

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,574	1,656	-5%
	Admits	623	933	-33% ▼
	Discharges	361	809	-55% ▼
	Service Hours	4,187	7,888	-47% ▼
	Bed Days	27,640	18,441	50% ▲
	S.Rehab/PHP/IOP	1,001	1,963	-49% ▼

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

Consumer Satisfaction Survey

(Based on 451 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		93%	80%	91%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Outcome		89%	80%	83%
✓ Access		86%	80%	88%
✓ Recovery		86%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	1,279	69.1%
	Residential Services	189	10.2%
	Outpatient	155	8.4%
	IOP	128	6.9%
	Recovery Support	100	5.4%

Client Demographics

Age	#	%	State Avg
18-25	56	4%	10%
26-34	267	17%	22%
35-44	422	27%	23%
45-54	366	23%	19%
55-64	352	23%	19%
65+	100	6%	8%

Gender	#	%	State Avg
Male	1,085	69%	▲ 58%
Female	486	31%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,019	65%	69%
Hisp-Puerto Rican	422	27%	▲ 12%
Hispanic-Other	110	7%	8%
Unknown	12	1%	11%
Hispanic-Mexican	6	0%	0%
Hispanic-Cuban	5	0%	0%

Race	#	%	State Avg
White/Caucasian	1,206	77%	▲ 62%
Black/African American	294	19%	17%
Unknown	51	3%	6%
Hawaiian/Other Pacific Islander	9	1%	0%
Am. Indian/Native Alaskan	8	1%	0%
Asian	6	0%	1%
Multiple Races			1%
Other			▼ 13%

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	70	100	-30% ▼
Admits	55	81	-32% ▼
Discharges	30	94	-68% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	505	986	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	82%
Valid TEDS Data	100%	87%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	40%	50%	60%	-10% ▼
Follow-up within 30 Days of Discharge		7	58%	90%	55%	-32% ▼

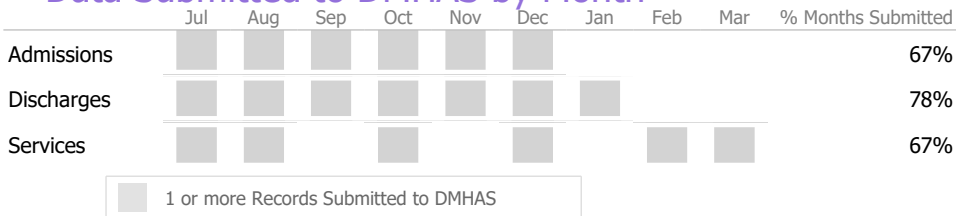
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		68	91%	75%	78%	16% ▲
Stable Living Situation		70	93%	95%	85%	-2%
Abstinence/Reduced Drug Use		39	52%	55%	53%	-3%
Employed		13	17%	50%	25%	-33% ▼
Self Help		19	25%	60%	24%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	58%	90%	58%	-32% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 61 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	874	869	1%
Admits	133	255	-48% ▼
Discharges	83	155	-46% ▼
Service Hours	2,472	4,497	-45% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	14%	79%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	31%	50%	54%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		819	92%	75%	94%	17% ▲
Abstinence/Reduced Drug Use		543	61%	50%	69%	11% ▲
Stable Living Situation		801	90%	90%	91%	0%
Employed		300	34%	40%	42%	-6%
Self Help		173	19%	60%	53%	-41% ▼

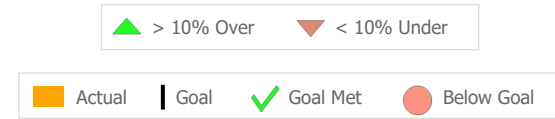
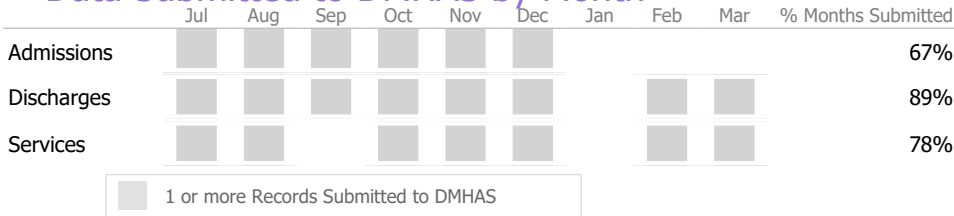
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		730	91%	90%	85%	1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		693	79%	50%	71%	29% ▲

