

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	751	1,056	-29%
	Admits	600	1,034	-42%
	Discharges	513	1,008	-49%
	Service Hours	1,219	7,419	-84%
	Bed Days	13,281	12,458	7%

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

Consumer Satisfaction Survey

(Based on 464 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		95%	80%	88%
✓ Outcome		93%	80%	83%
✓ Recovery		91%	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	468	45.7%
	Residential Services	210	20.5%
	Case Management	164	16.0%
	Medication Assisted Treatment	132	12.9%
	Employment Services	44	4.3%
Mental Health			
	Case Management	5	0.5%

Client Demographics

Age	#	%	State Avg
18-25	51	7%	10%
26-34	227	30%	22%
35-44	218	29%	23%
45-54	125	17%	19%
55-64	106	14%	19%
65+	23	3%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	604	80%	69%
Unknown	99	13%	11%
Hispanic-Other	43	6%	8%
Hisp-Puerto Rican	5	1%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	

Gender	#	%	State Avg
Male	419	56%	58%
Female	331	44%	42%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	564	75%	62%
Unknown	90	12%	6%
Other	50	7%	13%
Black/African American	41	5%	17%
Asian	3	0%	1%
Am. Indian/Native Alaskan	1	0%	0%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	5	4	25%	▲
Admits	2	-		
Discharges	2	-		
Service Hours	29	-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	6	100%	85%	95%	95%	15% ▲

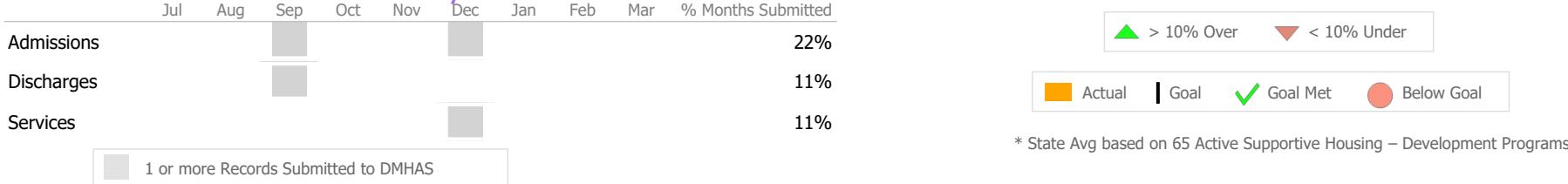
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	4	100%	90%	99%	99%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%
On-Time Periodic		
6 Month Updates	0%	89%

Data Submitted to DMHAS by Month



* State Avg based on 65 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	463	700	-34%	▼
Admits	200	492	-59%	▼
Discharges	169	491	-66%	▼
Service Hours	861	5,203	-83%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	85%
Valid TEDS Data	84%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	74%	91%
SA Screen Complete	97%	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		68	40%	50%	51%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		341	71%	55%	48%	16% ▲
✓ Not Arrested		377	79%	75%	76%	4%
● Employed		189	40%	50%	31%	-10%
● Stable Living Situation		401	84%	95%	76%	-11% ▼
● Self Help		144	30%	60%	18%	-30% ▼

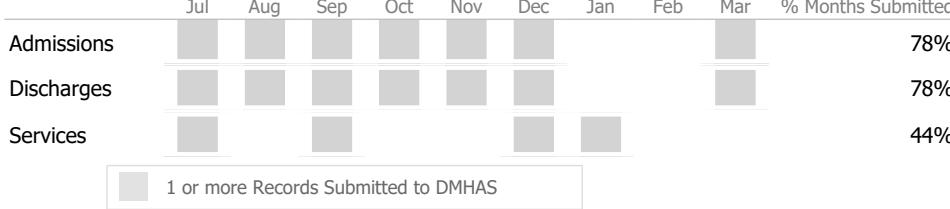
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		119	39%	90%	69%	-51% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		139	71%	75%	62%	-4%

