

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Addiction

Case Management		1,223	100.0%
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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

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%

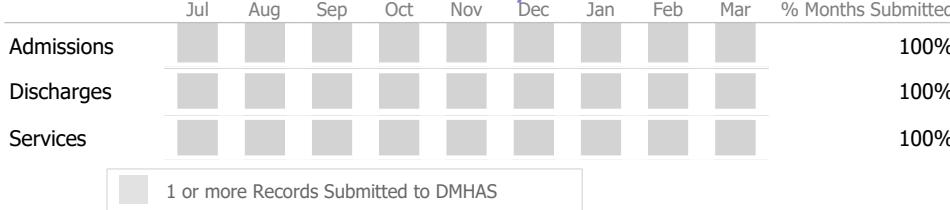
Discharge Outcomes

	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



▲ > 10% Over ▼ < 10% Under

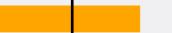
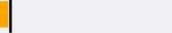
Actual Goal ✓ Goal Met ● Below Goal

* 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% ▼

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%

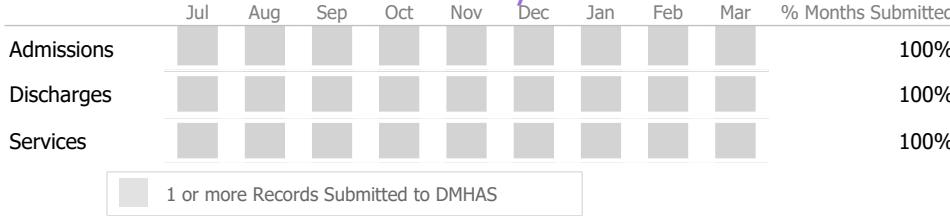
Service Utilization

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

Data Submission Quality

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

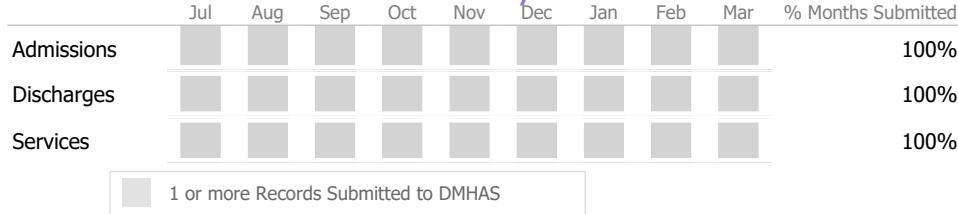
* State Avg based on 1 Active Intensive Case Management Programs

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

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	█	113	100%	50%	73%	50% ▲

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under

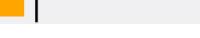
█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	197	198	-1%
Admits	93	100	-7%
Discharges	73	91	-20% ▼

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 Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	 	98% 94%
On-Time Periodic ● 6 Month Updates	 	64% 65%

Data Submitted to DMHAS by Month

