

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,414	1,360	4%
	Admits	244	266	-8%
	Discharges	235	202	16% ▲
	Service Hours	1,121	2,061	-46% ▼
	Bed Days	4,995	4,431	13% ▲

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

Consumer Satisfaction Survey

(Based on 306 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	80%	79%
✓ Access		85%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	1,176	73.5%
	Outpatient	174	10.9%
	Residential Services	102	6.4%
	Recovery Support	98	6.1%
	IOP	51	3.2%

Client Demographics

Age	#	%	State Avg
18-25	35	3%	9%
26-34	201	14%	20%
35-44	366	26%	23%
45-54	346	25%	19%
55-64	339	24%	20%
65+	110	8%	9%

Gender	#	%	State Avg
Male	960	68%	58%
Female	450	32%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	760	54%	69%
Hisp-Puerto Rican	261	18%	12%
Unknown	208	15%	11%
Hispanic-Other	171	12%	8%
Hispanic-Mexican	10	1%	0%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	942	67%	63%
Unknown	226	16%	5%
Black/African American	225	16%	17%
Am. Indian/Native Alaskan	7	0%	1%
Asian	7	0%	1%
Hawaiian/Other Pacific Islander	7	0%	0%
Multiple Races			1%
Other			13%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	32	-9%
Admits	20	25	-20% ▼
Discharges	13	17	-24% ▼
Service Hours	12	-	
Social Rehab/PHP/IOP Days	0	250	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	85%
Valid TEDS Data	100%	87%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	4%
<b>Co-occurring</b>		
MH Screen Complete	90%	87%
SA Screen Complete	100%	87%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	38%	50%	62%	-12% ▼
Follow-up within 30 Days of Discharge		1	20%	90%	64%	-70% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		25	83%	75%	68%	8%
Abstinence/Reduced Drug Use		15	50%	55%	39%	-5%
Stable Living Situation		26	87%	95%	74%	-8%
Self Help		10	33%	60%	11%	-27% ▼
Employed		4	13%	50%	23%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	24%	90%	45%	-66% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 55 Active Standard IOP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	805	791	2%
Admits	69	72	-4%
Discharges	83	57	46% ▲
Service Hours	678	1,198	-43% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%
Valid TEDS Data	94%	99%
<b>On-Time Periodic</b>		
6 Month Updates	2%	79%
<b>Co-occurring</b>		
MH Screen Complete	54%	87%
SA Screen Complete	87%	88%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		49	59%	50%	56%	9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		110	14%	40%	39%	-26% ▼
● Abstinence/Reduced Drug Use		142	17%	50%	62%	-33% ▼
● Not Arrested		330	41%	75%	86%	-34% ▼
● Stable Living Situation		289	36%	90%	83%	-54% ▼
● Self Help		30	4%	60%	54%	-56% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		566	78%	90%	86%	-12% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		617	77%	50%	71%	27% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	36	58% ▲
Admits	27	18	50% ▲
Discharges	16	13	23% ▲
Service Hours	62	53	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
Valid TEDS Data	86%	88%
<b>On-Time Periodic</b>		
6 Month Updates	7%	25%
<b>Co-occurring</b>		
MH Screen Complete	36%	94%
SA Screen Complete	82%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	95%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	38%	50%	50%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		45	78%	75%	69%	3%
Stable Living Situation		44	76%	95%	67%	-19% ▼
Employed		17	29%	50%	25%	-21% ▼
Abstinence/Reduced Drug Use		20	34%	55%	37%	-21% ▼
Self Help		2	3%	60%	13%	-57% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	62%	90%	50%	-28% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	37%	75%	62%	-38% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 106 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	10	14	-29% ▼
Admits	4	8	-50% ▼
Discharges	6	7	-14% ▼
Bed Days	555	665	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
Valid TEDS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	6%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	0%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	100%	70%	66%	30% ▲
No Re-admit within 30 Days of Discharge		6	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		5	83%	90%	72%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		2	20%	70%	62%	-50% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	99 days	1.0	60%	90%	92%	-30% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 25 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	21	14% ▲
Admits	3	-	
Discharges	6	3	100% ▲
Service Hours	14	4	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
Valid TEDS Data	88%	88%
<b>On-Time Periodic</b>		
6 Month Updates	0%	25%
<b>Co-occurring</b>		
MH Screen Complete	100%	94%
SA Screen Complete	33%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	92%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	50%	50%	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		13	54%	75%	69%	-21% ▼
● Stable Living Situation		14	58%	95%	67%	-37% ▼
● Employed		1	4%	50%	25%	-46% ▼
● Abstinence/Reduced Drug Use		2	8%	55%	37%	-47% ▼
● Self Help		1	4%	60%	13%	-56% ▼

