

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,277	1,079	18%
	Admits	631	538	17%
	Discharges	534	453	18%
	Service Hours	5,887	5,097	15%
	Bed Days	7,621	3,433	122%
	S.Rehab/PHP/IOP	465	76	512%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ Access		98%	80%	88%
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Outcome		80%	80%	83%
● Recovery		67%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Addiction

Outpatient		1,153	77.3%
IOP		127	8.5%
Case Management		89	6.0%
Residential Services		79	5.3%

Mental Health

Case Management		43	2.9%
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Client Demographics

Age	#	%	State Avg
18-25	119	10%	10%
26-34	314	26%	22%
35-44	357	30%	23%
45-54	248	21%	19%
55-64	135	11%	19%
65+	35	3%	8%

Gender

Gender	#	%	State Avg
Female	670	53%	41%
Male	605	47%	59%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	948	74%	62%
Other	146	11%	13%
Black/African American	95	7%	17%
Unknown	67	5%	6%
Asian	7	1%	1%
Am. Indian/Native Alaskan	6	0%	0%
Hawaiian/Other Pacific Islander	5	0%	0%
Multiple Races	3	0%	1%

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	827	706	17%	▲
Admits	254	289	-12%	▼
Discharges	209	148	41%	▲
Service Hours	3,331	3,127	7%	

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	91%	87%
✓ Valid TEDS Data	85%	85%
On-Time Periodic		
6 Month Updates	0%	15%
Co-occurring		
MH Screen Complete	91%	92%
SA Screen Complete	91%	93%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		144	69%	50%	50%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		480	56%	75%	76%	-19% ▼
● Abstinence/Reduced Drug Use		306	36%	55%	42%	-19% ▼
● Employed		189	22%	50%	33%	-28% ▼
● Stable Living Situation		517	61%	95%	75%	-34% ▼
● Self Help		118	14%	60%	15%	-46% ▼

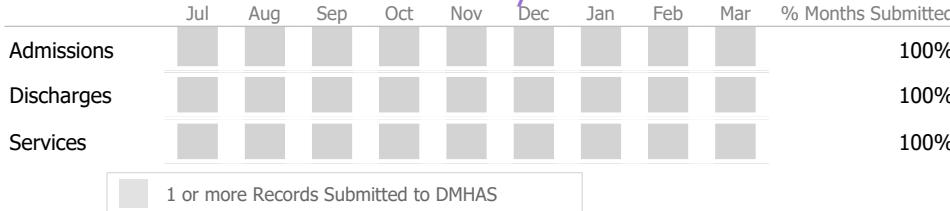
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		323	50%	90%	58%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		156	65%	75%	65%	-10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 108 Active Standard Outpatient Programs

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

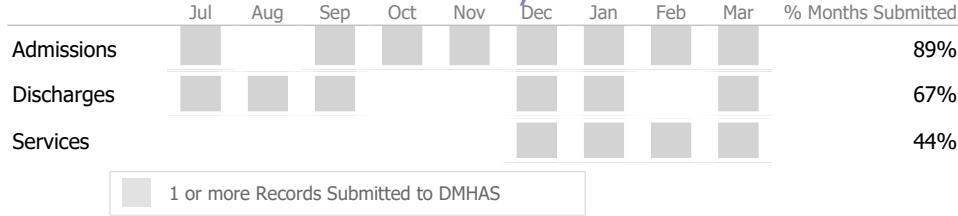
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	104	-14%	▼
Admits	41	36	14%	▲
Discharges	46	60	-23%	▼
Service Hours	248	299	-17%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		39	95%	50%	87%	45% ▲

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

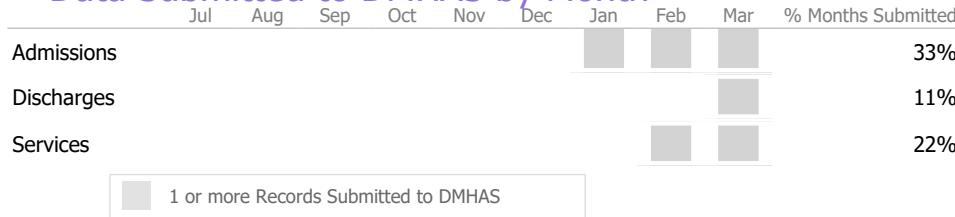
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	27	-15% ▼
Admits	11	2	450% ▲
Discharges	1	26	-96% ▼
Service Hours	26	12	117% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		10	91%	50%	94%	41% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	6	600%	▲
Admits	38	-		
Discharges	34	1	3300%	▲
Service Hours	89	-		
Social Rehab/PHP/IOP Days	161	0		

Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	95%	83%
✓ Valid TEDS Data	97%	86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	0%	0%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	85%
✓ SA Screen Complete	96%	86%
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	Actual % vs Goal %	20	59%	50%	55%	9%
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	11	55%	90%	66%	-35% ▼