Data Submitted to DMHAS by Month



* State Avg based on 33 Active Methadone Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	29	131% ▲
Admits	44	19	132% ▲
Discharges	24	12	100% ▲
Service Hours	147	95	55% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
Valid TEDS Data	100%	85%
On-Time Periodic		
6 Month Updates	0%	21%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	38%	50%	51%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		57	84%	75%	76%	9%
Employed		28	41%	50%	31%	-9%
Stable Living Situation		58	85%	95%	76%	-10%
Abstinence/Reduced Drug Use		26	38%	55%	48%	-17% ▼
Self Help		6	9%	60%	18%	-51% ▼

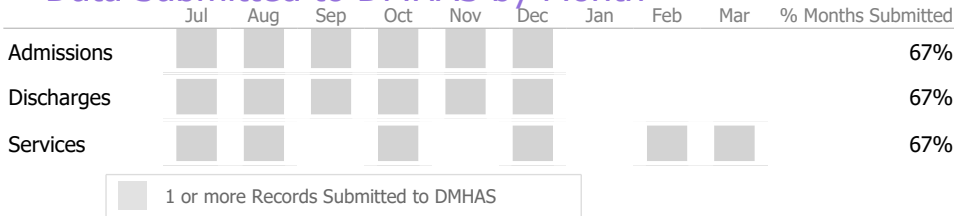
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	64%	90%	69%	-26% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	50%	75%	62%	-25% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	42	-50% ▼
Admits	15	32	-53% ▼
Discharges	16	32	-50% ▼
Bed Days	1,935	2,541	-24% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	81%	70%	67%	11% ▲
No Re-admit within 30 Days of Discharge		14	88%	85%	89%	3%
Follow-up within 30 Days of Discharge		13	100%	90%	70%	10%

Recovery

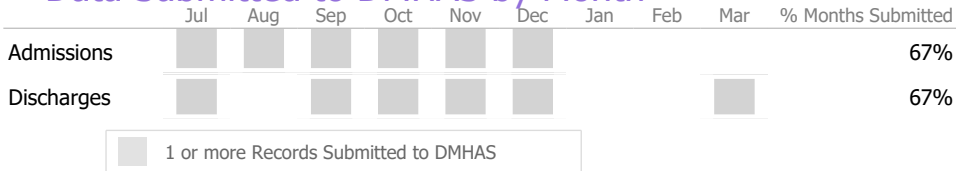
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		17	81%	70%	68%	11% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	149 days	0.3	71%	90%	79%	-19% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	41	-51% ▼
Admits	2	22	-91% ▼
Discharges	10	23	-57% ▼
Service Hours	15	173	-91% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	85%
On-Time Periodic		
6 Month Updates	0%	21%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	50%	51%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		14	70%	75%	76%	-5%
● Abstinence/Reduced Drug Use		9	45%	55%	48%	-10% ▼
● Self Help		7	35%	60%	18%	-25% ▼
● Stable Living Situation		14	70%	95%	76%	-25% ▼
● Employed		2	10%	50%	31%	-40% ▼

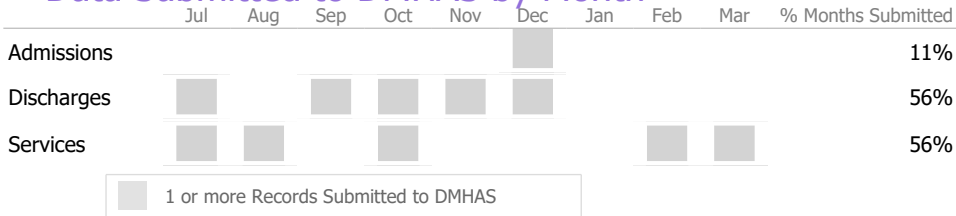
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	50%	90%	69%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	62%	25% ▲

