

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,216	6,373	-2%
	Admits	3,422	3,810	-10%
	Discharges	2,774	3,503	-21% ▼
	Service Hours	11,595	12,107	-4%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	3,830	58.8%
	Intake	941	14.4%
	Medication Assisted Treatment	516	7.9%
	Case Management	91	1.4%
	Consultation	55	0.8%
	IOP	11	0.2%
<b>Forensic SA</b>	Forensics Community-based	1,029	15.8%
	Case Management	43	0.7%

### Consumer Satisfaction Survey

(Based on 349 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Respect		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ General Satisfaction		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		80%	80%	88%
● Outcome		75%	80%	83%
● Recovery		73%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,013	16%	10%	Male	3,595	58%	58%
26-34	1,732	28%	22%	Female	2,613	42%	42%
35-44	1,443	23%	23%	Transgender			0%
45-54	991	16%	19%				
55-64	764	12%	19%				
65+	263	4%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	4,096	66%	▲ 11%	White/Caucasian	3,351	54%	62%
Non-Hispanic	1,420	23%	▼ 69%	Unknown	1,135	18%	▲ 6%
Hisp-Puerto Rican	559	9%	12%	Black/African American	804	13%	17%
Hispanic-Other	115	2%	8%	Other	697	11%	13%
Hispanic-Mexican	17	0%	0%	Multiple Races	113	2%	1%
Hispanic-Cuban	9	0%	0%	Asian	60	1%	1%
				Am. Indian/Native Alaskan	37	1%	0%
				Hawaiian/Other Pacific Islander	19	0%	0%

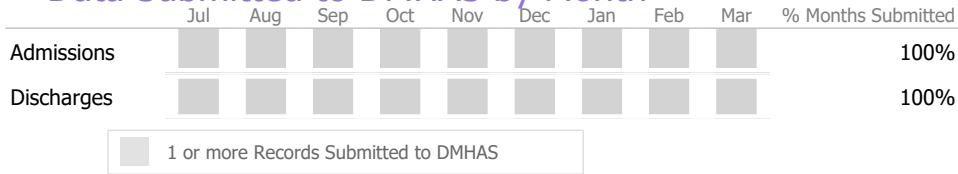
Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	941	818	15% ▲
Admits	1,174	955	23% ▲
Discharges	1,174	955	23% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 1 Active Central Intake Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	33	36% ▲
Admits	24	23	4%
Discharges	13	9	44% ▲
Service Hours	363	127	185% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	77%	75%	71%	2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	97%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		66% / 89%
✓ Valid TEDS Data		65% / 39%

On-Time Periodic	Actual	State Avg
6 Month Updates		33% / 46%

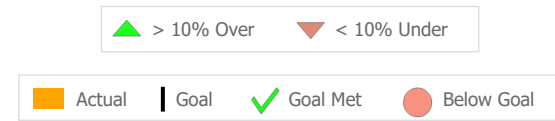
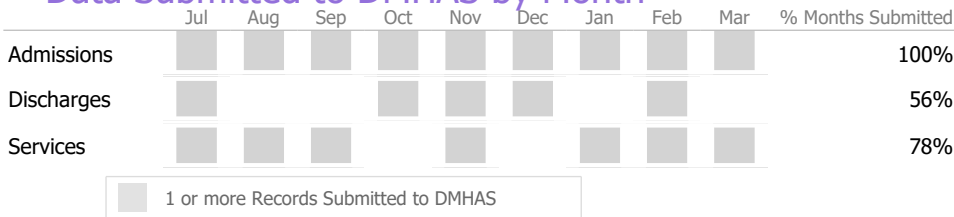
Co-occurring	Actual	State Avg
✓ MH Screen Complete		100% / 99%
✓ SA Screen Complete		100% / 99%

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

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	67%	75%	77%	-8%

### Data Submitted to DMHAS by Month



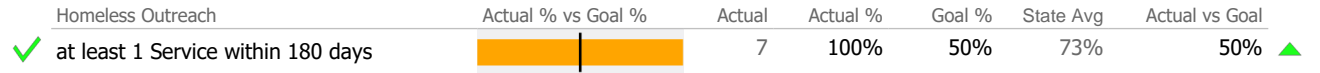
\* State Avg based on 4 Active Gambling Outpatient Programs

