

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,120	5,228	-2%
	Admits	2,151	2,464	-13%
	Discharges	1,807	2,305	-22%
	Service Hours	7,337	8,048	-9%

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

Consumer Satisfaction Survey

(Based on 349 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Respect		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ General Satisfaction		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		80%	80%	88%
● Outcome		75%	80%	83%
● Recovery		73%	80%	79%

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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Addiction

	Outpatient		3,177	59.2%
	Intake		629	11.7%
Medication Assisted Treatment			474	8.8%
	Case Management		87	1.6%
	Consultation		55	1.0%
	IOP		11	0.2%

Forensic SA

	Forensics Community-based		896	16.7%
	Case Management		39	0.7%

Client Demographics

Age	#	%	State Avg
18-25	815	16%	9%
26-34	1,436	28%	21%
35-44	1,188	23%	22%
45-54	812	16%	19%
55-64	639	12%	20%
65+	223	4%	8%

Gender

Gender	#	%	State Avg
Male	2,924	57%	58%
Female	2,191	43%	42%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	2,919	57%	62%
Unknown	756	15%	6%
Black/African American	663	13%	17%
Other	588	11%	13%
Multiple Races	100	2%	1%
Asian	46	1%	1%
Am. Indian/Native Alaskan	30	1%	1%
Hawaiian/Other Pacific Islander	18	0%	0%

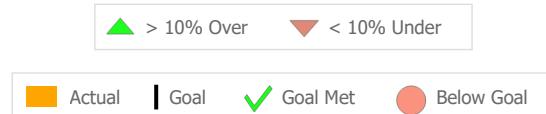
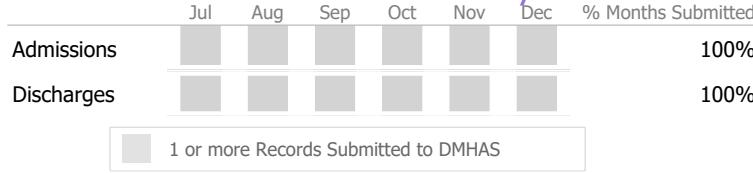
Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	629	533	18%	▲
Admits	761	604	26%	▲
Discharges	761	604	26%	▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	18	100%	▲
Admits	15	7	114%	▲
Discharges	11	7	57%	▲
Service Hours	193	26		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	73%	75%	72%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	92%	90%	95%	2%

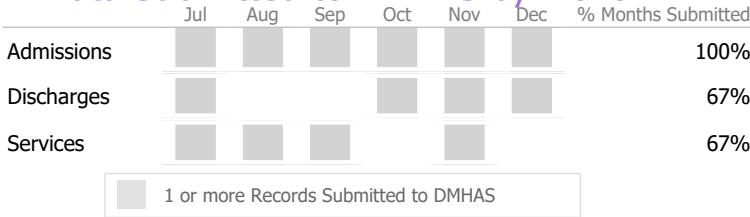
Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	67%	75%	77%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		67%
✓ Valid TEDS Data		61%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		21%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Gambling Outpatient Programs

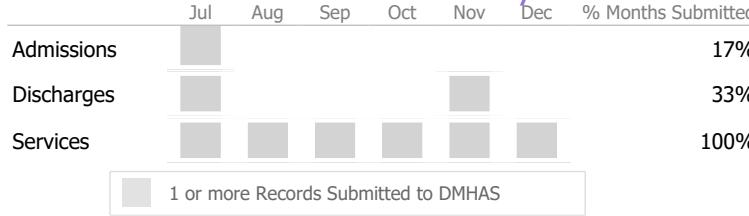
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	72	-58%	▼
Admits	3	5	-40%	▼
Discharges	4	-		
Service Hours	204	207	-1%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	67%	50% ▲

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	11	12	-8%
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

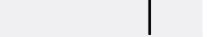
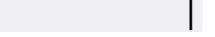
Data Submission Quality

	Actual	State Avg
Data Entry		
Valid NOMS Data	0%	80%
Valid TEDS Data	0%	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%

