

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,616	1,800	-10%
	Admits	730	1,174	-38%
	Discharges	621	861	-28%
	Service Hours	1,907	4,294	-56%
	Bed Days	22,364	27,864	-20%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		96%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		96%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Outcome		92%	80%	83%
✓ Access		90%	80%	88%
✓ Recovery		87%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	687	39.9%
	Recovery Support	483	28.0%
	Residential Services	327	19.0%
	Employment Services	100	5.8%
Mental Health			
	Case Management	87	5.1%
	Employment Services	38	2.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	83	5%	10%	Male	925	57%	58%
26-34	402	25%	22%	Female	690	43%	42%
35-44	503	31%	23%	Transgender			0%
45-54	365	23%	19%	Race			
55-64	224	14%	19%	White/Caucasian	1,024	63%	62%
65+	38	2%	8%	Black/African American	330	20%	17%
Ethnicity				Other	246	15%	13%
Non-Hispanic	1,386	86%	69%	Asian	4	0%	1%
Hisp-Puerto Rican	167	10%	12%	Multiple Races	4	0%	1%
Hispanic-Other	48	3%	8%	Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	14	1%	11%	Unknown	3	0%	6%
Hispanic-Mexican	1	0%	0%	Am. Indian/Native Alaskan	2	0%	0%
Hispanic-Cuban			0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	100	145	-31%	▼
Admits	35	88	-60%	▼
Discharges	54	88	-39%	▼
Service Hours	521	615	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	Actual % vs Goal %	40	40%	35%	29%	5%

Service Utilization

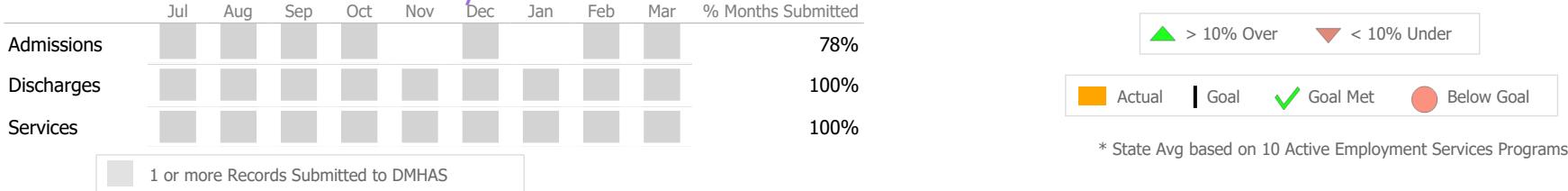
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	46	98%	90%	79%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	81%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	51%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	40	5%
Admits	31	31	0%
Discharges	36	28	29% ▲
Bed Days	3,281	2,951	11% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 86%; background-color: orange;"></div>	31	86%	70%	67%	16% ▲
✓ No Re-admit within 30 Days of Discharge	<div style="width: 89%; background-color: orange;"></div>	32	89%	85%	89%	4%
● Follow-up within 30 Days of Discharge	<div style="width: 81%; background-color: orange;"></div>	25	81%	90%	70%	-9%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 99%; background-color: orange;"></div>	99%
✓ Valid TEDS Data	<div style="width: 100%; background-color: orange;"></div>	100%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	<div style="width: 0%; background-color: grey;"></div>	0%
Co-occurring	Actual	State Avg
MH Screen Complete	<div style="width: 6%; background-color: orange;"></div>	89%
SA Screen Complete	<div style="width: 6%; background-color: orange;"></div>	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	<div style="width: 100%; background-color: orange;"></div>	100%

Recovery

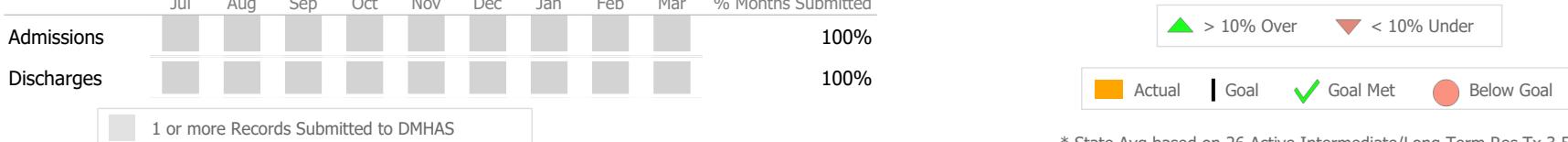
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use	<div style="width: 68%; background-color: orange;"></div>	30	68%	70%	68%	-2%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 80%; background-color: cyan;"></div>	15	127 days	0.2	80%	90%	79%	-10%



Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	3	4	-25% ▼
Discharges	5	4	25% ▲
Bed Days	342	219	56% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	4	80%	70%	67%	10% ▲
● No Re-admit within 30 Days of Discharge	 	3	60%	85%	89%	-25% ▼
● Follow-up within 30 Days of Discharge	 	3	75%	90%	70%	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100% 90%
✓ Valid TEDS Data	 	100% 99%
On-Time Periodic	Actual	State Avg
6 Month Updates	 	N/A 5%
Co-occurring	Actual	State Avg
MH Screen Complete	 	0% 89%
SA Screen Complete	 	0% 89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	 	100% 100%

Recovery

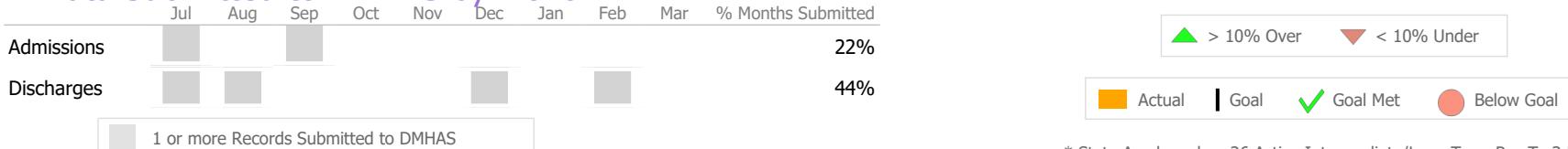
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use	 	3	60%	70%	68%	-10%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	    	3	201 days	0.4	42%	90%	79%	-48% ▼

 < 90%  90-110%  >110%

Data Submitted to DMHAS by Month



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

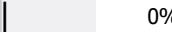
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	197	-30%	▼
Admits	110	163	-33%	▼
Discharges	109	166	-34%	▼
Bed Days	7,572	11,834	-36%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		79	72%	70%	67%	2%
✓ No Re-admit within 30 Days of Discharge		100	92%	85%	89%	7%
● Follow-up within 30 Days of Discharge		59	75%	90%	70%	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
✓ Valid TEDS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0%
Co-occurring	Actual	State Avg
MH Screen Complete		10%
SA Screen Complete		10%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Recovery

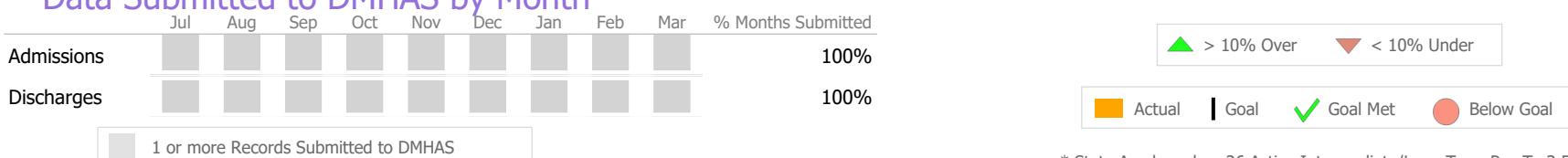
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		106	75%	70%	68%	5%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		41	91 days	0.2	67%	90%	79%	-23% ▼



Data Submitted to DMHAS by Month



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

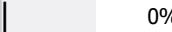
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	148	212	-30%	▼
Admits	116	171	-32%	▼
Discharges	103	170	-39%	▼
Bed Days	11,169	12,798	-13%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		84	82%	70%	67%	12% 
✓ No Re-admit within 30 Days of Discharge		100	97%	85%	89%	12% 
● Follow-up within 30 Days of Discharge		47	56%	90%	70%	-34% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
✓ Valid TEDS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0%
Co-occurring	Actual	State Avg
MH Screen Complete		4%
SA Screen Complete		4%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Recovery

