

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	660	711	-7%
	Admits	778	823	-5%
	Discharges	755	808	-7%
	Service Hours	2,220	2,790	-20%
	Bed Days	9,551	8,770	9%

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

Consumer Satisfaction Survey

(Based on 224 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Access		95%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		92%	80%	83%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	396	41.4%
	Residential Services	184	19.2%
	Case Management	44	4.6%
Other			
	Other	285	29.8%
Forensic SA			
	Case Management	48	5.0%



Client Demographics

Age	#	%	State Avg
18-25	60	9%	10%
26-34	197	30%	22%
35-44	215	33%	23%
45-54	111	17%	19%
55-64	67	10%	19%
65+	9	1%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	445	67%	68%
Hisp-Puerto Rican	172	26%	11%
Hispanic-Other	23	3%	8%
Hispanic-Mexican	16	2%	1%
Hispanic-Cuban	4	1%	0%
Unknown			12%

Race	#	%	State Avg
White/Caucasian	288	44%	62%
Black/African American	196	30%	17%
Other	168	25%	13%
Am. Indian/Native Alaskan	5	1%	0%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%
Unknown			6%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	44	96	-54%	▼
Admits	28	73	-62%	▼
Discharges	39	74	-47%	▼
Service Hours	151	324	-53%	▼

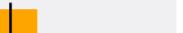
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		39	100%	50%	67%	50%

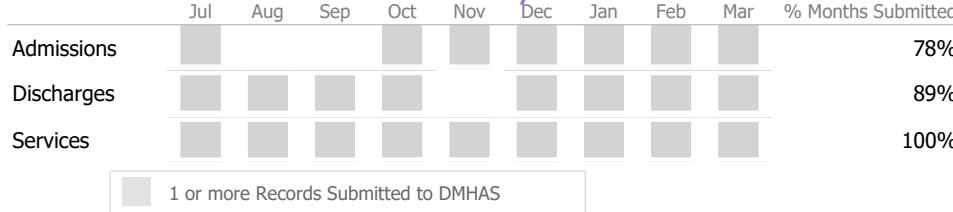
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		41	91%	60%	51%	31%
✓ Employed		15	33%	20%	27%	13%
✓ Stable Living Situation		42	93%	80%	79%	13%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	76%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Standard Case Management Programs

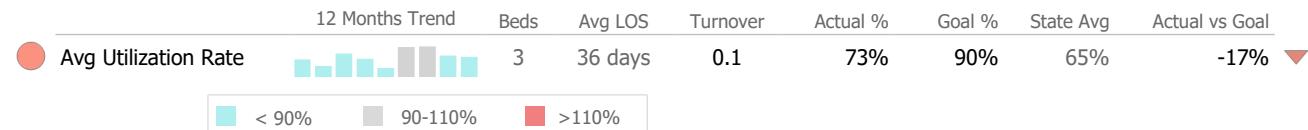
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	19	15	27%	▲
Admits	19	14	36%	▲
Discharges	17	12	42%	▲
Bed Days	597	477	25%	▲

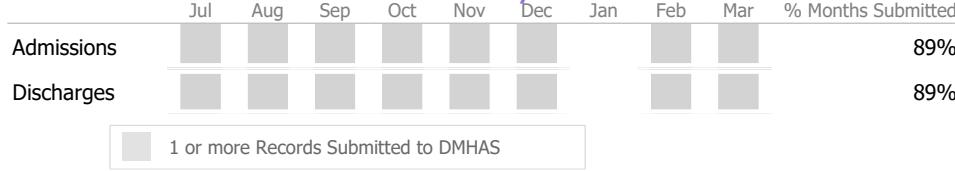
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	94%	85%	79%	9%

Bed Utilization



Data Submitted to DMHAS by Month

 > 10% Over  < 10% Under


* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	89	8%
Admits	91	87	5%
Discharges	98	92	7%
Bed Days	2,089	2,096	0%

Discharge Outcomes

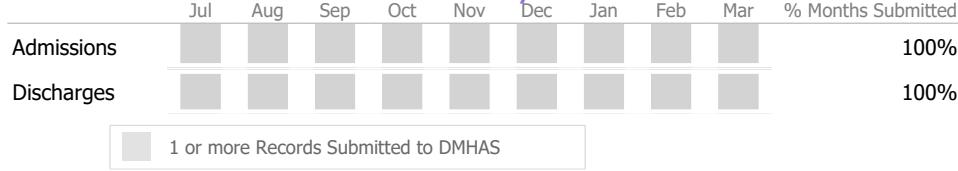
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual %	Goal %
Treatment Completed Successfully	83	85%	85%	79%	0%		

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
								Actual %	Goal %
Avg Utilization Rate	15	24 days	0.1	51%	90%	65%	-39%		▼



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	291	-2%
Admits	129	145	-11% ▼
Discharges	93	110	-15% ▼
Service Hours	245	513	-52% ▼

Data Submission Quality

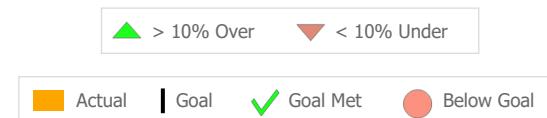
Data Entry Actual State Avg

	Co-occurring	Actual	State Avg
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		100%	87%
	Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

 1 or more Records Submitted to DMHAS



* State Avg based on 6 Active Integrated Primary Care Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	81	-10%
Admits	58	67	-13% ▼
Discharges	63	65	-3%
Bed Days	5,363	4,945	8%