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

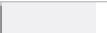
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	169	242	-30%	▼
Admits	167	234	-29%	▼
Discharges	157	234	-33%	▼
Bed Days	6,825	5,418	26%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	 	113	72%	80%	69%	-8%
No Re-admit within 30 Days of Discharge	 	142	90%	85%	90%	5%
Follow-up within 30 Days of Discharge	 	73	65%	90%	65%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 	87%
Valid TEDS Data	 	91%
On-Time Periodic	Actual	State Avg
6 Month Updates		0%
Co-occurring	Actual	State Avg
MH Screen Complete	 	76%
SA Screen Complete	 	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	 	100%

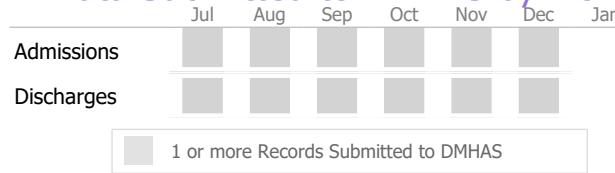
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	 	103	56%	70%	37%	-14% ▼
Self Help	 	68	37%	60%	45%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	     	20	78 days	0.1	125%	90%	94%	35% ▲
	 < 90%  90-110%  >110%							

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	21	32	-34%	▼
Admits	11	20	-45%	▼
Discharges	11	22	-50%	▼
Bed Days	2,671	3,229	-17%	▼

Discharge Outcomes

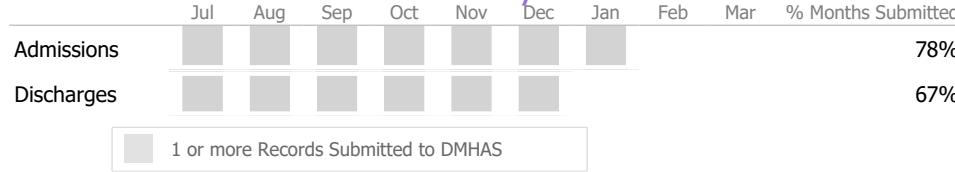
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	73%	85%	81%	-12% 

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	172 days	0.3	81%	90%	59%	-9%



Data Submitted to DMHAS by Month


 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	53	-26% ▼
Admits	26	39	-33% ▼
Discharges	26	39	-33% ▼
Bed Days	3,785	3,811	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	 	12	46%	85%	65%	-39% ▼
✓ No Re-admit within 30 Days of Discharge	 	22	85%	85%	78%	0%
● Follow-up within 30 Days of Discharge	 	6	50%	90%	66%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	92%
✓ Valid TEDS Data	 	100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		0%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	 	96%
✓ SA Screen Complete	 	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	 	100%

Recovery

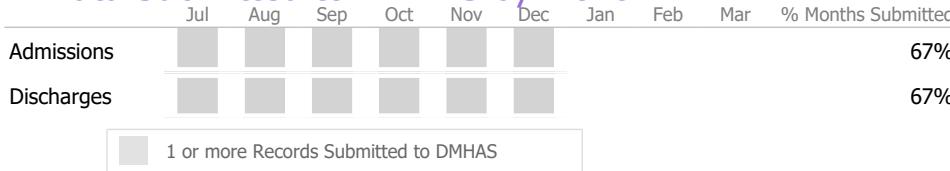
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	 	32	80%	70%	88%	10% ▲
● Employed	 	23	57%	60%	38%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	14	137 days	0.2	99%	90%	77%	9%



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18		
Admits	18	-	
Discharges	2	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	74%
Valid TEDS Data	97%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	24%

Co-occurring	Actual	State Avg
MH Screen Complete	94%	95%
SA Screen Complete	100%	98%

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		0	0%	50%	76%	-50% ▼

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		15	83%	55%	37%	28% ▲
✓ Employed		13	72%	50%	36%	22% ▲
✓ Not Arrested		16	89%	75%	58%	14% ▲
● Stable Living Situation		15	83%	95%	79%	-12% ▼
● Self Help		4	22%	60%	28%	-38% ▼

Data Submitted to DMHAS by Month

> 10% Over ▲ < 10% Under ▼

Actual	Goal	Goal Met	Below Goal
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* State Avg based on 7 Active Naltrexone Programs

Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	119	3%
Admits	55	67	-18%
Discharges	51	56	-9%
Service Hours	161	1,397	-89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 45%; background-color: orange;"></div>	23	45%	50%	51%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	<div><div style="width: 100%;"></div></div>	100	81%	55%	47%	26%
● Not Arrested	<div><div style="width: 91%;"></div></div>	91	73%	75%	66%	-2%
● Employed	<div><div style="width: 50%;"></div></div>	50	40%	50%	24%	-10%
● Stable Living Situation	<div><div style="width: 99%;"></div></div>	99	80%	95%	65%	-15%
● Self Help	<div><div style="width: 40%;"></div></div>	40	32%	60%	19%	-28%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div style="width: 34%;"></div></div>	34	47%	90%	36%	-43%

Data Submission Quality

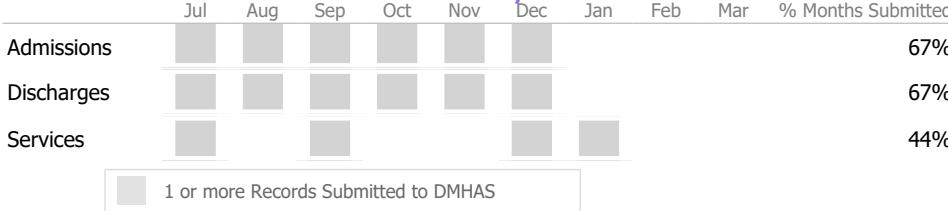
Data Entry	Actual	State Avg
Valid NOMS Data	<div><div style="width: 76%;"></div></div> 76%	88%
Valid TEDS Data	<div><div style="width: 92%;"></div></div> 92%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	24%

Co-occurring		Actual	State Avg
MH Screen Complete	<div><div style="width: 60%;"></div></div>	60%	76%
SA Screen Complete	<div><div style="width: 96%;"></div></div>	96%	88%

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

Data Submitted to DMHAS by Month



* State Avg based on 21 Active Buprenorphine Maintenance Programs

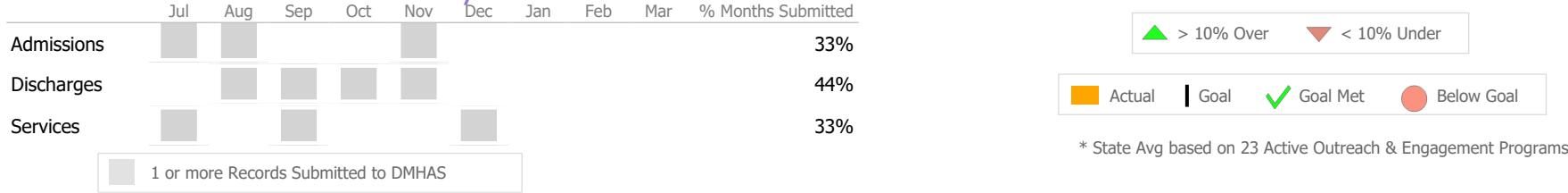
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	29	-48% ▼
Admits	3	20	-85% ▼
Discharges	13	17	-24% ▼
Service Hours	3	156	-98% ▼

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%	73%	50% ▲

Data Submitted to DMHAS by Month

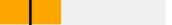


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	73	-40%	▼
Admits	33	44	-25%	▼
Discharges	30	54	-44%	▼
Service Hours	84	231	-64%	▼

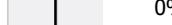
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	 	23	50%	35%	29%	15% 

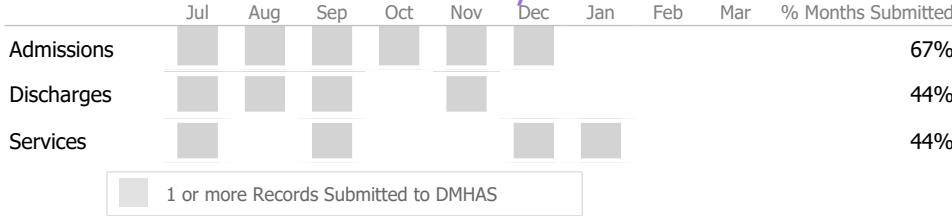
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	 	8	50%	90%	79%	-40% 

