

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%

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

Consumer Satisfaction Survey

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%

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

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%
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Client Demographics

Age	#	%	State Avg
18-25	110	10%	10%
26-34	281	27%	22%
35-44	310	29%	23%
45-54	211	20%	19%
55-64	113	11%	19%
65+	26	2%	8%

Gender

Gender	#	%	State Avg
Female	552	51%	42%
Male	537	49%	58%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	812	74%	62%
Other	109	10%	13%
Black/African American	86	8%	17%
Unknown	62	6%	6%
Asian	9	1%	1%
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

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

	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% ▼

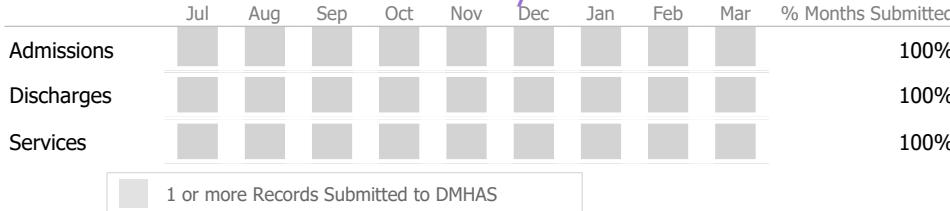
Service Utilization

	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



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Standard Outpatient Programs

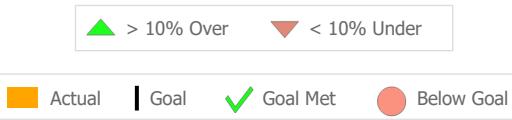
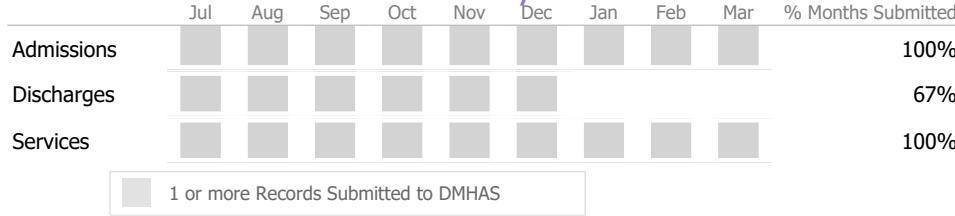
Program Activity

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

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	33	100%	50%	73%	50% ▲

Data Submitted to DMHAS by Month



* State Avg based on 23 Active Outreach & Engagement Programs

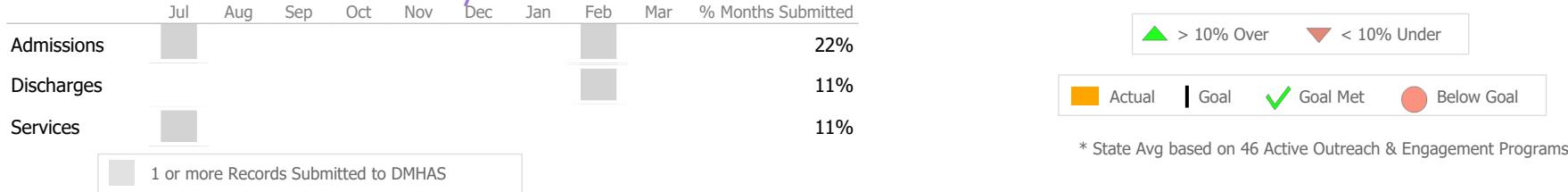
Program Activity

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

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	2	100%	50%	96%	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	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	Actual	State Avg
✓ 6 Month Updates	0%	0%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	85%
SA Screen Complete	N/A	85%

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

Discharge Outcomes

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

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
● Clients Receiving Services	0%	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

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	Actual	State Avg
6 Month Updates	14%	21%

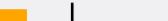
Co-occurring	Actual	State Avg
MH Screen Complete	83%	91%
SA Screen Complete	83%	97%

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		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% 

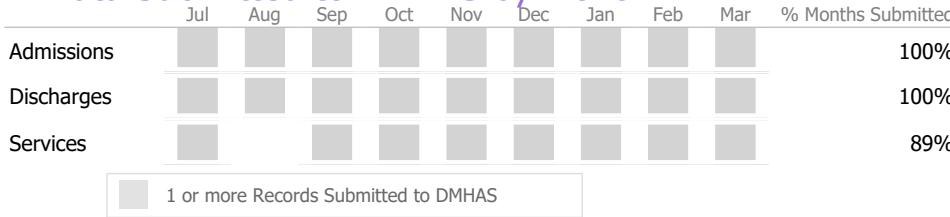
Service Utilization

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

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Outpatient		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

