

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,090	1,257	-13% ▼
	Admits	520	1,022	-49% ▼
	Discharges	397	990	-60% ▼
	Service Hours	5,067	9,015	-44% ▼
	Bed Days	3,433	4,126	-17% ▼
	S.Rehab/PHP/IOP	76	1,616	-95% ▼

Consumer Satisfaction Survey (Based on 117 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Overall		88%	80%	91%
✓ General Satisfaction		84%	80%	92%
● Recovery		75%	80%	79%
● Outcome		75%	80%	83%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	968	75.9%
	Case Management	101	7.9%
	IOP	99	7.8%
	Residential Services	47	3.7%
Mental Health	Case Management	60	4.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	110	10%	10%	Female	552	51%	42%
26-34	281	27%	22%	Male	537	49%	58%
35-44	310	29%	23%	Transgender			0%
45-54	211	20%	19%				
55-64	113	11%	19%				
65+	26	2%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	797	73%	69%	White/Caucasian	812	74%	▲ 62%
Hisp-Puerto Rican	190	17%	12%	Other	109	10%	13%
Hispanic-Other	60	6%	8%	Black/African American	86	8%	17%
Unknown	32	3%	11%	Unknown	62	6%	6%
Hispanic-Mexican	9	1%	0%	Asian	9	1%	1%
Hispanic-Cuban	2	0%	0%	Hawaiian/Other Pacific Islander	5	0%	0%
				Am. Indian/Native Alaskan	4	0%	0%
				Multiple Races	3	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	711	787	-10%
Admits	278	501	-45% ▼
Discharges	125	457	-73% ▼
Service Hours	3,101	5,935	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	85%
Valid TEDS Data	72%	85%
On-Time Periodic		
6 Month Updates	3%	21%
Co-occurring		
MH Screen Complete	95%	91%
SA Screen Complete	94%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		98	78%	50%	51%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		508	70%	75%	76%	-5%
● Abstinence/Reduced Drug Use		312	43%	55%	48%	-12% ▼
● Stable Living Situation		493	68%	95%	76%	-27% ▼
● Employed		159	22%	50%	31%	-28% ▼
● Self Help		88	12%	60%	18%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		407	68%	90%	69%	-22% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		160	59%	75%	62%	-16% ▼

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

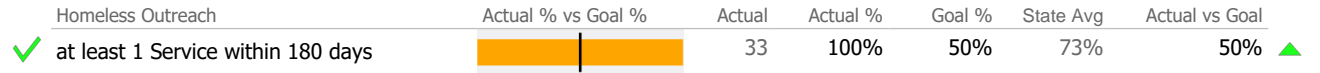
* State Avg based on 109 Active Standard Outpatient Programs

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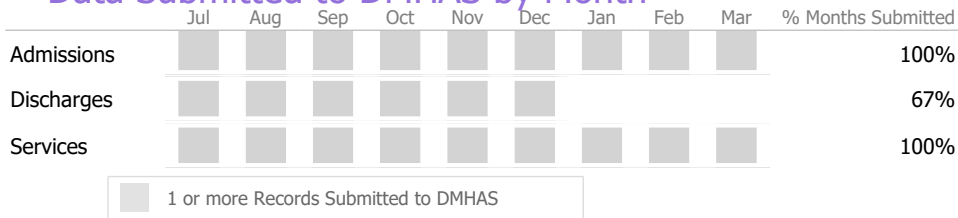
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	143	-29% ▼
Admits	35	41	-15% ▼
Discharges	53	62	-15% ▼
Service Hours	298	366	-18% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

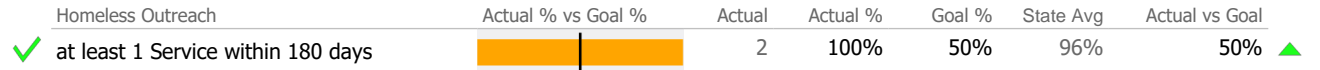
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

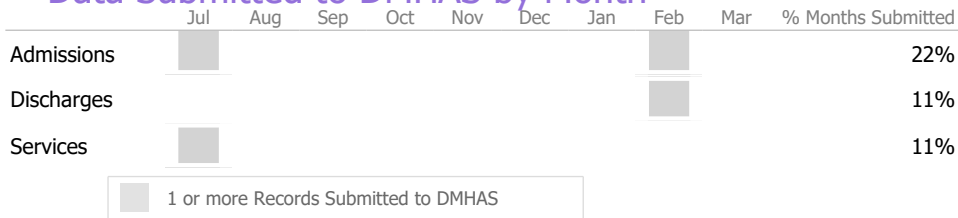
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	91	-70% ▼
Admits	2	35	-94% ▼
Discharges	26	63	-59% ▼
Service Hours	12	113	-90% ▼