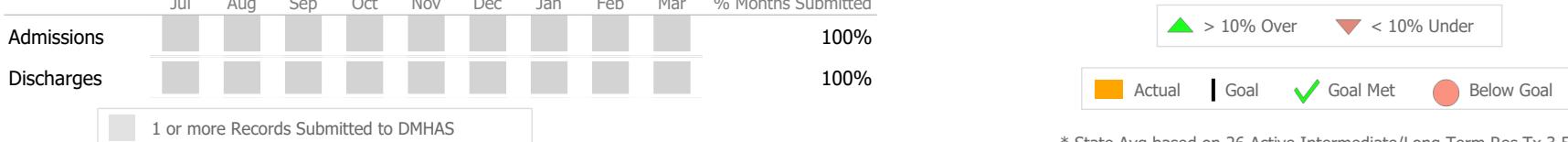
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		116	77%	70%	68%	7%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	    	49	123 days	0.2	83%	90%	79%	-7%



Data Submitted to DMHAS by Month



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

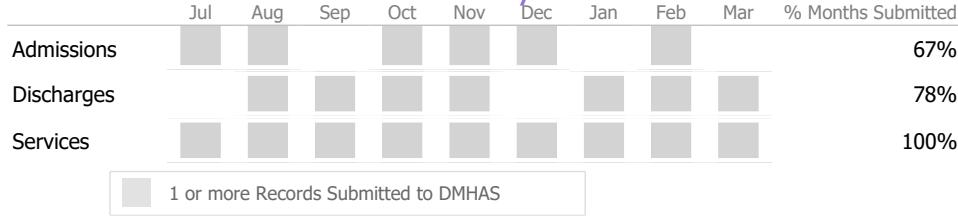
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	114	-24% ▼
Admits	11	50	-78% ▼
Discharges	50	40	25% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		11	100%	50%	96%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	13	46%	▲
Admits	9	4	125%	▲
Discharges	10	3	233%	▲
Service Hours	131	113	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	32%	35%	42%	-3%

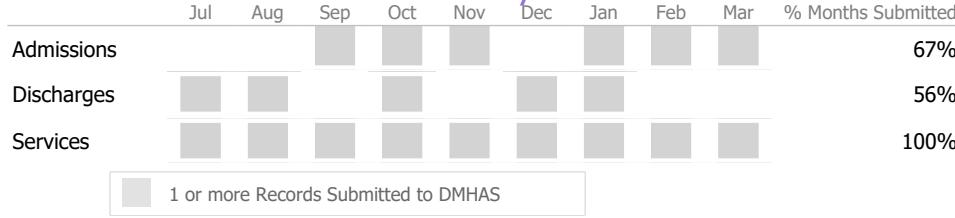
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	97%	-1%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		98%	90%
On-Time Periodic 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

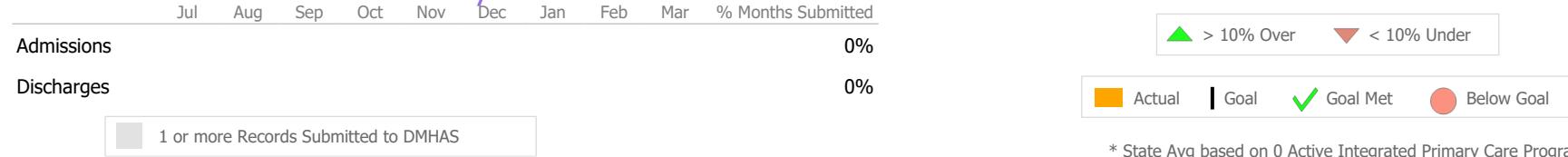
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

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

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	687	792	-13%	▼
Admits	260	367	-29%	▼
Discharges	233	354	-34%	▼
Service Hours	1,126	3,434	-67%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
Valid TEDS Data	98%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	3%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	78%	91%
SA Screen Complete	78%	97%
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		59	25%	50%	51%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		602	84%	75%	76%	9%
Abstinence/Reduced Drug Use		361	51%	55%	48%	-4%
Stable Living Situation		580	81%	95%	76%	-14% ▼
Employed		238	33%	50%	31%	-17% ▼
Self Help		108	15%	60%	18%	-45% ▼

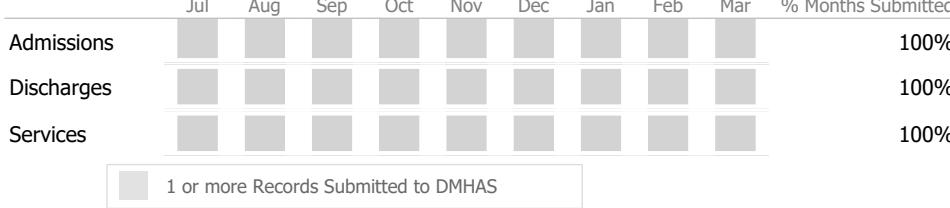
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		359	75%	90%	69%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		44	17%	75%	62%	-58% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	140	170	-18%	▼
Admits	115	147	-22%	▼
Discharges	85	131	-35%	▼

