

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,891	6,948	-1%
	Admits	2,586	2,960	-13% ▼
	Discharges	2,632	2,876	-8%
	Service Hours	30,006	38,618	-22% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	6,887	98.1%
	Case Management	133	1.9%

Consumer Satisfaction Survey

(Based on 437 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Outcome		89%	80%	83%
✓ Recovery		86%	80%	79%
✓ Access		86%	80%	88%

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

Client Demographics

Age	#	%	State Avg
18-25	184	3%	10%
26-34	1,706	25%	22%
35-44	2,058	30%	23%
45-54	1,490	22%	19%
55-64	1,117	16%	18%
65+	336	5%	7%

Gender	#	%	State Avg
Male	4,300	62%	59%
Female	2,583	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	5,176	75%	68%
Hisp-Puerto Rican	1,451	21%	11%
Hispanic-Other	154	2%	8%
Unknown	89	1% ▼	12%
Hispanic-Mexican	14	0%	0%
Hispanic-Cuban	7	0%	0%

Race	#	%	State Avg
White/Caucasian	5,250	76% ▲	61%
Other	1,170	17%	13%
Black/African American	393	6% ▼	17%
Unknown	32	0%	6%
Am. Indian/Native Alaskan	26	0%	0%
Asian	8	0%	1%
Hawaiian/Other Pacific Islander	8	0%	0%
Multiple Races	4	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	783	773	1%
Admits	213	265	-20% ▼
Discharges	235	215	9%
Service Hours	3,698	3,255	14% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		131	56%	50%	55%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		664	81%	50%	69%	31% ▲
✓ Self Help		742	91%	60%	55%	31% ▲
✓ Not Arrested		811	99%	75%	94%	24% ▲
✓ Employed		448	55%	40%	42%	15% ▲
✓ Stable Living Situation		814	99%	90%	91%	9%

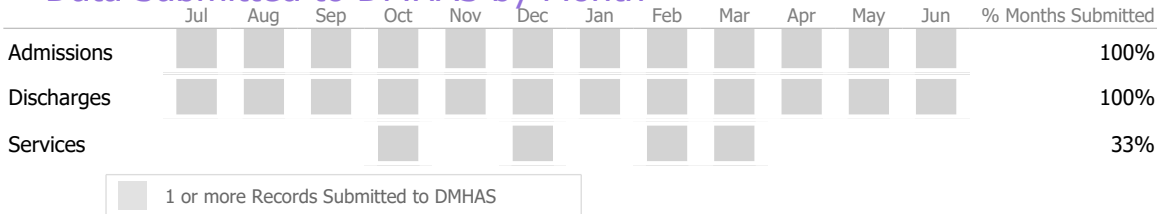
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		570	97%	90%	90%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		569	73%	50%	69%	23% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone 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	845	897	-6%
Admits	292	367	-20% ▼
Discharges	276	373	-26% ▼
Service Hours	3,462	5,122	-32% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		130	47%	50%	55%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		889	99%	75%	94%	24% ▲
Abstinence/Reduced Drug Use		638	71%	50%	69%	21% ▲
Stable Living Situation		865	96%	90%	91%	6%
Self Help		462	51%	60%	55%	-9%
Employed		258	29%	40%	42%	-11% ▼

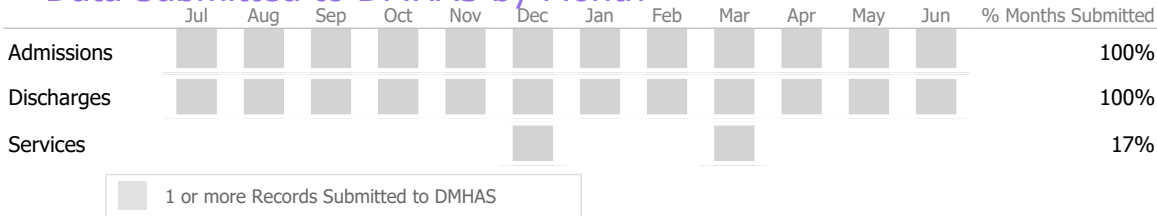
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		593	95%	90%	90%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		561	66%	50%	69%	16% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone 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	1,182	1,151	3%
Admits	545	484	13% ▲
Discharges	543	500	9%
Service Hours	4,168	6,313	-34% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		317	58%	50%	55%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,275	99%	75%	94%	24% ▲
Abstinence/Reduced Drug Use		799	62%	50%	69%	12% ▲
Stable Living Situation		1,251	97%	90%	91%	7%
Employed		450	35%	40%	42%	-5%
Self Help		454	35%	60%	55%	-25% ▼

