

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,220	1,302	-6%
	Admits	725	1,131	-36% ▼
	Discharges	553	1,096	-50% ▼
	Service Hours	6,905	11,511	-40% ▼
	Bed Days	5,345	5,155	4%
	S.Rehab/PHP/IOP	78	1,847	-96% ▼

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

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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,067	73.8%
	IOP	120	8.3%
	Case Management	119	8.2%
	Residential Services	61	4.2%
Mental Health	Case Management	78	5.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	125	11%	10%	Female	614	50%	41%
26-34	309	26%	22%	Male	604	50%	59%
35-44	343	29%	23%	Transgender			0%
45-54	232	20%	19%				
55-64	129	11%	18%				
65+	30	3%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	884	72%	68%	White/Caucasian	911	75%	▲ 61%
Hisp-Puerto Rican	216	18%	11%	Other	126	10%	13%
Hispanic-Other	68	6%	8%	Black/African American	94	8%	17%
Unknown	39	3%	12%	Unknown	68	6%	6%
Hispanic-Mexican	11	1%	0%	Asian	10	1%	1%
Hispanic-Cuban	2	0%	0%	Am. Indian/Native Alaskan	4	0%	0%
				Hawaiian/Other Pacific Islander	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	792	818	-3%
Admits	366	537	-32% ▼
Discharges	195	483	-60% ▼
Service Hours	4,171	7,574	-45% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	86%
Valid TEDS Data	75%	86%
On-Time Periodic		
6 Month Updates	0%	26%
Co-occurring		
MH Screen Complete	93%	92%
SA Screen Complete	93%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		143	73%	50%	51%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		586	72%	75%	79%	-3%
● Abstinence/Reduced Drug Use		368	45%	55%	49%	-10% ▼
● Stable Living Situation		578	71%	95%	78%	-24% ▼
● Employed		184	23%	50%	32%	-27% ▼
● Self Help		115	14%	60%	18%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		434	70%	90%	72%	-20% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		218	61%	75%	61%	-14% ▼

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

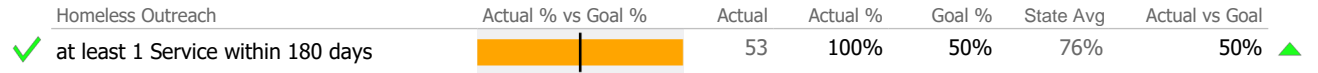
* State Avg based on 111 Active Standard Outpatient Programs

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

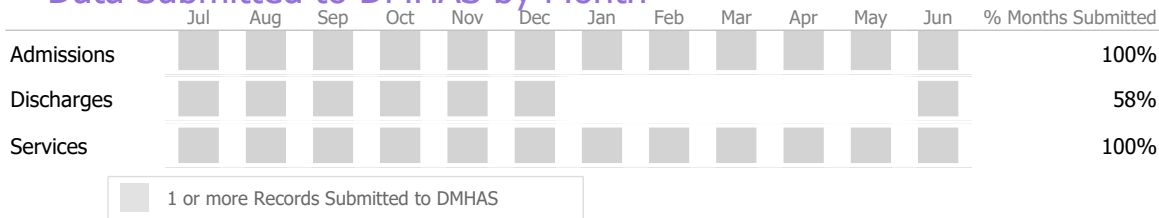
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	149	-20% ▼
Admits	55	47	17% ▲
Discharges	76	74	3%
Service Hours	418	455	-8%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

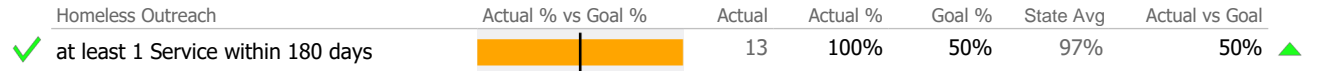
Actual | Goal Goal Met Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

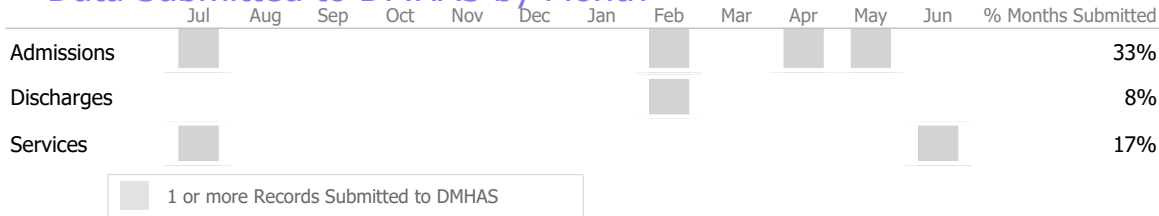
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	94	-60% ▼
Admits	13	38	-66% ▼
Discharges	26	69	-62% ▼
Service Hours	48	150	-68% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	45	-80% ▼
Admits	3	35	-91% ▼
Discharges	1	41	-98% ▼
Service Hours	3	61	-95% ▼
Social Rehab/PHP/IOP Days	2	384	-99% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	83%
Valid TEDS Data	100%	87%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	59%	50% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	57%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		2	22%	50%	25%	-28% ▼
● Stable Living Situation		6	67%	95%	85%	-28% ▼
● Abstinence/Reduced Drug Use		2	22%	55%	54%	-33% ▼
● Not Arrested		3	33%	75%	78%	-42% ▼
● Self Help		0	0%	60%	23%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	25%	90%	53%	-65% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												1	8%
Discharges				1									8%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 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	304	348	-13% ▼
Admits	155	228	-32% ▼
Discharges	116	222	-48% ▼
Service Hours	1,889	2,692	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	86%
Valid TEDS Data	79%	86%
On-Time Periodic		
6 Month Updates	9%	26%
Co-occurring		
MH Screen Complete	84%	92%
SA Screen Complete	84%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		103	89%	50%	51%	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		241	74%	75%	79%	-1%
● Abstinence/Reduced Drug Use		148	46%	55%	49%	-9%
● Stable Living Situation		267	82%	95%	78%	-13% ▼
● Employed		94	29%	50%	32%	-21% ▼
● Self Help		16	5%	60%	18%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		181	87%	90%	72%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		99	68%	75%	61%	-7%