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	87	-17% ▼
Admits	30	62	-52% ▼
Discharges	28	44	-36% ▼
Service Hours	257	601	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
Valid TEDS Data	100%	85%
On-Time Periodic		
6 Month Updates	0%	21%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	57%	50%	51%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		63	85%	75%	76%	10%
✓ Employed		41	55%	50%	31%	5%
● Abstinence/Reduced Drug Use		36	49%	55%	48%	-6%
● Stable Living Situation		63	85%	95%	76%	-10%
● Self Help		16	22%	60%	18%	-38% ▼

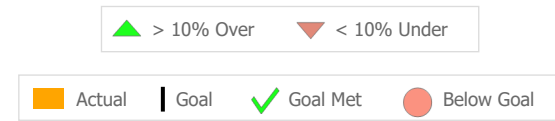
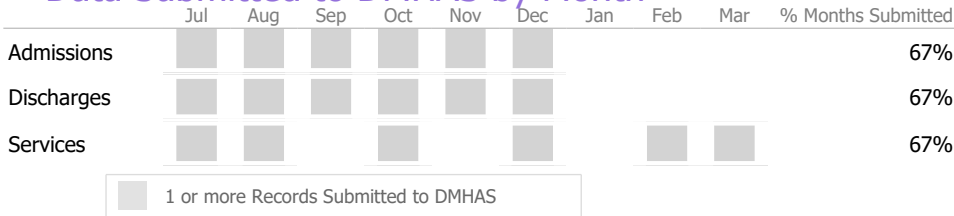
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	43%	90%	69%	-47% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		15	52%	75%	62%	-23% ▼

Data Submitted to DMHAS by Month



* State Avg based on 109 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	79	-59% ▼
Admits	27	59	-54% ▼
Discharges	4	63	-94% ▼
Bed Days	5,486	5,534	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	5%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	70%	67%	-20% ▼
No Re-admit within 30 Days of Discharge		3	75%	85%	89%	-10%
Follow-up within 30 Days of Discharge		1	50%	90%	70%	-40% ▼

Recovery

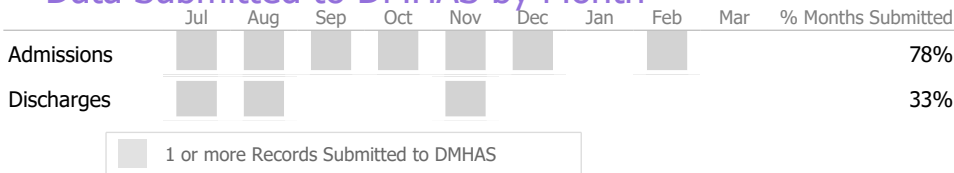
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	76%	70%	68%	6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	229 days	0.3	91%	90%	79%	1%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



* 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	138	157	-12% ▼
Admits	98	128	-23% ▼
Discharges	55	117	-53% ▼
Bed Days	20,219	10,366	95% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		40	73%	70%	67%	3%
No Re-admit within 30 Days of Discharge		47	85%	85%	89%	0%
Follow-up within 30 Days of Discharge		25	62%	90%	70%	-28%

Recovery

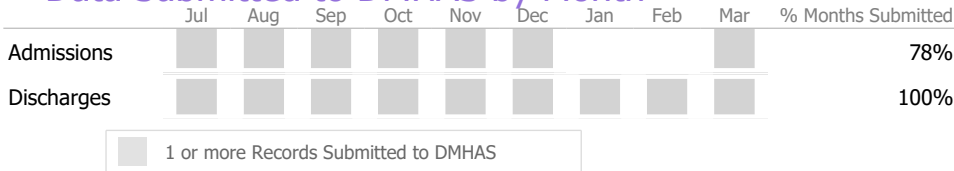
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		73	52%	70%	68%	-18%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	224 days	0.1	238%	90%	79%	148% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Actual (orange bar), Goal (vertical line), Goal Met (green check), Below Goal (red circle)

* 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	58	121	-52% ▼
Admits	42	113	-63% ▼
Discharges	34	127	-73% ▼
Social Rehab/PHP/IOP Days	496	977	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	82%
Valid TEDS Data	100%	87%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

