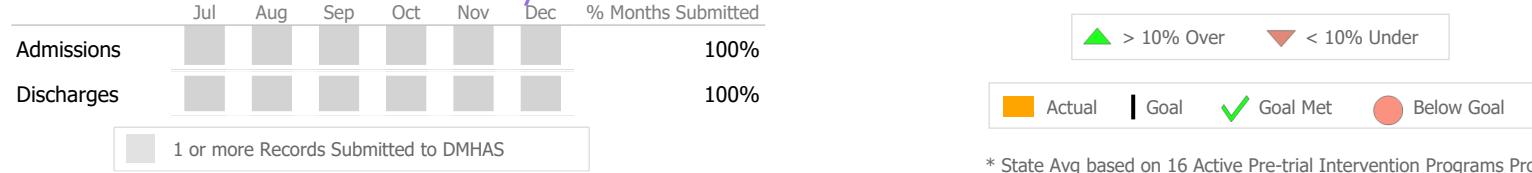
Actual Goal Goal Met Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	882	1,455	-39% 
Admits	138	539	-74% 
Discharges	160	659	-76% 

## Data Submitted to DMHAS by Month

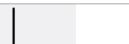


\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

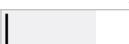
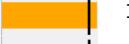
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	148	-67% ▼
Admits	40	104	-62% ▼
Discharges	28	110	-75% ▼
Bed Days	11,240	8,426	33% ▲

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	   	17	61%	70%	64%	-9%
No Re-admit within 30 Days of Discharge	   	27	96%	85%	87%	11% ▲
Follow-up within 30 Days of Discharge	   	10	59%	90%	69%	-31% ▼

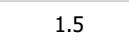
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	   	98% 90%
Valid TEDS Data	   	98% 99%
On-Time Periodic	Actual	State Avg
6 Month Updates	   	N/A 7%
Co-occurring	Actual	State Avg
MH Screen Complete	   	100% 92%
SA Screen Complete	   	100% 92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	   	100% 100%

## Recovery

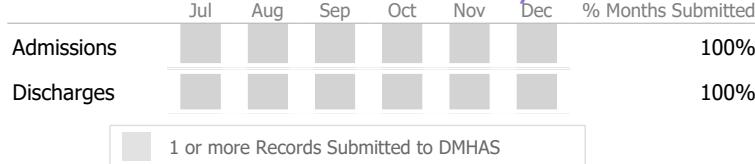
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	   	30	61%	70%	64%	-9%

## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
               	   	90	71 days	1.5	68%	90%	77%	-22% ▼



## 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