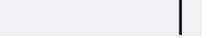
Discharge Outcomes

	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		0	0%	50%	26%	-50%
● Abstinence/Reduced Drug Use		0	0%	55%	52%	-55%
● Self Help		0	0%	60%	25%	-60%
● Not Arrested		0	0%	75%	81%	-75%
● Stable Living Situation		0	0%	95%	84%	-95%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	117	-33%	▼
Admits	18	44	-59%	▼
Discharges	23	45	-49%	▼
Service Hours	71	340	-79%	▼

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	66%	85%	
Valid TEDS Data	79%	84%	
On-Time Periodic	Actual	State Avg	
6 Month Updates	10%	21%	
Co-occurring	Actual	State Avg	
MH Screen Complete	100%	90%	
SA Screen Complete	100%	96%	
Diagnosis	Actual	State Avg	
Valid Axis I Diagnosis	99%	99%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	65%	50%	53%	15%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		39	50%	75%	74%	-25% ▼
Abstinence/Reduced Drug Use		19	24%	55%	47%	-31% ▼
Employed		15	19%	50%	30%	-31% ▼
Self Help		11	14%	60%	18%	-46% ▼
Stable Living Situation		38	49%	95%	73%	-46% ▼

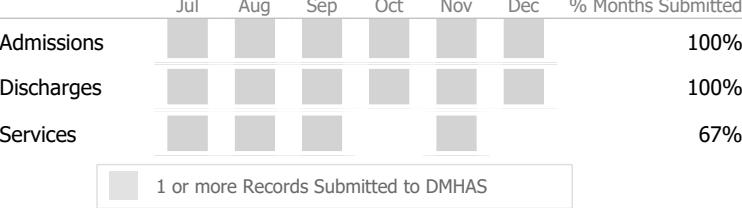
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	27%	90%	60%	-63% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		8	44%	75%	60%	-31% ▼

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 %
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Unique Clients	0		
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Admits	-	-	
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Discharges	-	-	
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Data Submission Quality

Data Entry	Actual	State Avg
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Valid NOMS Data		N/A	71%
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Valid TEDS Data		N/A	98%
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On-Time Periodic	Actual	State Avg
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6 Month Updates		N/A	11%
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Co-occurring	Actual	State Avg
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MH Screen Complete		N/A	95%
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SA Screen Complete		N/A	99%
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Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Treatment Completed Successfully		N/A	N/A	50%	72%	N/A
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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%	29%	-55% ▼
Employed		N/A	N/A	50%	29%	-50% ▼
Not Arrested		N/A	N/A	75%	49%	-75% ▼
Self Help		N/A	N/A	60%	31%	-60% ▼
Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

Data Submitted to DMHAS by Month

Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
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Admissions	0%
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Discharges	0%
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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	474	307	54%	▲
Admits	81	61	33%	▲
Discharges	-	-		
Service Hours	-	-		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	87%
Valid TEDS Data	99%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	26%

Co-occurring	Actual	State Avg
MH Screen Complete	100%	73%
SA Screen Complete	100%	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		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		224	47%	75%	64%	-28% ▼
Abstinence/Reduced Drug Use		110	23%	55%	47%	-32% ▼
Employed		41	9%	50%	24%	-41% ▼
Self Help		80	17%	60%	18%	-43% ▼
Stable Living Situation		183	39%	95%	63%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	39%	N/A ▼

Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

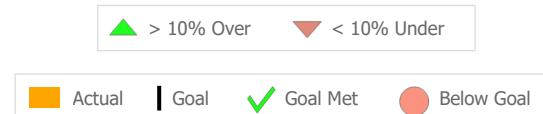
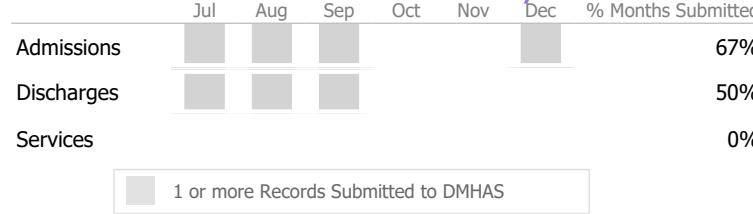
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	41	34%	▲
Admits	14	27	-48%	▼
Discharges	11	22	-50%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Consultation Programs