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

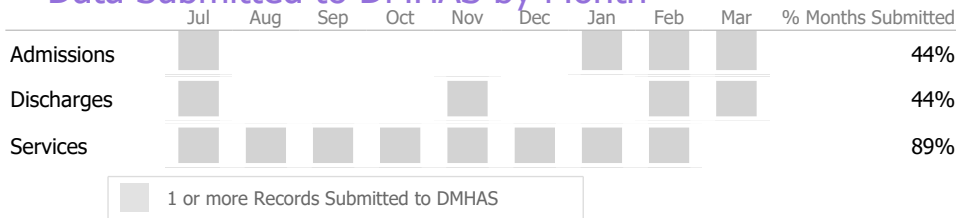
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	72	-53% ▼
Admits	7	5	40% ▲
Discharges	9	22	-59% ▼
Service Hours	283	309	-8%

### 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	11	12	-8%
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	0%	82%
Valid TEDS Data	0%	87%
<b>On-Time Periodic</b>		
6 Month Updates	0%	0%
<b>Co-occurring</b>		
MH Screen Complete	N/A	85%
SA Screen Complete	N/A	85%
<b>Diagnosis</b>		
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		0	0%	50%	25%	-50% ▼
● Abstinence/Reduced Drug Use		0	0%	55%	53%	-55% ▼
● Self Help		0	0%	60%	24%	-60% ▼
● Not Arrested		0	0%	75%	78%	-75% ▼
● Stable Living Situation		0	0%	95%	85%	-95% ▼

### 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	129	-25% ▼
Admits	37	57	-35% ▼
Discharges	52	54	-4%
Service Hours	142	444	-68% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	85%
Valid TEDS Data	82%	85%
<b>On-Time Periodic</b>		
6 Month Updates	25%	21%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	98%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	40%	50%	51%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		76	78%	75%	76%	3%
Abstinence/Reduced Drug Use		44	45%	55%	48%	-10% ▼
Employed		28	29%	50%	31%	-21% ▼
Stable Living Situation		71	73%	95%	76%	-22% ▼
Self Help		10	10%	60%	18%	-50% ▼

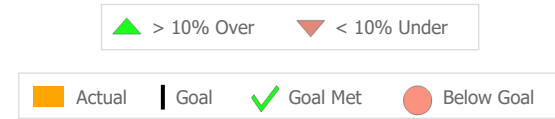
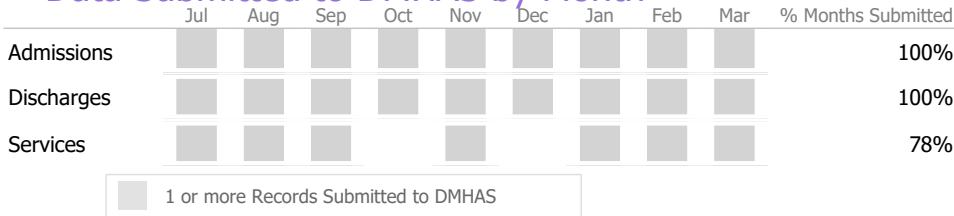
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	67%	90%	69%	-23% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		19	51%	75%	62%	-24% ▼

### 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	0		
Admits	-	-	
Discharges	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 74%
Valid TEDS Data		N/A 97%
<b>On-Time Periodic</b>		
6 Month Updates		N/A 24%
<b>Co-occurring</b>		
MH Screen Complete		N/A 95%
SA Screen Complete		N/A 98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	76%	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%	37%	-55% ▼
Employed		N/A	N/A	50%	36%	-50% ▼
Not Arrested		N/A	N/A	75%	58%	-75% ▼
Self Help		N/A	N/A	60%	28%	-60% ▼
Stable Living Situation		N/A	N/A	95%	79%	-95% ▼

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 7 Active Naltrexone Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	516	357	45% ▲
Admits	123	111	11% ▲
Discharges	-	1	-100% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	88%
Valid TEDS Data	100%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	24%
<b>Co-occurring</b>		
MH Screen Complete	100%	76%
SA Screen Complete	100%	88%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

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

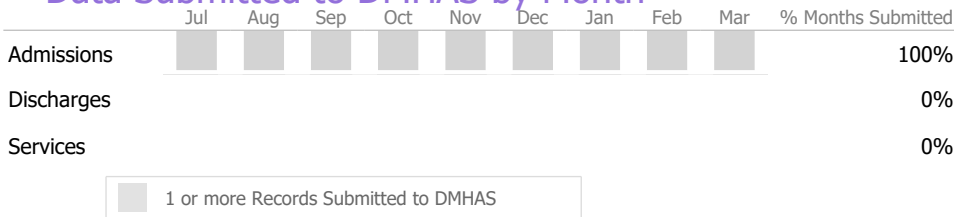
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		266	52%	75%	66%	-23% ▼
Abstinence/Reduced Drug Use		134	26%	55%	47%	-29% ▼
Employed		43	8%	50%	24%	-42% ▼
Self Help		91	18%	60%	19%	-42% ▼
Stable Living Situation		217	42%	95%	65%	-53% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	36%	N/A ▼