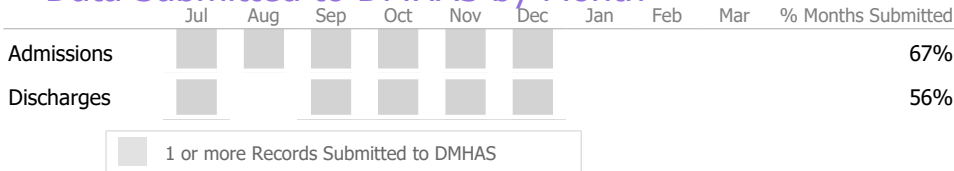
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	68%	50%	60%	18% ▲
Follow-up within 30 Days of Discharge		9	39%	90%	55%	-51% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		47	80%	75%	78%	5%
Abstinence/Reduced Drug Use		33	56%	55%	53%	1%
Self Help		31	53%	60%	24%	-7%
Stable Living Situation		42	71%	95%	85%	-24% ▼
Employed		11	19%	50%	25%	-31% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 61 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	416	470	-11% ▼
Admits	77	162	-52% ▼
Discharges	76	142	-46% ▼
Service Hours	1,244	2,523	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	13%	79%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		43	57%	50%	54%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		294	70%	50%	69%	20% ▲
✓ Not Arrested		395	94%	75%	94%	19% ▲
● Employed		161	38%	40%	42%	-2%
● Stable Living Situation		365	87%	90%	91%	-3%
● Self Help		85	20%	60%	53%	-40% ▼

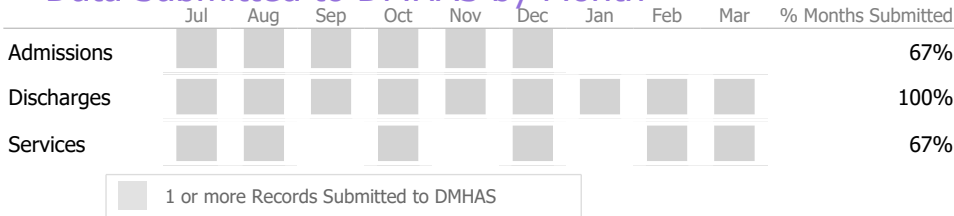
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		327	95%	90%	85%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		304	73%	50%	71%	23% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

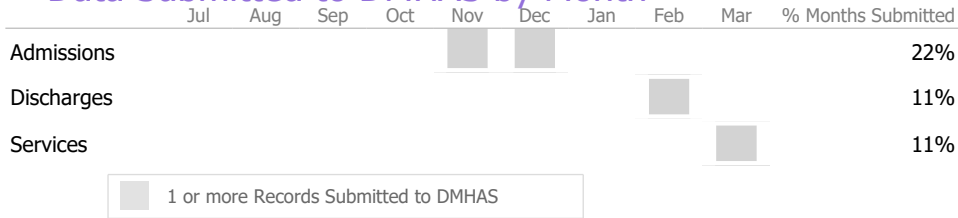
* State Avg based on 33 Active Methadone Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100		
Admits	100	-	
Discharges	1	-	
Service Hours	51	-	

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

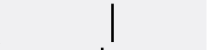


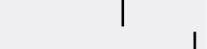
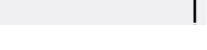
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A 88%	88%
Valid TEDS Data	 N/A 96%	96%
On-Time Periodic		
6 Month Updates	 N/A 24%	24%
Co-occurring		
MH Screen Complete	 N/A 76%	76%
SA Screen Complete	 N/A 88%	88%

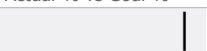
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

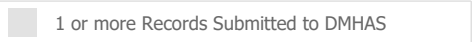
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	47%	-55% ▼
Employed		N/A	N/A	50%	24%	-50% ▼
Not Arrested		N/A	N/A	75%	66%	-75% ▼
Self Help		N/A	N/A	60%	19%	-60% ▼
Stable Living Situation		N/A	N/A	95%	65%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	36%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs