

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	955	1,084	-12% ▼
	Admits	326	679	-52% ▼
	Discharges	256	707	-64% ▼
	Service Hours	3,388	5,943	-43% ▼
	Bed Days	2,118	2,639	-20% ▼
	S.Rehab/PHP/IOP	50	1,188	-96% ▼

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	843	76.0%
	Case Management	93	8.4%
	IOP	85	7.7%
	Residential Services	31	2.8%
Mental Health	Case Management	57	5.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	92	10%	9%	Male	478	50%	58%
26-34	256	28%	21%	Female	476	50%	42%
35-44	272	29%	22%	Transgender			0%
45-54	182	20%	19%				
55-64	103	11%	20%				
65+	22	2%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	690	72%	70%	White/Caucasian	711	74%	▲ 62%
Hisp-Puerto Rican	174	18%	12%	Other	98	10%	13%
Hispanic-Other	55	6%	8%	Black/African American	79	8%	17%
Unknown	27	3%	10%	Unknown	52	5%	6%
Hispanic-Mexican	8	1%	0%	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	2	0%	1%

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	617	679	-9%
Admits	177	339	-48% ▼
Discharges	92	336	-73% ▼
Service Hours	2,083	4,053	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	85%
Valid TEDS Data	71%	84%
On-Time Periodic		
6 Month Updates	4%	21%
Co-occurring		
MH Screen Complete	94%	90%
SA Screen Complete	93%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		73	79%	50%	53%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		419	67%	75%	74%	-8%
● Abstinence/Reduced Drug Use		260	42%	55%	47%	-13% ▼
● Employed		128	21%	50%	30%	-29% ▼
● Stable Living Situation		406	65%	95%	73%	-30% ▼
● Self Help		76	12%	60%	18%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		338	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		99	57%	75%	60%	-18% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

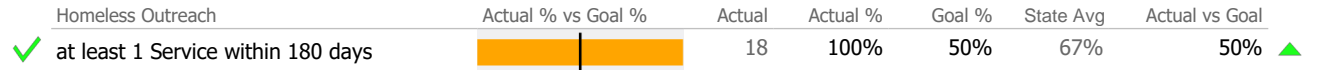
* State Avg based on 107 Active Standard Outpatient Programs

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

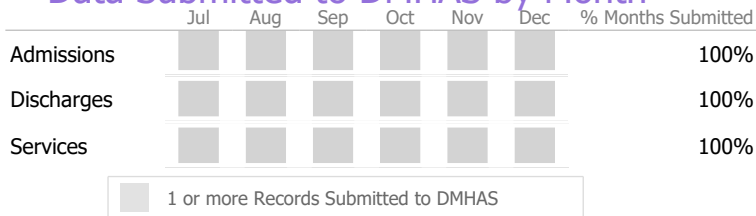
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	125	-26% ▼
Admits	18	23	-22% ▼
Discharges	53	47	13% ▲
Service Hours	199	232	-14% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

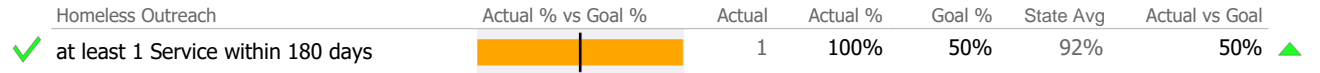
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

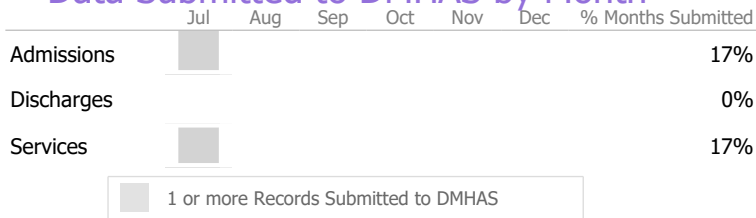
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	64	-59% ▼
Admits	1	8	-88% ▼
Discharges	-	50	-100% ▼
Service Hours	8	29	-73% ▼