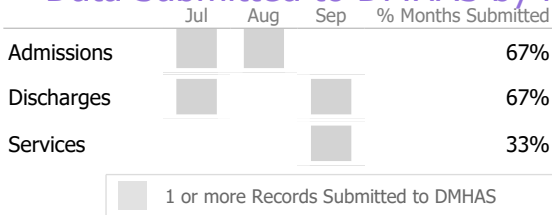
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	17%	90%	50%	-73% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	62%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    Goal    Goal Met    Below Goal

\* State Avg based on 106 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	93	58	60% ▲
Admits	30	16	88% ▲
Discharges	25	15	67% ▲
Service Hours	61	161	-62% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	87%
Valid TEDS Data	96%	88%
<b>On-Time Periodic</b>		
6 Month Updates	0%	25%
<b>Co-occurring</b>		
MH Screen Complete	57%	94%
SA Screen Complete	53%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	96%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	56%	50%	50%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		55	59%	75%	69%	-16% ▼
● Employed		31	33%	50%	25%	-17% ▼
● Stable Living Situation		63	68%	95%	67%	-27% ▼
● Abstinence/Reduced Drug Use		25	27%	55%	37%	-28% ▼
● Self Help		17	18%	60%	13%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	25%	90%	50%	-65% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		8	27%	75%	62%	-48% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 106 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	32	15	113% ▲
Admits	17	13	31% ▲
Discharges	16	3	433% ▲
Bed Days	1,567	719	118% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	84%
Valid TEDS Data	100%	96%
On-Time Periodic		
6 Month Updates	N/A	6%
Co-occurring		
MH Screen Complete	76%	94%
SA Screen Complete	88%	90%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	81%	70%	66%	11% ▲
✓ No Re-admit within 30 Days of Discharge		16	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		6	46%	90%	72%	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		22	69%	70%	62%	-1%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate				22	82 days	0.7	77%	90%	92%	-13% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 25 Active Intermediate/Long Term Res.Tx 3.5 Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	79	-22% ▼
Admits	37	52	-29% ▼
Discharges	37	42	-12% ▼
Bed Days	2,873	3,047	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	84%
Valid TEDS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	6%
Co-occurring	Actual	State Avg
MH Screen Complete	84%	94%
SA Screen Complete	76%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	59%	70%	66%	-11% ▼
No Re-admit within 30 Days of Discharge		35	95%	85%	91%	10%
Follow-up within 30 Days of Discharge		15	68%	90%	72%	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		17	27%	70%	62%	-43% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	142 days	0.5	101%	90%	92%	11%	▲	

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 25 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	22	39	-44% ▼
Admits	1	22	-95% ▼
Discharges	-	10	-100% ▼
Social Rehab/PHP/IOP Days	0	235	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	87%
<b>On-Time Periodic</b>		
6 Month Updates	0%	4%
<b>Co-occurring</b>		
MH Screen Complete	0%	87%
SA Screen Complete	100%	87%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	62%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		8	36%	75%	68%	-39% ▼
Abstinence/Reduced Drug Use		3	14%	55%	39%	-41% ▼
Employed		0	0%	50%	23%	-50% ▼
Self Help		1	5%	60%	11%	-55% ▼
Stable Living Situation		5	23%	95%	74%	-72% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 55 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	377	380	-1%
Admits	36	40	-10%
Discharges	31	35	-11% ▼
Service Hours	296	646	-54% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
Valid TEDS Data	94%	99%
<b>On-Time Periodic</b>		
6 Month Updates	2%	79%
<b>Co-occurring</b>		
MH Screen Complete	58%	87%
SA Screen Complete	50%	88%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	39%	50%	56%	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		44	12%	40%	39%	-28% ▼
Abstinence/Reduced Drug Use		68	18%	50%	62%	-32% ▼
Not Arrested		136	36%	75%	86%	-39% ▼
Self Help		25	7%	60%	54%	-53% ▼
Stable Living Situation		103	27%	90%	83%	-63% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		263	76%	90%	86%	-14% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		283	75%	50%	71%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

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


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


### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98		
Admits	-	-	
Discharges	2	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 8 Active Peer Based Mentoring Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 92%
Valid TEDS Data		N/A 94%
<b>On-Time Periodic</b>		
6 Month Updates		N/A 23%
<b>Co-occurring</b>		
MH Screen Complete		N/A 76%
SA Screen Complete		N/A 92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	54%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	40%	-55% ▼
Employed		N/A	N/A	50%	19%	-50% ▼
Not Arrested		N/A	N/A	75%	58%	-75% ▼
Self Help		N/A	N/A	60%	13%	-60% ▼
Stable Living Situation		N/A	N/A	95%	56%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	39%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 20 Active Buprenorphine Maintenance Programs