### 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

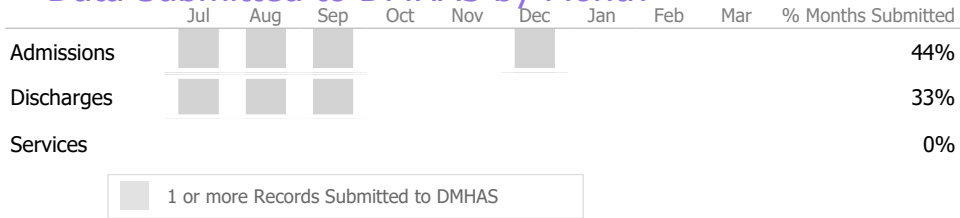
Variances in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	67	-18% ▼
Admits	14	54	-74% ▼
Discharges	11	35	-69% ▼
Service Hours	-	-	

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Consultation 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	85%
Valid TEDS Data	N/A	85%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	21%
<b>Co-occurring</b>		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	97%

### 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%	48%	-55% ▼
Employed		N/A	N/A	50%	31%	-50% ▼
Not Arrested		N/A	N/A	75%	76%	-75% ▼
Self Help		N/A	N/A	60%	18%	-60% ▼
Stable Living Situation		N/A	N/A	95%	76%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

### Data Submitted to DMHAS by Month

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	14	43% ▲
Admits	7	8	-13% ▼
Discharges	15	5	200% ▲
Service Hours	91	53	72% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
6 Month Updates	0%	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	53%	50%	66%	3%

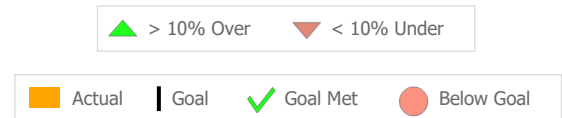
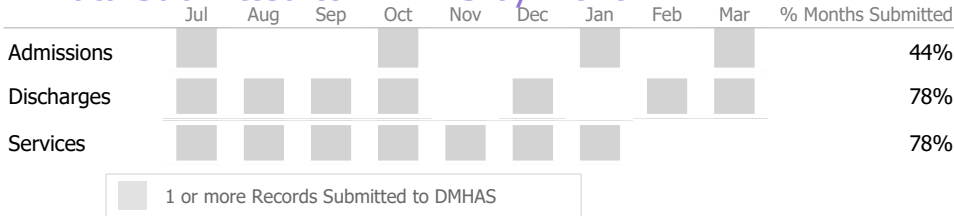
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	85%	60%	81%	25% ▲
Employed		8	40%	20%	19%	20% ▲
Stable Living Situation		17	85%	80%	56%	5%
Self Help		7	35%	60%	52%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	40%	90%	60%	-50% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 8 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	51	-41% ▼
Admits	8	28	-71% ▼
Discharges	9	22	-59% ▼
Service Hours	17	48	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	50%	66%	39% ▲

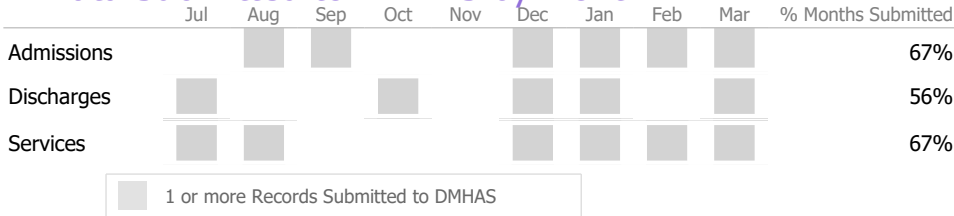
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	20%	19%	-20% ▼
● Self Help		9	30%	60%	52%	-30% ▼
● Social Support		8	27%	60%	81%	-33% ▼
● Stable Living Situation		0	0%	80%	56%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	14%	90%	60%	-76% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