Service Engagement



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	45	-87% ▼
Admits	-	35	-100% ▼
Discharges	1	41	-98% ▼
Service Hours	-	61	-100% ▼
Social Rehab/PHP/IOP Days	0	384	-100% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	60%	50% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	55%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		1	17%	50%	25%	-33% ▼
● Abstinence/Reduced Drug Use		1	17%	55%	53%	-38% ▼
● Not Arrested		2	33%	75%	78%	-42% ▼
● Stable Living Situation		3	50%	95%	85%	-45% ▼
● Self Help		0	0%	60%	24%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	58%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 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	275	333	-17% ▼
Admits	114	203	-44% ▼
Discharges	81	188	-57% ▼
Service Hours	1,362	2,149	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	85%
Valid TEDS Data	79%	85%
On-Time Periodic		
6 Month Updates	14%	21%
Co-occurring		
MH Screen Complete	83%	91%
SA Screen Complete	83%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		74	91%	50%	51%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		201	71%	75%	76%	-4%
Abstinence/Reduced Drug Use		127	45%	55%	48%	-10% ▼
Stable Living Situation		221	78%	95%	76%	-17% ▼
Employed		79	28%	50%	31%	-22% ▼
Self Help		14	5%	60%	18%	-55% ▼

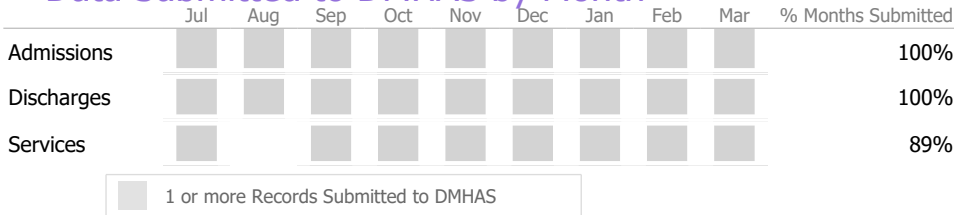
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		175	86%	90%	69%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		73	66%	75%	62%	-9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

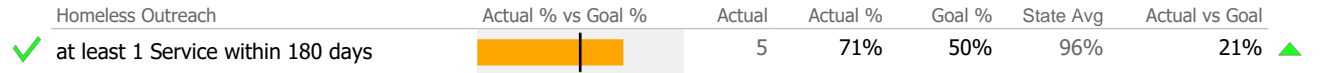
* State Avg based on 109 Active Standard Outpatient Programs

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

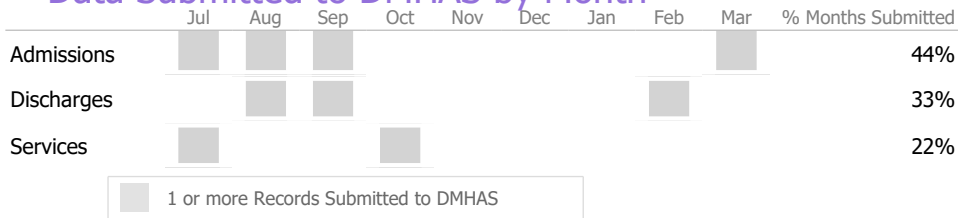
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	27	37% ▲
Admits	7	24	-71% ▼
Discharges	34	1	3300% ▲
Service Hours	27	58	-54% ▼

Service Engagement



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	35	-46% ▼
Admits	16	27	-41% ▼
Discharges	12	29	-59% ▼
Bed Days	1,419	2,131	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	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	100%	89%
SA Screen Complete	100%	89%
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		11	92%	70%	67%	22% ▲
✓ No Re-admit within 30 Days of Discharge		11	92%	85%	89%	7%
● Follow-up within 30 Days of Discharge		7	64%	90%	70%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	84%	70%	68%	14% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	98 days	0.3	52%	90%	79%	-38% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges			■	■	■	■	■	■	■	78%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual | Goal ✓ Goal Met ● Below Goal

* 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	29	37	-22% ▼
Admits	25	29	-14% ▼
Discharges	20	29	-31% ▼
Bed Days	2,014	1,995	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	5%
Co-occurring		
MH Screen Complete	97%	89%
SA Screen Complete	97%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	75%	70%	67%	5%
✓ No Re-admit within 30 Days of Discharge		20	100%	85%	89%	15% ▲
● Follow-up within 30 Days of Discharge		12	80%	90%	70%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		15	50%	70%	68%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	137 days	0.2	74%	90%	79%	-16% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■		■	■	■	■	■	■	■	89%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under
■ Actual | Goal ✓ Goal Met ● Below Goal

* 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	93	145	-36% ▼
Admits	43	127	-66% ▼
Discharges	45	120	-63% ▼
Service Hours	268	334	-20% ▼
Social Rehab/PHP/IOP Days	76	1,232	-94% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	82%
Valid TEDS Data	85%	87%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	90%	85%
SA Screen Complete	90%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		40	89%	50%	60%	39% ▲
Follow-up within 30 Days of Discharge		23	57%	90%	55%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		55	59%	55%	53%	4%
Not Arrested		68	72%	75%	78%	-3%
Stable Living Situation		79	84%	95%	85%	-11% ▼
Employed		23	24%	50%	25%	-26% ▼
Self Help		25	27%	60%	24%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	55%	90%	58%	-35% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■		■	■		■	■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 61 Active Standard IOP Programs

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