

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,423	1,431	-1%
	Admits	882	1,006	-12% ▼
	Discharges	884	924	-4%
	Service Hours	11,293	17,500	-35% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Case Management	1,423	100.0%

### Consumer Satisfaction Survey

(Based on 120 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		99%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Access		98%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		94%	80%	83%
✓ Recovery		94%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	73	5%	10%
26-34	470	33% ▲	22%
35-44	440	31%	23%
45-54	258	18%	19%
55-64	179	13%	18%
65+	3	0%	7%

Gender	#	%	State Avg
Female	740	52% ▲	41%
Male	680	48% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	852	60%	68%
Unknown	459	32% ▲	12%
Hisp-Puerto Rican	92	6%	11%
Hispanic-Other	19	1%	8%
Hispanic-Mexican	1	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	777	55%	61%
Unknown	324	23% ▲	6%
Black/African American	167	12%	17%
Other	132	9%	13%
Am. Indian/Native Alaskan	16	1%	0%
Asian	4	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races	1	0%	1%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	417	543	-23% ▼
Admits	240	379	-37% ▼
Discharges	226	374	-40% ▼
Service Hours	3,383	5,450	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		89	39%	50%	52%	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		162	38%	20%	29%	18% ▲
Self Help		281	66%	60%	61%	6%
Stable Living Situation		315	74%	80%	82%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		193	97%	90%	85%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	614	617	0%
Admits	367	401	-8%
Discharges	364	377	-3%
Service Hours	6,664	10,758	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	87%
On-Time Periodic		
6 Month Updates	84%	84%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		515	82%	50%	82%	32% ▲
Employed		127	20%	20%	20%	0%
Self Help		362	57%	60%	58%	-3%
Stable Living Situation		441	70%	80%	70%	-10% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		249	93%	90%	93%	3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

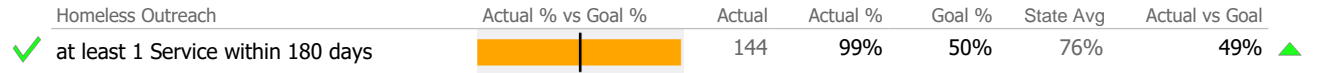
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Intensive Case Management Programs

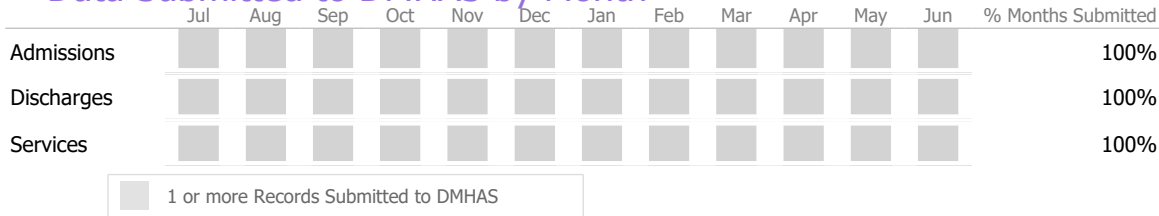
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	209	120	74% ▲
Admits	150	109	38% ▲
Discharges	166	61	172% ▲
Service Hours	1,247	1,292	-3%

### 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	227	212	7%
Admits	125	117	7%
Discharges	128	112	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
6 Month Updates	47%	66%

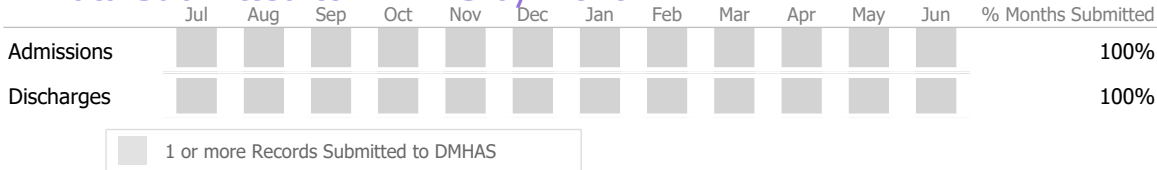
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		104	81%	50%	52%	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		168	72%	60%	61%	12% ▲
Stable Living Situation		211	91%	80%	82%	11% ▲
Employed		37	16%	20%	29%	-4%

### 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

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