

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,770	4,234	36% ▲
	Admits	1,531	1,057	45% ▲
	Discharges	1,119	769	46% ▲
	Service Hours	4,465	3,650	22% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	3,628	60.2%
	Medication Assisted Treatment	609	10.1%
	Intake	346	5.7%
	Case Management	46	0.8%
	Consultation	44	0.7%
	IOP	10	0.2%
Forensic SA	Forensics Community-based	1,312	21.8%
	Case Management	27	0.4%

Consumer Satisfaction Survey

(Based on 347 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		92%	80%	91%
✓ Access		89%	80%	88%
● Outcome		77%	80%	83%
● Recovery		74%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	919	16%	9%	Male	3,336	58%	58%
26-34	1,582	27%	20%	Female	2,428	42%	42%
35-44	1,316	23%	23%	Transgender			0%
45-54	888	15%	19%				
55-64	751	13%	20%				
65+	308	5%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	3,324	58%	▲ 11%	White/Caucasian	3,493	61%	63%
Non-Hispanic	1,688	29%	▼ 69%	Black/African American	894	15%	17%
Hisp-Puerto Rican	607	11%	12%	Other	781	14%	13%
Hispanic-Other	120	2%	8%	Unknown	349	6%	5%
Hispanic-Mexican	25	0%	0%	Multiple Races	120	2%	1%
Hispanic-Cuban	6	0%	0%	Asian	74	1%	1%
				Am. Indian/Native Alaskan	45	1%	1%
				Hawaiian/Other Pacific Islander	14	0%	0%

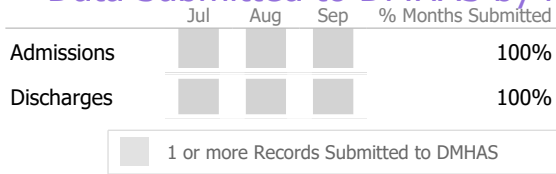
Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	346	317	9%
Admits	396	356	11% ▲
Discharges	396	356	11% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	25	92% ▲
Admits	9	4	125% ▲
Discharges	7	2	250% ▲
Service Hours	107	66	62% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	95%
Valid TEDS Data	66%	38%
On-Time Periodic		
6 Month Updates	17%	79%
Co-occurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	96%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	75%	59%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	60%	90%	89%	-30% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	67%	75%	86%	-8%

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 7 Active Gambling Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15		
Admits	15	-	
Discharges	-	-	
Service Hours	23	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	61%

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	80%	82%	13% ▲
✓ Employed		4	27%	20%	27%	7%
✓ Self Help		9	60%	60%	55%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	76%	10%

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Standard Case Management Programs

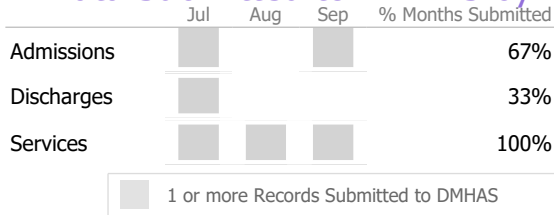
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	30	3%
Admits	3	3	0%
Discharges	3	3	0%
Service Hours	73	122	-40% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	80%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 22 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	85%
Valid TEDS Data	N/A	87%
On-Time Periodic		
6 Month Updates	0%	4%
Co-occurring		
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	87%
Diagnosis		
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
Employed		0	0%	50%	23%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	39%	-55% ▼
Self Help		0	0%	60%	11%	-60% ▼
Not Arrested		0	0%	75%	68%	-75% ▼
Stable Living Situation		0	0%	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	45%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				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	60	65	-8%
Admits	10	5	100% ▲
Discharges	7	11	-36% ▼
Service Hours	104	20	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	87%
Valid TEDS Data	92%	88%
On-Time Periodic		
6 Month Updates	44%	25%
Co-occurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	14%	50%	50%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		45	75%	75%	69%	0%
Abstinence/Reduced Drug Use		20	33%	55%	37%	-22% ▼
Stable Living Situation		42	70%	95%	67%	-25% ▼
Employed		14	23%	50%	25%	-27% ▼
Self Help		6	10%	60%	13%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	60%	90%	50%	-30% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	50%	75%	62%	-25% ▼