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

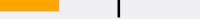
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	16	8	100%	▲
Admits	3	2	50%	▲
Discharges	12	2	500%	▲
Service Hours	51	10		

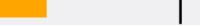
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	50%	50%	63%	0%

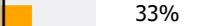
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	44%	20%	17%	24% 
✓ Social Support		13	81%	60%	73%	21% 
✓ Stable Living Situation		14	88%	80%	48%	8% 
● Self Help		5	31%	60%	52%	-29% 

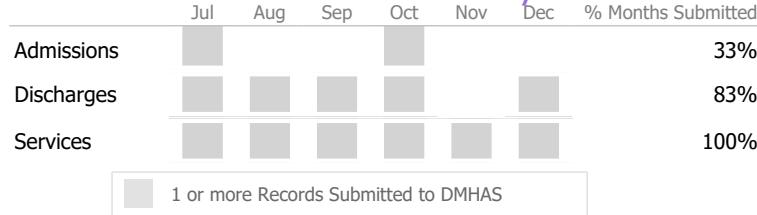
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	25%	90%	22%	-65% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		99%	98%
On-Time Periodic			
✓ 6 Month Updates		33%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	42	-38%	▼
Admits	3	19	-84%	▼
Discharges	4	12	-67%	▼
Service Hours	11	28	-61%	▼

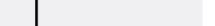
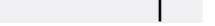
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic 6 Month Updates	0%	4%

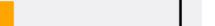
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	63%	25% 

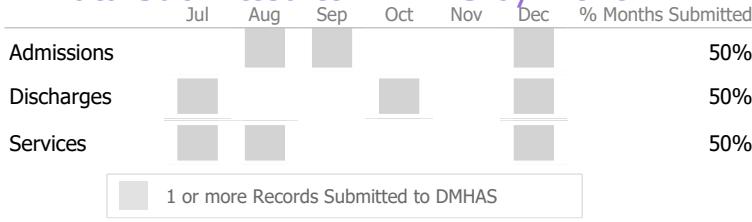
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	17%	-20% 
Social Support		7	27%	60%	73%	-33% 
Self Help		6	23%	60%	52%	-37% 
Stable Living Situation		0	0%	80%	48%	-80% 

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	9%	90%	22%	-81% 

Data Submitted to DMHAS by Month

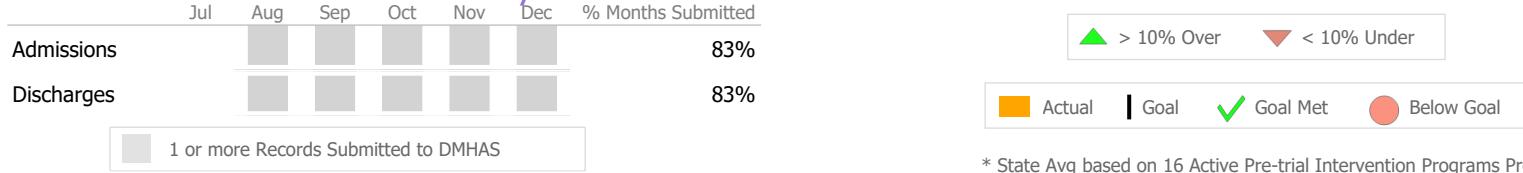
 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	239	553	-57% ▼
Admits	53	265	-80% ▼
Discharges	49	283	-83% ▼