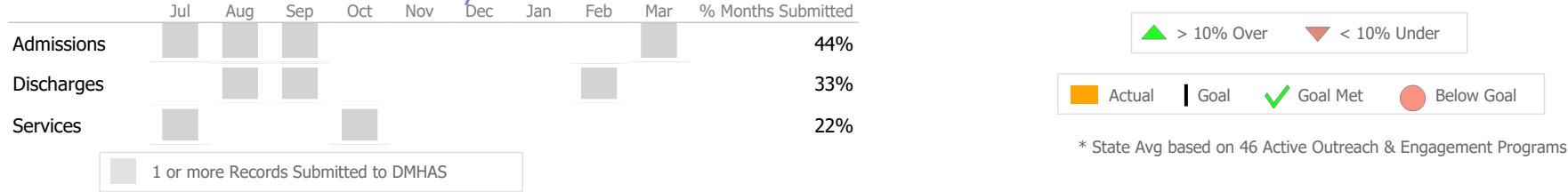
Program Activity

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

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	5	71%	50%	96%	21% ▲

Data Submitted to DMHAS by Month



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%	▼

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% ▼

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%

Recovery

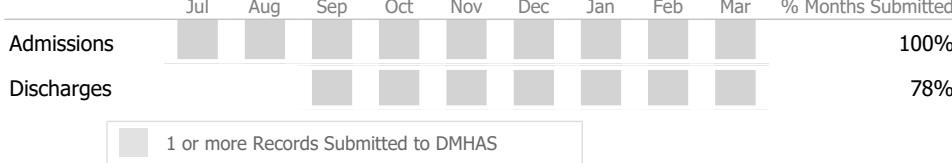
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	84%	70%	68%	14% ▲

Bed Utilization

Avg Utilization Rate	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% ▼



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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 75%; background-color: orange;"></div>	15	75%	70%	67%	5%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%; background-color: orange;"></div>	20	100%	85%	89%	15% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 80%; background-color: orange;"></div>	12	80%	90%	70%	-10%

Data Submission Quality

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

Recovery

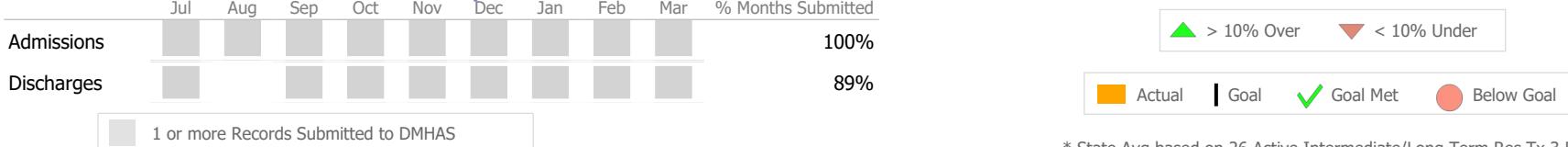
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use	<div style="width: 50%; background-color: orange;"></div>	15	50%	70%	68%	-20% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 74%; background-color: cyan;"></div>	10	137 days	0.2	74%	90%	79%	-16% ▼



Data Submitted to DMHAS by Month



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

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		Actual	State Avg
✓ 6 Month Updates		0%	0%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		90%	85%
✓ SA Screen Complete		90%	85%
Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Discharge Outcomes

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

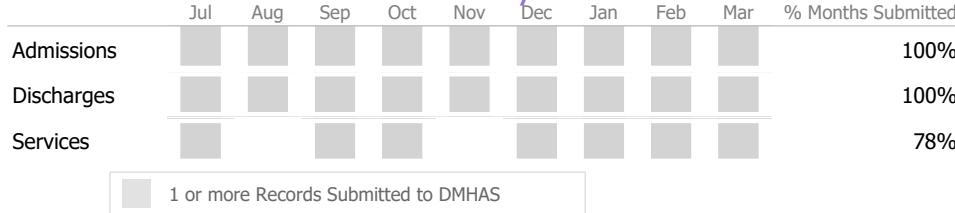
Recovery

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



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 61 Active Standard IOP Programs