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data	93%	99%	
Valid TEDS Data	95%	100%	

On-Time Periodic	Actual	State Avg	
6 Month Updates	N/A	79%	

Co-occurring	Actual	State Avg	
MH Screen Complete	10%	91%	
SA Screen Complete	10%	91%	

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

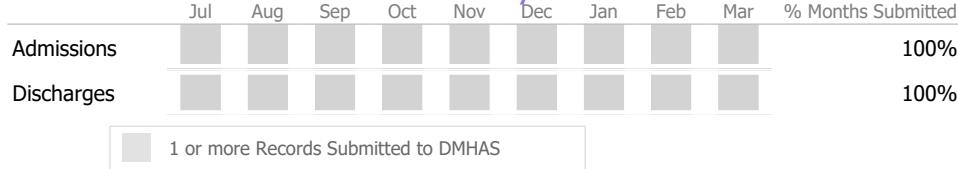
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		85	100%	50%	54%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		125	86%	50%	69%	36%
● Not Arrested		89	61%	75%	94%	-14%
● Employed		11	8%	40%	42%	-32%
● Stable Living Situation		81	56%	90%	91%	-34%
● Self Help		15	10%	60%	53%	-50%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		9	6%	50%	71%	-44%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	15	27% ▲
Admits	9	13	-31% ▼
Discharges	15	4	275% ▲
Service Hours	129	132	-2% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	47%	35%	42%	12% ▲

Service Utilization

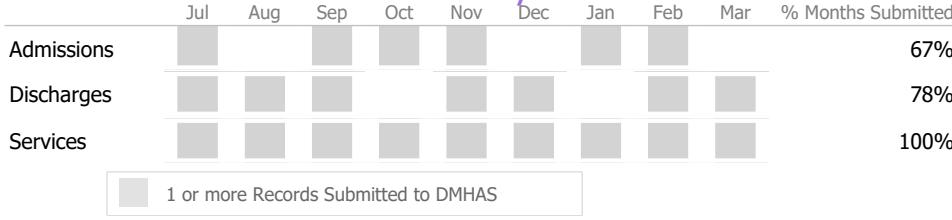
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	97%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		97%	90%
✓ On-Time Periodic	Actual	State Avg	

On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	184	106	74%	▲
Admits	63	106	-41%	▼
Discharges	5	3	67%	▲

Data Submission Quality

Data Entry Actual State Avg

Valid TEDS Data  N/A N/A

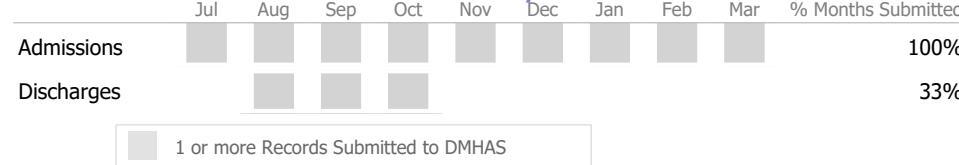
Co-occurring Actual State Avg

MH Screen Complete		0%	38%
SA Screen Complete		0%	45%

Diagnosis Actual State Avg

✓ Valid Axis I Diagnosis  100% 13%

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	301	177	70%	▲
Admits	83	177	-53%	▼
Discharges	1	1	0%	

Data Submission Quality

Data Entry Actual State Avg

Valid TEDS Data  N/A N/A

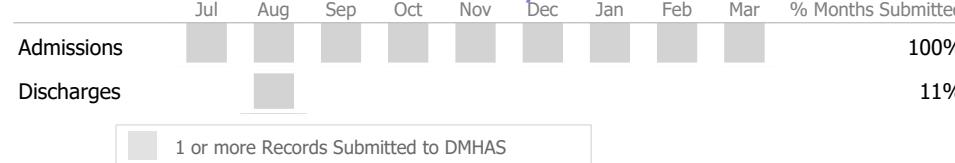
Co-occurring Actual State Avg

MH Screen Complete		1%	38%
SA Screen Complete		1%	45%

Diagnosis Actual State Avg

✓ Valid Axis I Diagnosis  100% 13%

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