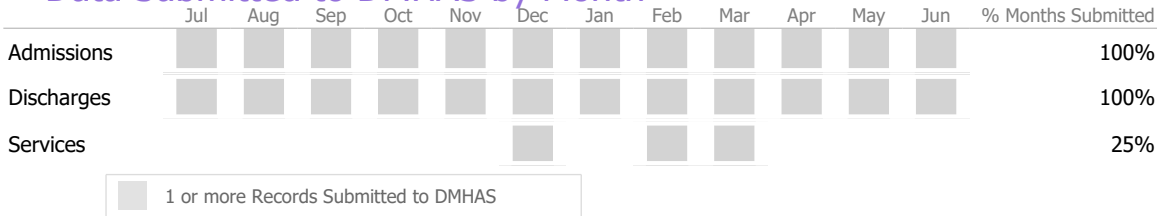
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		666	90%	90%	90%	0%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		680	58%	50%	69%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone 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	133	115	16% ▲
Admits	73	51	43% ▲
Discharges	58	54	7%
Service Hours	1,243	785	58% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		32	55%	50%	52%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		113	84%	80%	82%	4%
● Employed		25	19%	20%	29%	-1%
● Self Help		44	33%	60%	61%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	100%	90%	85%	10%

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	870	892	-2%
Admits	238	273	-13% ▼
Discharges	270	269	0%
Service Hours	2,901	4,561	-36% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		134	50%	50%	55%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		898	98%	75%	94%	23% ▲
✓ Self Help		680	75%	60%	55%	15% ▲
✓ Abstinence/Reduced Drug Use		529	58%	50%	69%	8%
✓ Employed		443	49%	40%	42%	9%
✓ Stable Living Situation		902	99%	90%	91%	9%

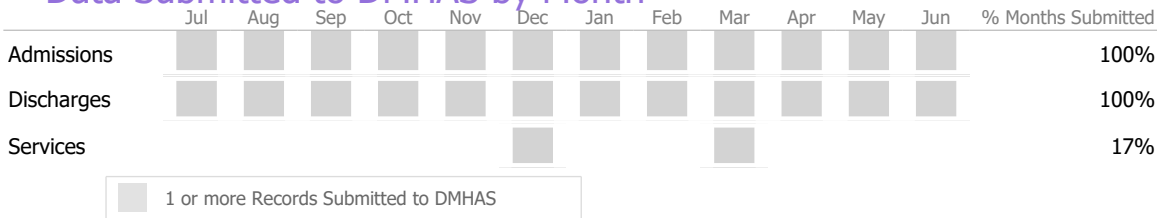
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		621	97%	90%	90%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		625	72%	50%	69%	22% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,040	1,098	-5%
Admits	353	429	-18% ▼
Discharges	397	458	-13% ▼
Service Hours	3,996	4,713	-15% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		196	49%	50%	55%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,087	99%	75%	94%	24% ▲
Abstinence/Reduced Drug Use		767	70%	50%	69%	20% ▲
Stable Living Situation		1,081	98%	90%	91%	8%
Employed		491	45%	40%	42%	5%
Self Help		556	51%	60%	55%	-9%

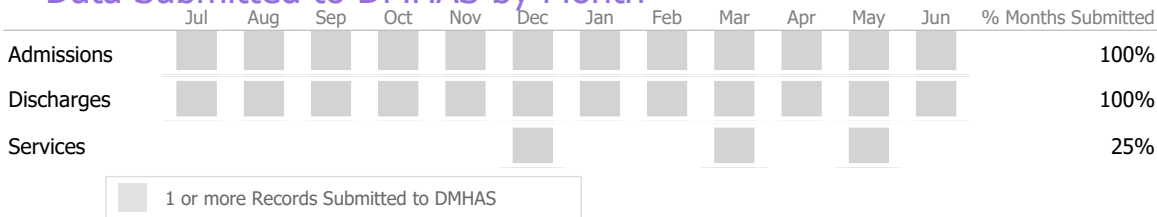
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		674	96%	90%	90%	6%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		676	65%	50%	69%	15% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	775	780	-1%
Admits	303	350	-13% ▼
Discharges	301	311	-3%
Service Hours	2,677	3,553	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	99%	80%
Co-occurring		
MH Screen Complete	93%	90%
SA Screen Complete	93%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		173	57%	50%	55%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		591	72%	50%	69%	22% ▲
Not Arrested		802	97%	75%	94%	22% ▲
Employed		393	48%	40%	42%	8%
Stable Living Situation		799	97%	90%	91%	7%
Self Help		414	50%	60%	55%	-10%

