

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,223	1,264	-3%
	Admits	658	800	-18% ▼
	Discharges	636	750	-15% ▼
	Service Hours	8,295	14,462	-43% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	1,223	100.0%

Consumer Satisfaction Survey

(Based on 120 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		99%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		98%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		94%	80%	83%
✓ Recovery		94%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	56	5%	10%
26-34	398	33% ▲	22%
35-44	383	31%	23%
45-54	225	18%	19%
55-64	158	13%	19%
65+	3	0%	8%

Gender	#	%	State Avg
Female	642	53% ▲	42%
Male	579	47% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	704	58% ▼	69%
Unknown	425	35% ▲	11%
Hisp-Puerto Rican	75	6%	12%
Hispanic-Other	18	1%	8%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	653	53%	62%
Unknown	299	24% ▲	6%
Black/African American	139	11%	17%
Other	113	9%	13%
Am. Indian/Native Alaskan	13	1%	0%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races	1	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	363	478	-24% ▼
Admits	183	309	-41% ▼
Discharges	157	324	-52% ▼
Service Hours	2,491	4,540	-45% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		61	39%	50%	52%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		132	36%	20%	28%	16% ▲
✓ Self Help		241	65%	60%	60%	5%
● Stable Living Situation		276	75%	80%	82%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		204	96%	90%	84%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	520	535	-3%
Admits	266	307	-13% ▼
Discharges	284	296	-4%
Service Hours	4,855	8,901	-45% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
On-Time Periodic		
6 Month Updates	84%	84%

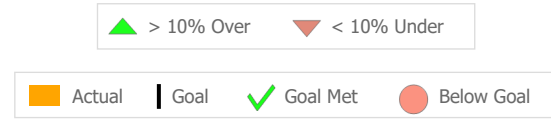
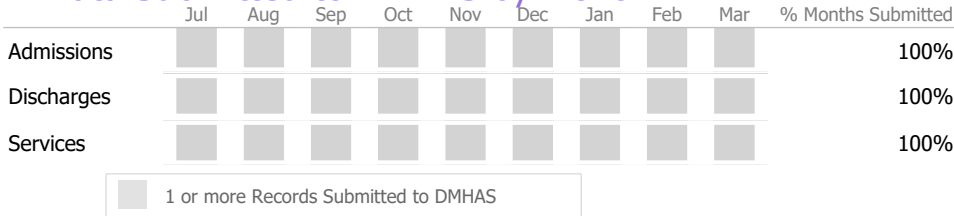
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		440	83%	50%	83%	33% ▲
● Employed		99	19%	20%	19%	-1%
● Self Help		306	58%	60%	59%	-2%
● Stable Living Situation		383	72%	80%	73%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		226	92%	90%	92%	2%

Data Submitted to DMHAS by Month



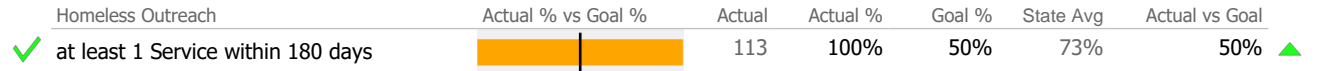
* State Avg based on 1 Active Intensive Case Management Programs

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

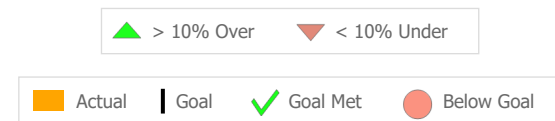
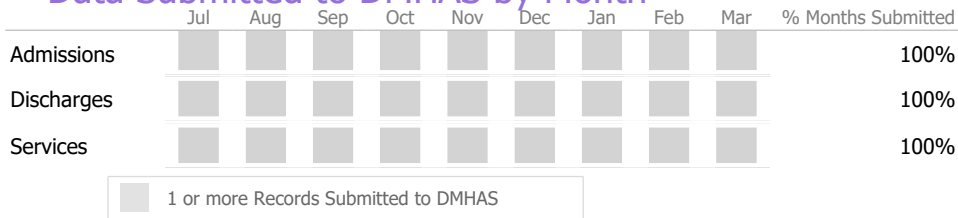
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	179	96	86% ▲
Admits	116	84	38% ▲
Discharges	122	39	213% ▲
Service Hours	949	1,021	-7%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 23 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	197	198	-1%
Admits	93	100	-7%
Discharges	73	91	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
6 Month Updates	64%	65%

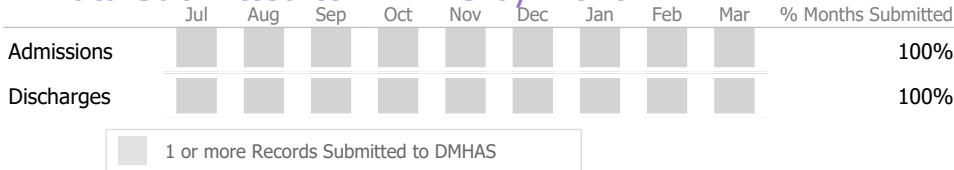
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		56	77%	50%	52%	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		148	74%	60%	60%	14% ▲
Stable Living Situation		184	92%	80%	82%	12% ▲
Employed		29	14%	20%	28%	-6%

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

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