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	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

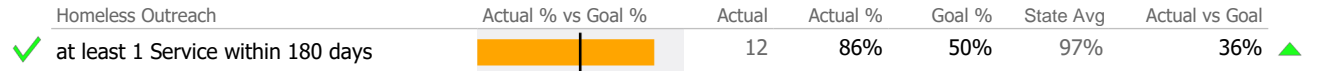
* State Avg based on 111 Active Standard Outpatient Programs

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

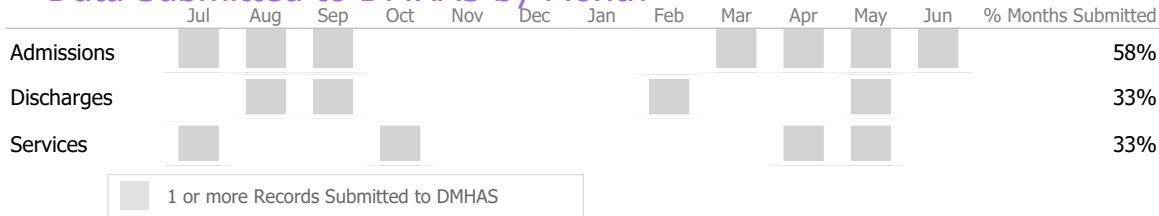
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	31	42% ▲
Admits	14	28	-50% ▼
Discharges	35	1	3400% ▲
Service Hours	66	81	-18% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	38	-29% ▼
Admits	24	30	-20% ▼
Discharges	14	36	-61% ▼
Bed Days	2,320	2,546	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
Valid TEDS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
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		13	93%	70%	68%	23% ▲
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	89%	8%
● Follow-up within 30 Days of Discharge		10	77%	90%	71%	-13% ▼

Recovery

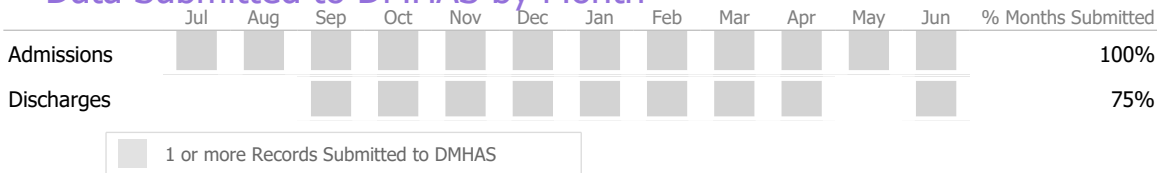
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		25	93%	70%	69%	23% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	107 days	0.2	64%	90%	83%	-26% ▼

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	43	-19% ▼
Admits	31	36	-14% ▼
Discharges	27	40	-33% ▼
Bed Days	3,025	2,609	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	88%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	0%	4%
Co-occurring		
MH Screen Complete	98%	88%
SA Screen Complete	98%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	78%	70%	68%	8%
No Re-admit within 30 Days of Discharge		26	96%	85%	89%	11%
Follow-up within 30 Days of Discharge		16	76%	90%	71%	-14%

Recovery

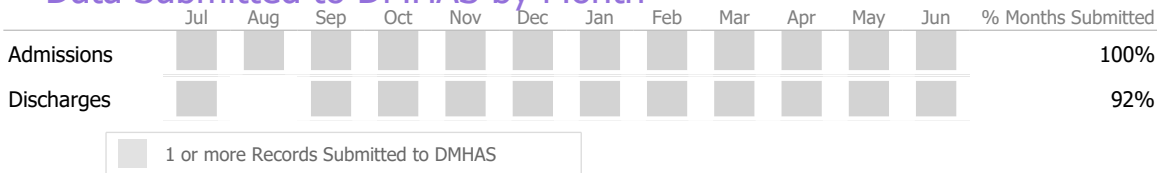
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	61%	70%	69%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	163 days	0.2	83%	90%	83%	-7%

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	162	-31% ▼
Admits	64	152	-58% ▼
Discharges	63	130	-52% ▼
Service Hours	311	499	-38% ▼
Social Rehab/PHP/IOP Days	76	1,463	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	83%
Valid TEDS Data	88%	87%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	92%	85%
SA Screen Complete	93%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		56	89%	50%	59%	39% ▲
Follow-up within 30 Days of Discharge		33	59%	90%	57%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		72	63%	55%	54%	8%
Not Arrested		87	76%	75%	78%	1%
Stable Living Situation		96	84%	95%	85%	-11% ▼
Employed		26	23%	50%	25%	-27% ▼
Self Help		33	29%	60%	23%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	61%	90%	53%	-29% ▼

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	■		■	■		■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Standard IOP Programs

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