

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,772	5,791	0%
	Admits	733	633	16% ▲
	Discharges	813	620	31% ▲
	Service Hours	6,184	7,592	-19% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	5,770	98.5%
	Case Management	90	1.5%

Consumer Satisfaction Survey

(Based on 1,263 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		92%	80%	91%
✓ Respect		91%	80%	91%
✓ Outcome		89%	80%	83%
✓ General Satisfaction		87%	80%	92%
✓ Recovery		84%	80%	79%
✓ Access		82%	80%	88%

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

Client Demographics

Age	#	%	State Avg
18-25	89	2%	9%
26-34	1,185	21%	20%
35-44	1,766	31%	23%
45-54	1,268	22%	19%
55-64	1,098	19%	20%
65+	366	6%	9%

Gender	#	%	State Avg
Male	3,597	62%	58%
Female	2,170	38%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,307	75%	69%
Hisp-Puerto Rican	1,254	22%	12%
Hispanic-Other	120	2%	8%
Unknown	70	1%	11%
Hispanic-Mexican	14	0%	0%
Hispanic-Cuban	7	0%	0%

Race	#	%	State Avg
White/Caucasian	4,358	76%	▲ 63%
Other	1,017	18%	13%
Black/African American	335	6%	▼ 17%
Unknown	29	1%	5%
Am. Indian/Native Alaskan	20	0%	1%
Asian	7	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	620	666	-7%
Admits	42	64	-34% ▼
Discharges	64	37	73% ▲
Service Hours	491	868	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	79%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	55%	50%	56%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		505	81%	50%	62%	31% ▲
✓ Self Help		563	90%	60%	54%	30% ▲
✓ Not Arrested		618	99%	75%	86%	24% ▲
✓ Employed		352	56%	40%	39%	16% ▲
✓ Stable Living Situation		617	99%	90%	83%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		517	92%	90%	86%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		478	77%	50%	71%	27% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 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	723	650	11% ▲
Admits	116	47	147% ▲
Discharges	118	60	97% ▲
Service Hours	837	870	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	99%	79%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		48	41%	50%	56%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		731	99%	75%	86%	24% ▲
Abstinence/Reduced Drug Use		533	72%	50%	62%	22% ▲
Self Help		582	79%	60%	54%	19% ▲
Stable Living Situation		713	97%	90%	83%	7%
Employed		210	28%	40%	39%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		592	95%	90%	86%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		476	66%	50%	71%	16% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 Active Methadone Maintenance Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	870	874	0%
Admits	140	142	-1%
Discharges	130	118	10%
Service Hours	654	1,042	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	79%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		76	58%	50%	56%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		877	99%	75%	86%	24% ▲
✓ Abstinence/Reduced Drug Use		633	72%	50%	62%	22% ▲
✓ Stable Living Situation		868	98%	90%	83%	8%
● Employed		330	37%	40%	39%	-3%
● Self Help		301	34%	60%	54%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		621	82%	90%	86%	-8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		586	67%	50%	71%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 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	90	86	5%
Admits	12	24	-50% ▼
Discharges	29	12	142% ▲
Service Hours	198	216	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	61%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	62%	50%	74%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		73	81%	80%	82%	1%
● Employed		14	16%	20%	27%	-4%
● Self Help		27	30%	60%	55%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	97%	90%	76%	7%

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	703	729	-4%
Admits	71	59	20% ▲
Discharges	87	75	16% ▲
Service Hours	744	799	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	79%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		35	40%	50%	56%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		646	90%	60%	54%	30% ▲
Not Arrested		707	99%	75%	86%	24% ▲
Stable Living Situation		707	99%	90%	83%	9%
Employed		344	48%	40%	39%	8%
Abstinence/Reduced Drug Use		408	57%	50%	62%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		571	91%	90%	86%	1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		524	75%	50%	71%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 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	801	809	-1%
Admits	116	72	61% ▲
Discharges	118	117	1%
Service Hours	937	1,078	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	99%	79%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		63	53%	50%	56%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		804	99%	75%	86%	24% ▲
✓ Abstinence/Reduced Drug Use		588	72%	50%	62%	22% ▲
✓ Stable Living Situation		797	98%	90%	83%	8%
✓ Employed		387	48%	40%	39%	8%
○ Self Help		404	50%	60%	54%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		645	93%	90%	86%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		550	69%	50%	71%	19% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 Active Methadone Maintenance Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	605	578	5%
Admits	86	61	41% ▲
Discharges	94	58	62% ▲
Service Hours	659	700	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	82%	79%
Co-occurring		
MH Screen Complete	93%	87%
SA Screen Complete	94%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		50	53%	50%	56%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		605	99%	75%	86%	24% ▲
✓ Abstinence/Reduced Drug Use		443	72%	50%	62%	22% ▲
✓ Employed		308	50%	40%	39%	10%
✓ Stable Living Situation		591	97%	90%	83%	7%
○ Self Help		286	47%	60%	54%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		483	93%	90%	86%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		400	66%	50%	71%	16% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 Active Methadone Maintenance Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	542	549	-1%
Admits	25	53	-53% ▼
Discharges	44	41	7%
Service Hours	606	691	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	94%	79%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	66%	50%	56%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		390	72%	50%	62%	22% ▲
✓ Not Arrested		525	97%	75%	86%	22% ▲
✓ Employed		276	51%	40%	39%	11% ▲
✓ Self Help		383	71%	60%	54%	11% ▲
✓ Stable Living Situation		520	96%	90%	83%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		440	88%	90%	86%	-2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		408	75%	50%	71%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 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	513	486	6%
Admits	76	36	111% ▲
Discharges	74	41	80% ▲
Service Hours	596	604	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	99%	79%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		42	57%	50%	56%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		384	74%	50%	62%	24% ▲
✓ Not Arrested		508	98%	75%	86%	23% ▲
✓ Employed		257	49%	40%	39%	9%
✓ Stable Living Situation		508	98%	90%	83%	8%
✓ Self Help		313	60%	60%	54%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		415	93%	90%	86%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		350	68%	50%	71%	18% ▲

Data Submitted to DMHAS by Month

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Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 34 Active Methadone Maintenance Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	553	591	-6%
Admits	49	75	-35% ▼
Discharges	55	61	-10%
Service Hours	462	724	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	92%	79%
Co-occurring		
MH Screen Complete	98%	87%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		34	62%	50%	56%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		502	90%	60%	54%	30% ▲
✓ Abstinence/Reduced Drug Use		420	75%	50%	62%	25% ▲
✓ Not Arrested		552	99%	75%	86%	24% ▲
✓ Employed		293	53%	40%	39%	13% ▲
✓ Stable Living Situation		549	98%	90%	83%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		420	83%	90%	86%	-7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		428	77%	50%	71%	27% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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