

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	699	914	-24% ▼
↑	Admits	652	950	-31% ▼
↑	Discharges	670	942	-29% ▼
↑	Service Hours	634	829	-24% ▼
↑	Bed Days	2,275	3,226	-29% ▼

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

Consumer Satisfaction Survey

(Based on 219 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	89%	89%	80%	93%
✓ Respect	89%	89%	80%	91%
✓ Participation in Treatment	88%	88%	80%	92%
✓ Overall	85%	85%	80%	91%
✓ General Satisfaction	85%	85%	80%	92%
✓ Outcome	85%	85%	80%	83%
✓ Access	80%	80%	80%	88%
● Recovery	75%	75%	80%	79%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
Residential Services	556	79.2%	
Medication Assisted Treatment	118	16.8%	
Forensic SA			
Case Management	15	2.1%	
Mental Health			
Case Management	13	1.9%	

Client Demographics

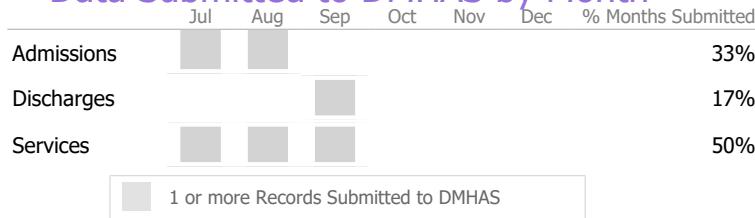
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	39	6%	9%	Male	486	70%	58%
26-34	175	25%	21%	Female	212	30%	42%
35-44	208	30%	22%	Transgender			0%
45-54	149	21%	19%	Race			
55-64	110	16%	20%	White/Caucasian	481	69%	62%
65+	18	3%	8%	Black/African American	119	17%	17%
Ethnicity				Other	85	12%	13%
Non-Hispanic	557	80%	70%	Asian	2	0%	1%
Hisp-Puerto Rican	81	12%	12%	Multiple Races	2	0%	1%
Hispanic-Other	53	8%	8%	Am. Indian/Native Alaskan	1	0%	1%
Unknown	5	1%	10%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban	2	0%	0%				
Hispanic-Mexican	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	15	19	-21%	▼
Admits	2	6	-67%	▼
Discharges	15	10	50%	▲
Service Hours	13	88	-86%	▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	71%
Valid TEDS Data	N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	11%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	95%
SA Screen Complete	N/A	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		N/A	N/A	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	50%	29%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	29%	-55% ▼
Self Help		0	0%	60%	31%	-60% ▼
Not Arrested		0	0%	75%	49%	-75% ▼
Stable Living Situation		0	0%	95%	74%	-95% ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % 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 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	21	-38% ▼
Admits	-	3	-100% ▼
Discharges	-	8	-100% ▼
Service Hours	-	97	-100% ▼

Service Engagement

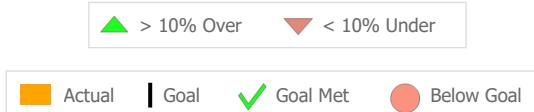
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	92%	-50% ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions	0%
Discharges	0%
Services	0%

1 or more Records Submitted to DMHAS



* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	11	▼
Admits	-	-	
Discharges	-	11	-100% ▼
Service Hours	-	1	-100% ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % 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 9 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	556	749	-26%	▼
Admits	634	871	-27%	▼
Discharges	639	879	-27%	▼
Bed Days	2,275	3,226	-29%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		473	74%	80%	65%	-6%
No Re-admit within 30 Days of Discharge		489	77%	85%	80%	-8%
Follow-up within 30 Days of Discharge		259	55%	90%	53%	-35% ▼

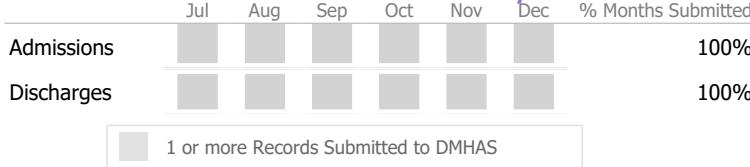
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100%
Valid TEDS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A
Co-occurring	Actual	State Avg
MH Screen Complete		100%
SA Screen Complete		94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		24	4 days	0.0	52%	90%	75%	-38% ▼
								

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	115	-2%
Admits	16	37	-57% ▼
Discharges	15	21	-29% ▼
Service Hours	621	645	-4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	87%
✓ Valid TEDS Data		99%	96%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	26%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		94%	73%
✓ SA Screen Complete		94%	86%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

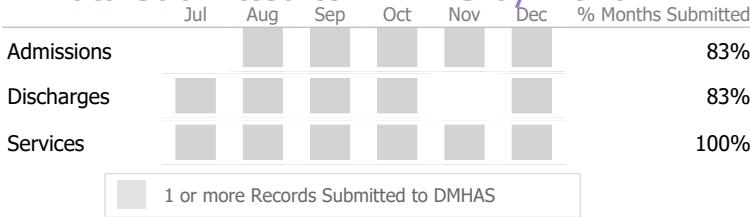
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	33%	50%	45%	-17% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		88	77%	55%	47%	22% ▲
✓ Not Arrested		110	96%	75%	64%	21% ▲
✓ Employed		69	61%	50%	24%	11% ▲
✓ Stable Living Situation		112	98%	95%	63%	3% ▲
● Self Help		12	11%	60%	18%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		98	99%	90%	39%	9% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs