

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,571	1,451	8%
	Admits	615	579	6%
	Discharges	333	466	-29% ▼
	Service Hours	4,187	4,937	-15% ▼
	Bed Days	16,998	11,765	44% ▲
	S.Rehab/PHP/IOP	1,001	1,158	-14% ▼

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

Consumer Satisfaction Survey (Based on 451 FY20 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	1,281	69.4%
	Residential Services	181	9.8%
	Outpatient	155	8.4%
	IOP	128	6.9%
	Recovery Support	100	5.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	55	4%	9%	Male	1,081	69%	▲ 58%
26-34	265	17%	21%	Female	487	31%	▼ 42%
35-44	423	27%	22%	Transgender			0%
45-54	365	23%	19%				
55-64	352	23%	20%				
65+	100	6%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,017	65%	70%	White/Caucasian	1,206	77%	▲ 62%
Hisp-Puerto Rican	422	27%	▲ 12%	Black/African American	292	19%	17%
Hispanic-Other	110	7%	8%	Unknown	50	3%	6%
Unknown	11	1%	10%	Hawaiian/Other Pacific Islander	9	1%	0%
Hispanic-Mexican	6	0%	0%	Am. Indian/Native Alaskan	8	1%	1%
Hispanic-Cuban	5	0%	0%	Asian	6	0%	1%
				Multiple Races			1%
				Other			▼ 13%

■ 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	70	77	-9%
Admits	55	56	-2%
Discharges	29	49	-41% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	505	653	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	80%
Valid TEDS Data	100%	84%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	41%	50%	61%	-9%
Follow-up within 30 Days of Discharge		7	58%	90%	57%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		68	91%	75%	81%	16% ▲
Stable Living Situation		70	93%	95%	84%	-2%
Abstinence/Reduced Drug Use		39	52%	55%	52%	-3%
Employed		13	17%	50%	26%	-33% ▼
Self Help		19	25%	60%	25%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	60%	90%	55%	-30% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 52 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	876	809	8%
Admits	133	169	-21% ▼
Discharges	78	88	-11% ▼
Service Hours	2,472	2,858	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	15%	77%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	29%	50%	53%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		821	92%	75%	93%	17% ▲
Abstinence/Reduced Drug Use		544	61%	50%	69%	11% ▲
Stable Living Situation		801	90%	90%	91%	0%
Employed		300	34%	40%	43%	-6%
Self Help		174	20%	60%	53%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		735	90%	90%	89%	0%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		637	73%	50%	71%	23% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active Methadone Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	14	379% ▲
Admits	44	3	1367% ▲
Discharges	24	5	380% ▲
Service Hours	147	38	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
Valid TEDS Data	100%	84%
On-Time Periodic		
6 Month Updates	0%	21%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	38%	50%	53%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		57	84%	75%	74%	9%
Employed		28	41%	50%	30%	-9%
Stable Living Situation		58	85%	95%	73%	-10%
Abstinence/Reduced Drug Use		26	38%	55%	47%	-17% ▼
Self Help		6	9%	60%	18%	-51% ▼

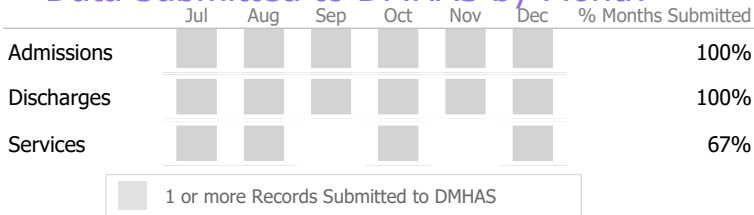
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	64%	90%	60%	-26% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	50%	75%	60%	-25% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% ▼
Admits	15	15	0%
Discharges	15	16	-6%
Bed Days	1,412	1,685	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	7%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	80%	70%	64%	10% ▲
No Re-admit within 30 Days of Discharge		13	87%	85%	87%	2%
Follow-up within 30 Days of Discharge		12	100%	90%	69%	10%
Recovery						
National Recovery Measures (NOMS)						
Abstinence/Reduced Drug Use		16	76%	70%	64%	6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	107 days	0.3	77%	90%	77%	-13% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■		■	■	■	■	83%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	20	32	-38% ▼
Admits	2	12	-83% ▼
Discharges	10	14	-29% ▼
Service Hours	15	101	-85% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	84%
On-Time Periodic		
6 Month Updates	0%	21%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	90%	50%	53%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		14	70%	75%	74%	-5%
Abstinence/Reduced Drug Use		9	45%	55%	47%	-10% ▼
Self Help		7	35%	60%	18%	-25% ▼
Stable Living Situation		14	70%	95%	73%	-25% ▼
Employed		2	10%	50%	30%	-40% ▼