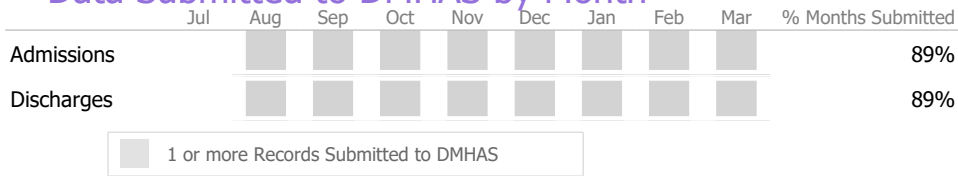
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	317	667	-52% ▼
Admits	124	380	-67% ▼
Discharges	111	417	-73% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

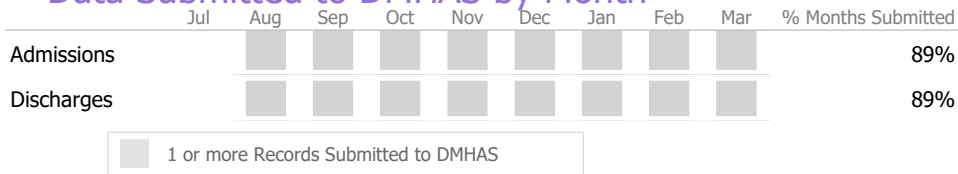
\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	713	1,170	-39% ▼
Admits	109	487	-78% ▼
Discharges	114	488	-77% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,142	1,818	18% ▲
Admits	1,097	903	21% ▲
Discharges	610	846	-28% ▼
Service Hours	6,108	6,609	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	85%
Valid TEDS Data	79%	85%
<b>On-Time Periodic</b>		
6 Month Updates	23%	21%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		394	65%	50%	51%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,701	79%	75%	76%	4%
● Abstinence/Reduced Drug Use		841	39%	55%	48%	-16% ▼
● Stable Living Situation		1,522	71%	95%	76%	-24% ▼
● Employed		361	17%	50%	31%	-33% ▼
● Self Help		398	19%	60%	18%	-41% ▼

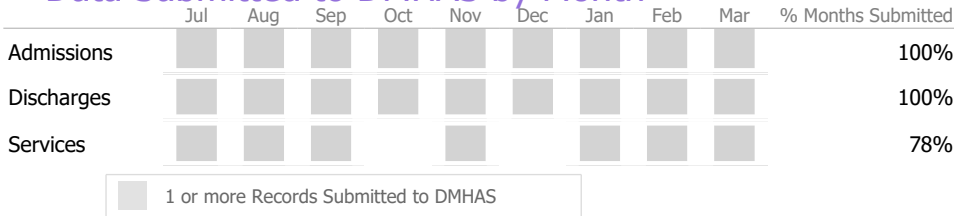
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1,136	74%	90%	69%	-16% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		541	49%	75%	62%	-26% ▼

### 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	1,601	1,457	10%
Admits	695	717	-3%
Discharges	598	576	4%
Service Hours	4,591	4,517	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	85%
Valid TEDS Data	73%	85%
<b>On-Time Periodic</b>		
6 Month Updates	21%	21%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		258	43%	50%	51%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,104	69%	75%	76%	-6%
Abstinence/Reduced Drug Use		574	36%	55%	48%	-19%
Employed		366	23%	50%	31%	-27%
Stable Living Situation		1,043	65%	95%	76%	-30%
Self Help		174	11%	60%	18%	-49%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		621	62%	90%	69%	-28%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		428	62%	75%	62%	-13%

### Data Submitted to DMHAS by Month

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

▲ > 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.



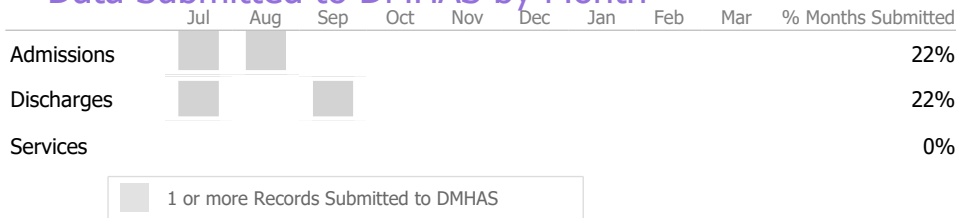
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	75	-24% ▼
Admits	3	58	-95% ▼
Discharges	57	17	235% ▲
Service Hours	-	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		1	33%	50%	73%	-17% ▼

### 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