Service Engagement



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	39	-85% ▼
Admits	-	28	-100% ▼
Discharges	1	29	-97% ▼
Service Hours	-	42	-100% ▼
Social Rehab/PHP/IOP Days	0	305	-100% ▼

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	N/A	83%
SA Screen Complete	N/A	83%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	61%	50% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	57%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		1	17%	50%	26%	-33% ▼
● Abstinence/Reduced Drug Use		1	17%	55%	52%	-38% ▼
● Not Arrested		2	33%	75%	81%	-42% ▼
● Stable Living Situation		3	50%	95%	84%	-45% ▼
● Self Help		0	0%	60%	25%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	55%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							0%

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	237	281	-16% ▼
Admits	71	138	-49% ▼
Discharges	50	132	-62% ▼
Service Hours	871	1,417	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	85%
Valid TEDS Data	81%	84%
On-Time Periodic		
6 Month Updates	7%	21%
Co-occurring		
MH Screen Complete	82%	90%
SA Screen Complete	82%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		45	90%	50%	53%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		161	67%	75%	74%	-8%
Abstinence/Reduced Drug Use		103	43%	55%	47%	-12% ▼
Stable Living Situation		173	72%	95%	73%	-23% ▼
Employed		62	26%	50%	30%	-24% ▼
Self Help		14	6%	60%	18%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		166	87%	90%	60%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		42	60%	75%	60%	-15% ▼

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 107 Active Standard Outpatient Programs

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

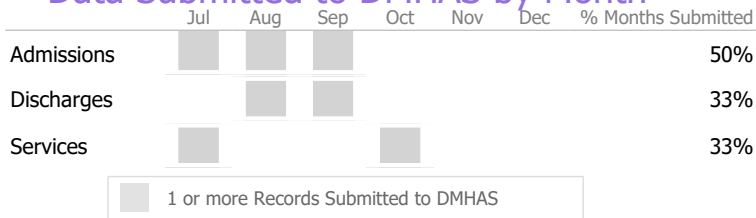
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	22	59% ▲
Admits	5	19	-74% ▼
Discharges	5	-	
Service Hours	25	-	

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%	92%	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	12	28	-57% ▼
Admits	9	20	-55% ▼
Discharges	8	19	-58% ▼
Bed Days	954	1,271	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	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		7	88%	70%	64%	18% ▲
No Re-admit within 30 Days of Discharge		7	88%	85%	87%	3%
Follow-up within 30 Days of Discharge		5	71%	90%	69%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		11	92%	70%	64%	22% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	108 days	0.5	52%	90%	77%	-38% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges			■	■	■	■	67%

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	20	26	-23% ▼
Admits	16	18	-11% ▼
Discharges	11	20	-45% ▼
Bed Days	1,164	1,368	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	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		7	64%	70%	64%	-6%
No Re-admit within 30 Days of Discharge		11	100%	85%	87%	15% ▲
Follow-up within 30 Days of Discharge		6	86%	90%	69%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		11	52%	70%	64%	-18% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	129 days	0.4	63%	90%	77%	-27% ▼		

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	79	110	-28% ▼
Admits	29	86	-66% ▼
Discharges	36	74	-51% ▼
Service Hours	202	171	18% ▲
Social Rehab/PHP/IOP Days	50	883	-94% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	80%
Valid TEDS Data	84%	84%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	89%	83%
SA Screen Complete	89%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	89%	50%	61%	39% ▲
Follow-up within 30 Days of Discharge		19	59%	90%	57%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		48	60%	55%	52%	5%
Not Arrested		58	72%	75%	81%	-3%
Stable Living Situation		66	82%	95%	84%	-13% ▼
Employed		20	25%	50%	26%	-25% ▼
Self Help		23	29%	60%	25%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	48%	90%	55%	-42% ▼

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

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