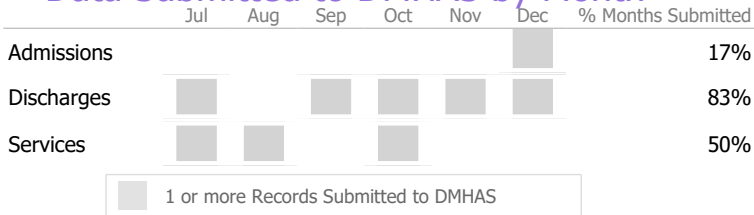
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	50%	90%	60%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	60%	25% ▲

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	52	38% ▲
Admits	30	25	20% ▲
Discharges	28	25	12% ▲
Service Hours	257	330	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
Valid TEDS Data	100%	84%
On-Time Periodic		
6 Month Updates	0%	21%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	57%	50%	53%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		63	85%	75%	74%	10%
Employed		41	55%	50%	30%	5%
Abstinence/Reduced Drug Use		36	49%	55%	47%	-6%
Stable Living Situation		63	85%	95%	73%	-10%
Self Help		16	22%	60%	18%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	43%	90%	60%	-47% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	52%	75%	60%	-23% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 107 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	30	61	-51% ▼
Admits	25	41	-39% ▼
Discharges	4	40	-90% ▼
Bed Days	2,977	3,672	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	7%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	70%	64%	-20% ▼
No Re-admit within 30 Days of Discharge		3	75%	85%	87%	-10%
Follow-up within 30 Days of Discharge		1	50%	90%	69%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		23	74%	70%	64%	4%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	163 days	0.5	74%	90%	77%	-16% ▼		

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■			■		50%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	112	18% ▲
Admits	92	77	19% ▲
Discharges	46	74	-38% ▼
Bed Days	12,609	6,408	97% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	7%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	70%	70%	64%	0%
No Re-admit within 30 Days of Discharge		41	89%	85%	87%	4%
Follow-up within 30 Days of Discharge		15	47%	90%	69%	-43%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		67	50%	70%	64%	-20%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	156 days	0.1	221%	90%	77%	131% ▲

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

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

Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Orange bar = Actual, Vertical line = Goal, Green checkmark = Goal Met, Red circle = 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	58	92	-37% ▼
Admits	42	74	-43% ▼
Discharges	34	71	-52% ▼
Social Rehab/PHP/IOP Days	496	505	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	80%
Valid TEDS Data	100%	84%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

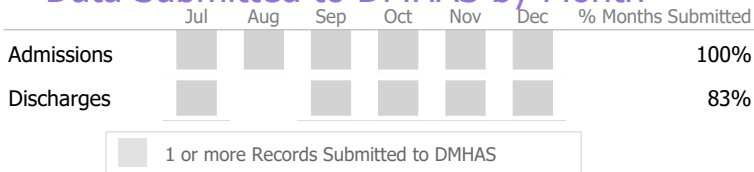
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	68%	50%	61%	18% ▲
Follow-up within 30 Days of Discharge		9	39%	90%	57%	-51% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		47	80%	75%	81%	5%
Abstinence/Reduced Drug Use		33	56%	55%	52%	1%
Self Help		31	53%	60%	25%	-7%
Stable Living Situation		42	71%	95%	84%	-24% ▼
Employed		11	19%	50%	26%	-31% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 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	416	422	-1%
Admits	77	107	-28% ▼
Discharges	65	84	-23% ▼
Service Hours	1,244	1,610	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	14%	77%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	49%	50%	53%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		290	69%	50%	69%	19% ▲
Not Arrested		395	94%	75%	93%	19% ▲
Employed		161	38%	40%	43%	-2%
Stable Living Situation		365	87%	90%	91%	-3%
Self Help		85	20%	60%	53%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		336	95%	90%	89%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		279	67%	50%	71%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

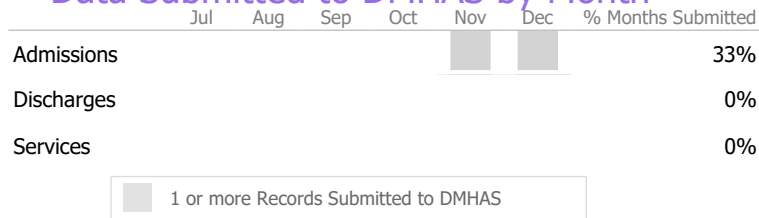
* State Avg based on 32 Active Methadone Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100		
Admits	100	-	
Discharges	-	-	
Service Hours	51	-	

Data Submitted to DMHAS by Month



▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 87%
Valid TEDS Data		N/A 96%
On-Time Periodic		
6 Month Updates		N/A 26%
Co-occurring		
MH Screen Complete		N/A 73%
SA Screen Complete		N/A 86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	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%	47%	-55% ▼
Employed		N/A	N/A	50%	24%	-50% ▼
Not Arrested		N/A	N/A	75%	64%	-75% ▼
Self Help		N/A	N/A	60%	18%	-60% ▼
Stable Living Situation		N/A	N/A	95%	63%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	39%	N/A ▼

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 22 Active Buprenorphine Maintenance Programs

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