Data Submission Quality

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

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 10 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	3	-	
Service Hours	12	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
Valid TEDS Data	75%	96%
On-Time Periodic		
6 Month Updates	0%	24%
Co-occurring		
MH Screen Complete	25%	76%
SA Screen Complete	25%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

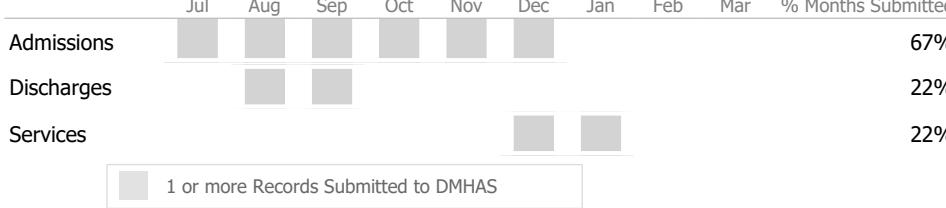
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	51%	-17% 
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		5	62%	75%	66%	-13% 
Stable Living Situation		6	75%	95%	65%	-20% 
Abstinence/Reduced Drug Use		2	25%	55%	47%	-30% 
Employed		1	12%	50%	24%	-38% 
Self Help		0	0%	60%	19%	-60% 

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	36%	-10%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	27	-7%
Admits	22	8	175% ▲
Discharges	14	8	75% ▲
Service Hours	26	79	-67% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 57%;"><div style="width: 100%;"></div></div>	8	57%	50%	52%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 35%;"><div style="width: 100%;"></div></div>	9	35%	20%	28%	15% ▲
● Stable Living Situation	<div style="width: 73%;"><div style="width: 100%;"></div></div>	19	73%	80%	82%	-7%
● Self Help	<div style="width: 19%;"><div style="width: 100%;"></div></div>	5	19%	60%	60%	-41% ▼

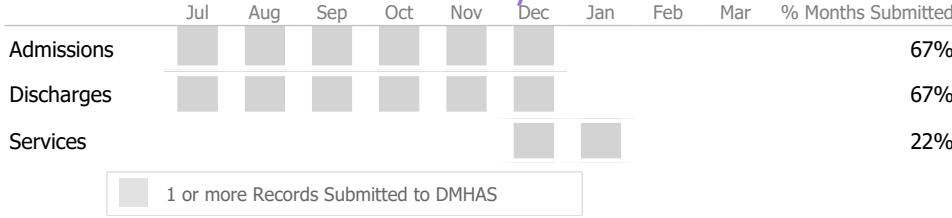
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 58%;"><div style="width: 100%;"></div></div>	7	58%	90%	84%	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 62%;"><div style="width: 100%;"></div></div>	62% 94%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"><div style="width: 100%;"></div></div>	0% 65%

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	23	46	-50%	▼
Admits	7	30	-77%	▼
Discharges	6	30	-80%	▼
Service Hours	12	354	-97%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	46%	85%
Valid TEDS Data	58%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	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		5	83%	50%	51%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		14	61%	55%	48%	6%
● Employed		9	39%	50%	31%	-11% ▼
● Stable Living Situation		19	83%	95%	76%	-12% ▼
● Not Arrested		12	52%	75%	76%	-23% ▼
● Self Help		2	9%	60%	18%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	47%	90%	69%	-43% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	29%	75%	62%	-46% ▼

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

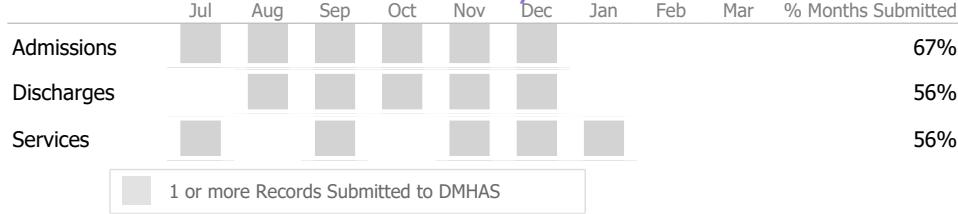
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	131	112	17%	▲
Admits	48	80	-40%	▼
Discharges	29	57	-49%	▼
Service Hours	33	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		29	60%	50%	73%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Outreach & Engagement Programs