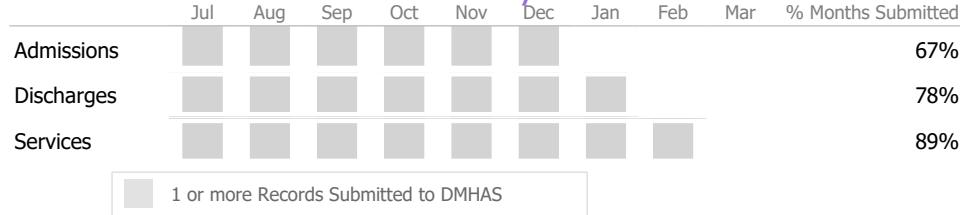
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	Actual % vs Goal %	29	63%	55%	48%	8%
✓ Not Arrested	Actual % vs Goal %	35	76%	75%	71%	1%
● Stable Living Situation	Actual % vs Goal %	39	85%	95%	85%	-10%
● Employed	Actual % vs Goal %	12	26%	50%	30%	-24% ▼
● Self Help	Actual % vs Goal %	5	11%	60%	13%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	Actual % vs Goal %	5	42%	90%	54%	-48% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
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Unique Clients

0

Admits

-

Discharges

-

Data Submission Quality

Data Entry	Actual	State Avg
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Valid NOMS Data

N/A

92%

Valid TEDS Data

N/A

90%

On-Time Periodic

Actual

State Avg

6 Month Updates

N/A

28%

Co-occurring

Actual

State Avg

MH Screen Complete

N/A

76%

SA Screen Complete

N/A

93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	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%	44%	-55% ▼
Employed		N/A	N/A	50%	22%	-50% ▼
Not Arrested		N/A	N/A	75%	66%	-75% ▼
Self Help		N/A	N/A	60%	15%	-60% ▼
Stable Living Situation		N/A	N/A	95%	63%	-95% ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	345	280	23%	▲
Admits	150	120	25%	▲
Discharges	131	88	49%	▲
Service Hours	1,871	1,365	37%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	74%	85%

On-Time Periodic	Actual	State Avg
6 Month Updates	1%	15%

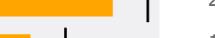
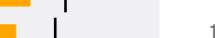
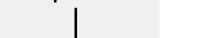
Co-occurring	Actual	State Avg
MH Screen Complete	79%	92%
SA Screen Complete	78%	93%

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		86	66%	50%	50%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		269	75%	75%	76%	0%
● Stable Living Situation		281	78%	95%	75%	-17% ▼
● Abstinence/Reduced Drug Use		135	38%	55%	42%	-17% ▼
● Employed		111	31%	50%	33%	-19% ▼
● Self Help		12	3%	60%	15%	-57% ▼

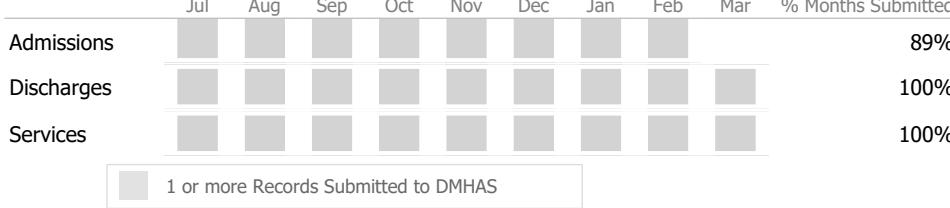
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		176	77%	90%	58%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		96	67%	75%	65%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 108 Active Standard Outpatient Programs

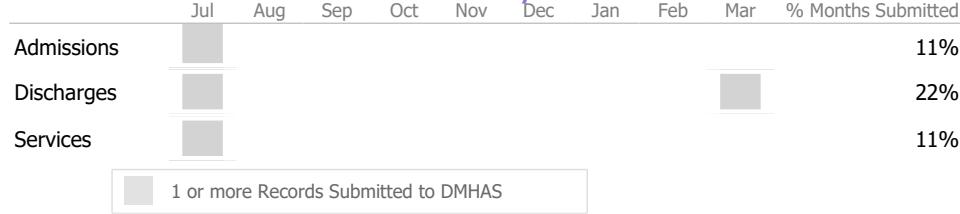
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	37	-73% ▼
Admits	1	7	-86% ▼
Discharges	10	34	-71% ▼
Service Hours	8	27	-69% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		1	100%	50%	94%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

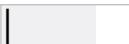
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	38	19	100%	▲
Admits	26	16	63%	▲
Discharges	20	12	67%	▲
Bed Days	3,670	1,419	159%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	75%	70%	69%	5%
✓ No Re-admit within 30 Days of Discharge		20	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		10	67%	90%	69%	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
✓ Valid TEDS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		98%
✓ SA Screen Complete		98%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Recovery

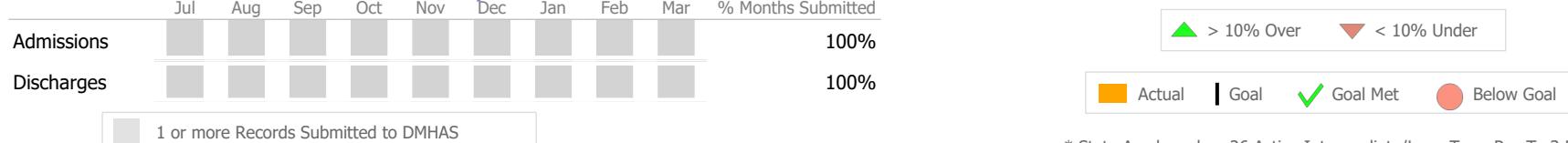
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		31	82%	70%	66%	12% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	200 days	0.2	134%	90%	89%	44% ▲



Data Submitted to DMHAS by Month



* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	29	41%	▲
Admits	33	25	32%	▲
Discharges	25	20	25%	▲
Bed Days	3,951	2,014	96%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
Treatment Completed Successfully	<div style="width: 70%; background-color: #ff9900;"></div>	13	52%	70%	69%	-18%	▼	
No Re-admit within 30 Days of Discharge	<div style="width: 80%; background-color: #ff9900;"></div>	20	80%	85%	91%	-5%		
Follow-up within 30 Days of Discharge	<div style="width: 62%; background-color: #ff9900;"></div>	8	62%	90%	69%	-28%	▼	

Data Submission Quality

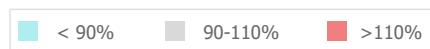
Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 97%; background-color: #ff9900;"></div>	86%
✓	Valid TEDS Data	<div style="width: 100%; background-color: #ff9900;"></div>	93%
On-Time Periodic		Actual	State Avg
●	6 Month Updates	<div style="width: 0%; background-color: #cccccc;"></div>	8%
Co-occurring		Actual	State Avg
✓	MH Screen Complete	<div style="width: 100%; background-color: #ff9900;"></div>	95%
✓	SA Screen Complete	<div style="width: 100%; background-color: #ff9900;"></div>	92%
Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	<div style="width: 100%; background-color: #ff9900;"></div>	100%

Recovery

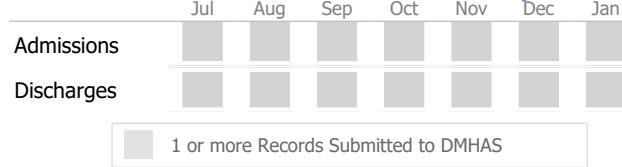
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
Abstinence/Reduced Drug Use	<div style="width: 52%; background-color: #ff9900;"></div>	22	52%	70%	66%	-18%	▼	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal				
									Actual % vs Goal %	Actual	Actual %	Goal %
✓ Avg Utilization Rate	<div style="width: 144%; background-color: #cccccc;"></div>	10	242 days	0.1	144%	90%	89%	54%	▲			



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

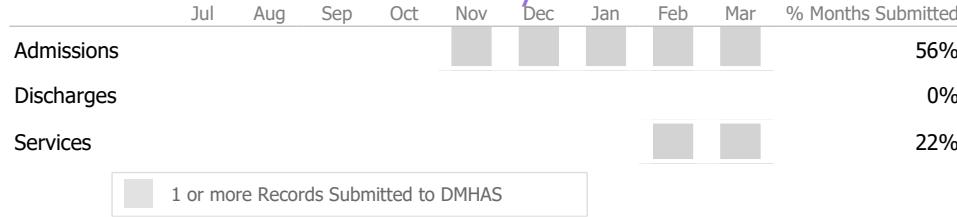
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	13	-	
Discharges	-	-	
Service Hours	21	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		10	77%	50%	94%	27% 

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	77	10%	▲
Admits	64	43	49%	▲
Discharges	58	64	-9%	
Service Hours	293	268	10%	
Social Rehab/PHP/IOP Days	304	76	300%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		86%	83%
✓ Valid TEDS Data		92%	86%
On-Time Periodic			
✓ 6 Month Updates		0%	0%
Co-occurring			
✓ MH Screen Complete		96%	85%
✓ SA Screen Complete		96%	86%
Diagnosis			
✓ Valid Axis I Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		37	64%	50%	55%	14%	▲					
● Follow-up within 30 Days of Discharge		27	73%	90%	66%	-17%	▼					

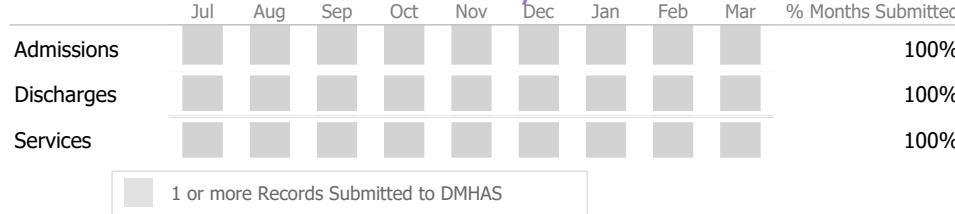
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		65	73%	55%	48%	18% ▲
● Not Arrested		64	72%	75%	71%	-3%
● Stable Living Situation		80	90%	95%	85%	-5%
● Employed		16	18%	50%	30%	-32% ▼
● Self Help		19	21%	60%	13%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		27	87%	90%	54%	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Standard IOP Programs