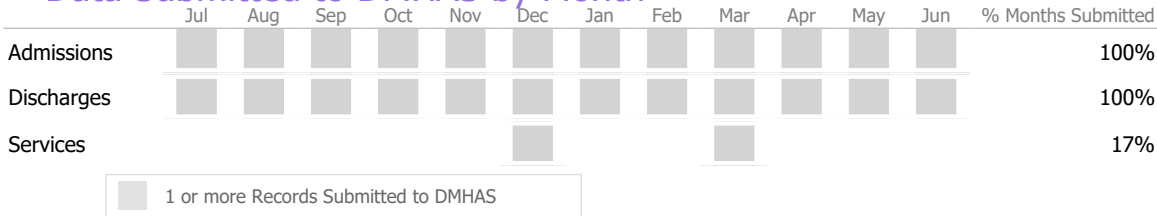
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		504	96%	90%	90%	6%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		469	61%	50%	69%	11% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone 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	693	718	-3%
Admits	212	265	-20% ▼
Discharges	182	279	-35% ▼
Service Hours	2,821	3,436	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	80%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		106	58%	50%	55%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		697	98%	75%	94%	23% ▲
✓ Abstinence/Reduced Drug Use		490	69%	50%	69%	19% ▲
✓ Employed		358	51%	40%	42%	11% ▲
✓ Self Help		479	68%	60%	55%	8%
✓ Stable Living Situation		690	97%	90%	91%	7%

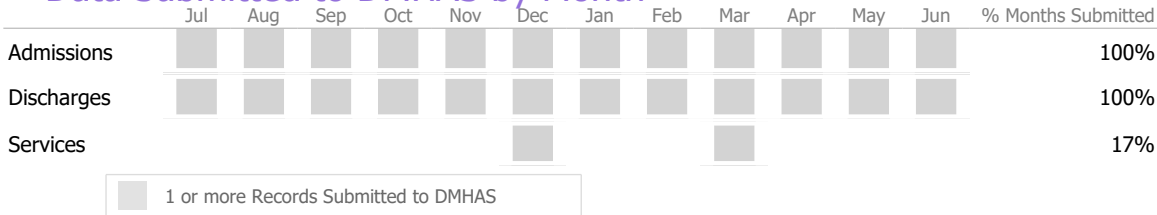
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		494	94%	90%	90%	4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		447	65%	50%	69%	15% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone 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	613	614	0%
Admits	188	215	-13% ▼
Discharges	193	194	-1%
Service Hours	2,455	3,131	-22% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		113	59%	50%	55%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		471	73%	50%	69%	23% ▲
✓ Not Arrested		620	97%	75%	94%	22% ▲
✓ Employed		298	46%	40%	42%	6%
✓ Stable Living Situation		621	97%	90%	91%	7%
✓ Self Help		412	64%	60%	55%	4%

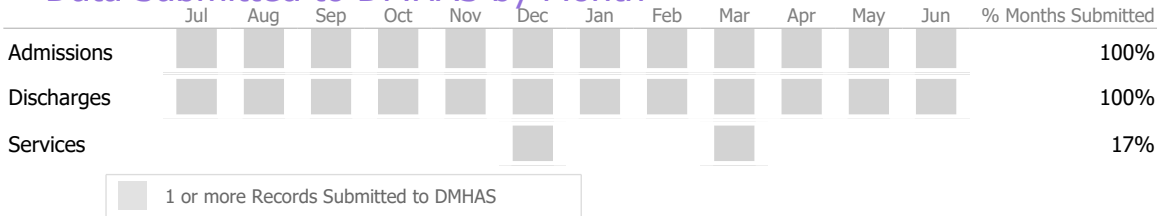
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		427	95%	90%	90%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		422	69%	50%	69%	19% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	670	699	-4%
Admits	169	261	-35% ▼
Discharges	177	223	-21% ▼
Service Hours	2,585	3,751	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	95%	80%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	99%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		87	49%	50%	55%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		530	77%	50%	69%	27% ▲
Not Arrested		682	99%	75%	94%	24% ▲
Self Help		542	78%	60%	55%	18% ▲
Employed		336	49%	40%	42%	9%
Stable Living Situation		678	98%	90%	91%	8%

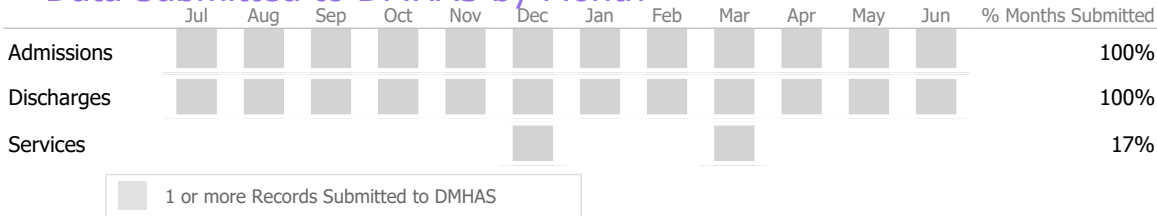
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		479	93%	90%	90%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		475	71%	50%	69%	21% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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