Data Submitted to DMHAS by Month

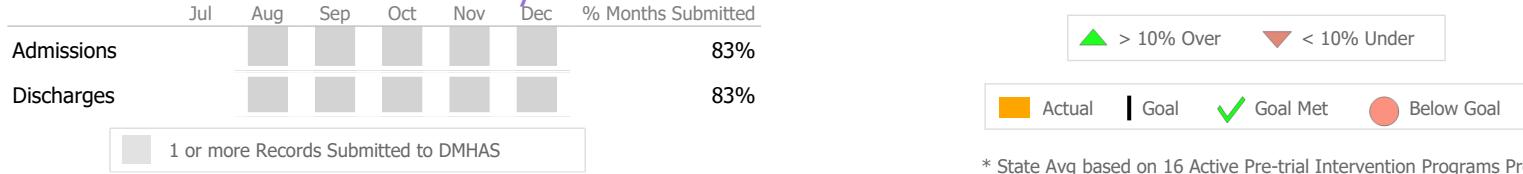


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	658	1,029	-36% ▼
Admits	66	346	-81% ▼
Discharges	65	320	-80% ▼

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	1,734	1,487	17%	▲
Admits	687	566	21%	▲
Discharges	434	585	-26%	▼
Service Hours	3,977	4,512	-12%	▼

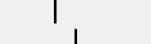
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	85%
Valid TEDS Data	77%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	24%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		322	74%	50%	53%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,328	77%	75%	74%	2% ▲
● Abstinence/Reduced Drug Use		633	37%	55%	47%	-18% ▼
● Stable Living Situation		1,207	70%	95%	73%	-25% ▼
● Employed		281	16%	50%	30%	-34% ▼
● Self Help		328	19%	60%	18%	-41% ▼

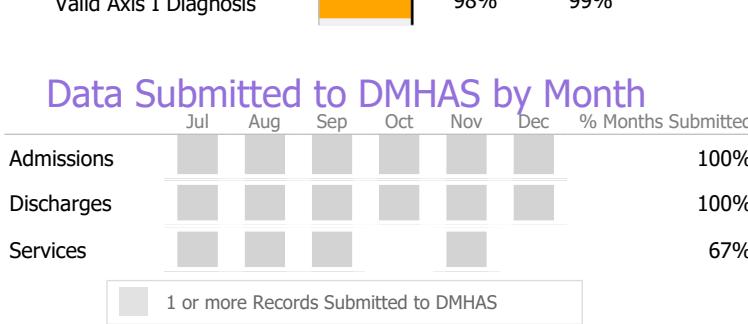
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		882	68%	90%	60%	-22% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Outpatient		350	51%	75%	60%	-24% ▼

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	1,369	1,204	14%	▲
Admits	444	445	0%	
Discharges	428	367	17%	▲
Service Hours	2,829	2,925	-3%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	58%	85%
Valid TEDS Data	71%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	20%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		209	49%	50%	53%	-1%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		849	62%	75%	74%	-13% ▼
Abstinence/Reduced Drug Use		433	32%	55%	47%	-23% ▼
Employed		279	20%	50%	30%	-30% ▼
Stable Living Situation		802	58%	95%	73%	-37% ▼
Self Help		149	11%	60%	18%	-49% ▼

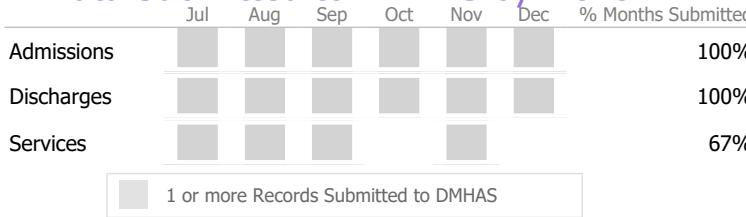
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		499	53%	90%	60%	-37% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		264	60%	75%	60%	-15% ▼

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

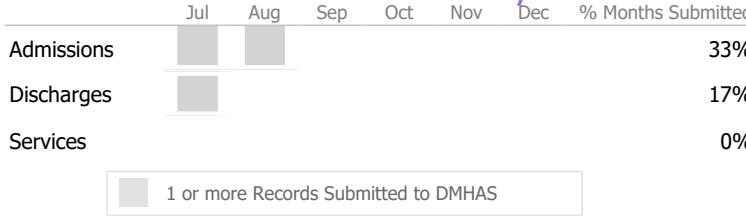
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	66	-14%	▼
Admits	3	49	-94%	▼
Discharges	4	5	-20%	▼
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		1	33%	50%	67%	-17% ▼

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