

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	826	839	-2%
	Admits	218	240	-9%
	Discharges	236	235	0%
	Service Hours	4,233	3,045	39% ▲

▲ > 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	826	100.0%

### Consumer Satisfaction Survey

(Based on 39 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		92%	80%	83%
✓ Recovery		89%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	28	3%	9%
26-34	255	31%	▲ 20%
35-44	277	34%	▲ 23%
45-54	147	18%	19%
55-64	116	14%	20%
65+	3	0%	9%

Gender	#	%	State Avg
Female	424	51%	42%
Male	401	49%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	560	68%	69%
Unknown	208	25%	▲ 11%
Hisp-Puerto Rican	47	6%	12%
Hispanic-Other	9	1%	8%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	0%

Race	#	%	State Avg
White/Caucasian	487	59%	63%
Unknown	153	19%	▲ 5%
Black/African American	99	12%	17%
Other	76	9%	13%
Am. Indian/Native Alaskan	7	1%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	260	259	0%
Admits	58	74	-22% ▼
Discharges	40	54	-26% ▼
Service Hours	1,180	940	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	61%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	62%	50%	74%	12% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		115	44%	20%	27%	24% ▲
✓ Self Help		196	75%	60%	55%	15% ▲
✓ Stable Living Situation		228	87%	80%	82%	7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		198	90%	90%	76%	0%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 11 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	377	356	6%
Admits	109	96	14% ▲
Discharges	120	113	6%
Service Hours	2,845	1,794	59% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	85%
On-Time Periodic		
6 Month Updates	82%	82%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		298	79%	50%	79%	29% ▲
✓ Self Help		258	68%	60%	68%	8%
✓ Employed		87	23%	20%	23%	3%
● Stable Living Situation		287	76%	80%	76%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		233	90%	90%	90%	0%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

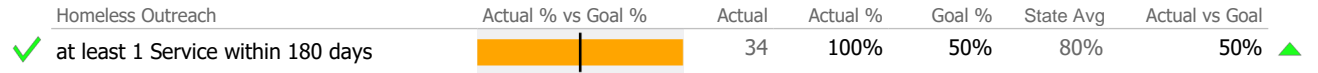
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

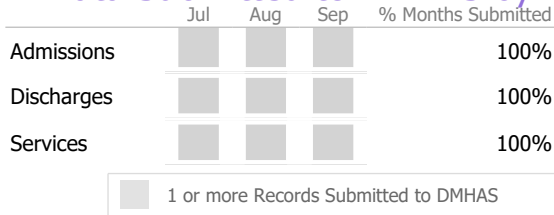
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	106	-21% ▼
Admits	34	40	-15% ▼
Discharges	42	39	8%
Service Hours	209	311	-33% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 22 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	137	-12% ▼
Admits	17	30	-43% ▼
Discharges	34	29	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	39%	61%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	94%	50%	74%	44% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		67	55%	60%	55%	-5%
Stable Living Situation		89	74%	80%	82%	-6%
Employed		16	13%	20%	27%	-7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 11 Active Standard Case Management Programs