Data Submitted to DMHAS by Month

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

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	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 93%
Valid TEDS Data		N/A 100%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 10%

Co-occurring	Actual	State Avg
MH Screen Complete		N/A 77%
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%	62%	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%	69%	-55% ▼
Employed		N/A	N/A	50%	46%	-50% ▼
Not Arrested		N/A	N/A	75%	85%	-75% ▼
Self Help		N/A	N/A	60%	40%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

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 6 Active Naltrexone Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	609	444	37% ▲
Admits	41	43	-5%
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	92%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	0%	23%
Co-occurring		
MH Screen Complete	100%	76%
SA Screen Complete	100%	92%
Diagnosis		
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%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		98	16%	55%	40%	-39% ▼
Not Arrested		208	34%	75%	58%	-41% ▼
Employed		6	1%	50%	19%	-49% ▼
Self Help		49	8%	60%	13%	-52% ▼
Stable Living Situation		172	28%	95%	56%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	39%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 20 Active Buprenorphine 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	44	53	-17% ▼
Admits	-	12	-100% ▼
Discharges	-	11	-100% ▼
Service Hours	-	-	

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24		
Admits	11	-	
Discharges	6	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	87%
Valid TEDS Data	96%	88%
On-Time Periodic		
6 Month Updates	100%	25%
Co-occurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	17%	50%	50%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		24	100%	75%	69%	25% ▲
Abstinence/Reduced Drug Use		17	71%	55%	37%	16% ▲
Stable Living Situation		20	83%	95%	67%	-12% ▼
Employed		7	29%	50%	25%	-21% ▼
Self Help		4	17%	60%	13%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	50%	N/A ▼

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

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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	7	15	-53% ▼
Admits	-	2	-100% ▼
Discharges	1	8	-88% ▼
Service Hours	3	38	-92% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	11%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	■			33%
Services	■	■		67%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	69%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	71%	60%	74%	11% ▲
Employed		1	14%	20%	25%	-6%
Stable Living Situation		5	71%	80%	52%	-9%
Self Help		3	43%	60%	60%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	17%	90%	60%	-73% ▼

▲ > 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	20	24	-17% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	-	4	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	11%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	69%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	20%	25%	-20% ▼
● Social Support		1	5%	60%	74%	-55% ▼
● Self Help		0	0%	60%	60%	-60% ▼
● Stable Living Situation		0	0%	80%	52%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	60%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	378	220	72% ▲
Admits	133	13	923% ▲
Discharges	133	7	1800% ▲

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 16 Active Pre-trial Intervention Programs Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	935	631	48% ▲
Admits	297	14	2021% ▲
Discharges	220	3	7233% ▲

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 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,120	1,462	45% ▲
Admits	319	389	-18% ▼
Discharges	166	158	5%
Service Hours	2,240	2,072	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	87%
Valid TEDS Data	86%	88%
On-Time Periodic		
6 Month Updates	16%	25%
Co-occurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	37%	50%	50%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,572	74%	75%	69%	-1%
Abstinence/Reduced Drug Use		653	31%	55%	37%	-24% ▼
Stable Living Situation		1,373	65%	95%	67%	-30% ▼
Employed		260	12%	50%	25%	-38% ▼
Self Help		261	12%	60%	13%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		905	46%	90%	50%	-44% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		210	66%	75%	62%	-9%

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 106 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,430	1,127	27% ▲
Admits	297	211	41% ▲
Discharges	179	151	19% ▲
Service Hours	1,914	1,328	44% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	87%
Valid TEDS Data	86%	88%
On-Time Periodic		
6 Month Updates	19%	25%
Co-occurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		75	42%	50%	50%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		997	70%	75%	69%	-5%
Abstinence/Reduced Drug Use		397	28%	55%	37%	-27% ▼
Stable Living Situation		952	67%	95%	67%	-28% ▼
Employed		227	16%	50%	25%	-34% ▼
Self Help		95	7%	60%	13%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		653	52%	90%	50%	-38% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		200	67%	75%	62%	-8%

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 106 Active Standard Outpatient Programs

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