Discharge Outcomes

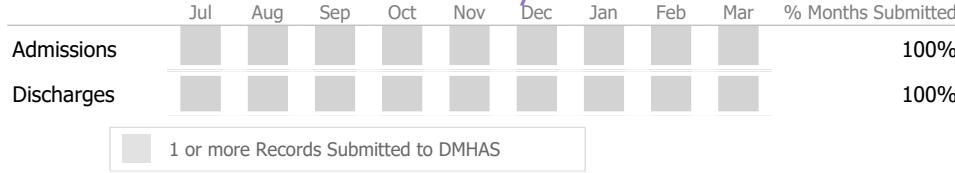
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 62%;"> </div>	39	62%	85%	79%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 85%;"></div>	23	116 days	0.2	85%	90%	65%	-5%

< 90%
 90-110%
 >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	8	288%	▲
Admits	24	4	500%	▲
Discharges	27	8	238%	▲
Service Hours	131	89	48%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	70%	50%	75%	20%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	90%	60%	81%	30%
✓ Employed		15	48%	20%	29%	28%
✓ Stable Living Situation		28	90%	80%	60%	10%
✓ Self Help		19	61%	60%	58%	1%

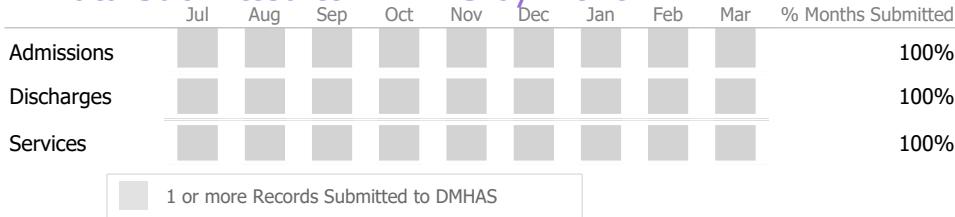
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 99%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	64%	10%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 8 Active Standard Case Management Programs

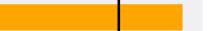
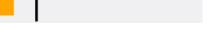
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	7	214%	▲
Admits	19	4	375%	▲
Discharges	18	5	260%	▲
Service Hours	65	22	193%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	17	94%	50%	75%	44% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	 	20	91%	60%	81%	31% 
● Self Help	 	13	59%	60%	58%	-1%
● Stable Living Situation	 	16	73%	80%	60%	-7%
● Employed	 	2	9%	20%	29%	-11% 

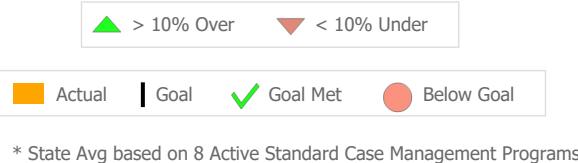
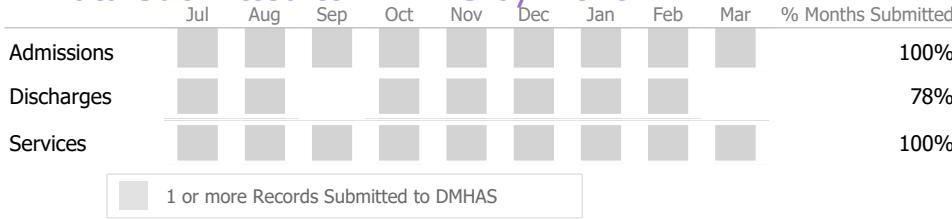
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 	100% 99%
On-Time Periodic	Actual	State Avg

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	4	100%	90%	64%	10%

Data Submitted to DMHAS by Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	396	443	-11%	▼
Admits	398	414	-4%	
Discharges	386	429	-10%	
Service Hours	1,629	1,842	-12%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	87%
✓ Valid TEDS Data		88%	85%
On-Time Periodic			
✓ 6 Month Updates		50%	15%
Co-occurring			
✓ MH Screen Complete		100%	92%
✓ SA Screen Complete		100%	93%
Diagnosis			
✓ Valid Axis I Diagnosis		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		254	66%	50%	50%	16%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		404	94%	75%	76%	19%
● Abstinence/Reduced Drug Use		235	54%	55%	42%	-1%
● Stable Living Situation		366	85%	95%	75%	-10%
● Employed		145	34%	50%	33%	-16%
● Self Help		84	19%	60%	15%	-41%

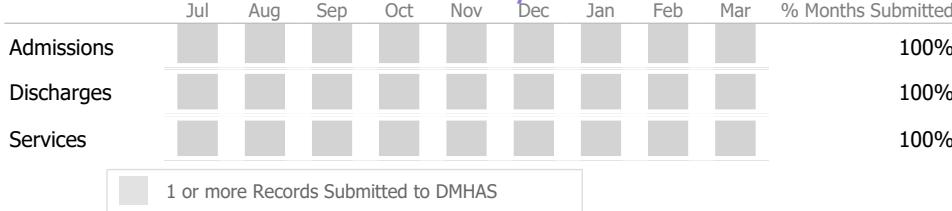
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	58%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		357	98%	75%	65%	23%

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	17	19	-11%	▼
Admits	12	15	-20%	▼
Discharges	14	13	8%	
Bed Days	1,502	1,252	20%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	70%	69%	1%
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	91%	8%
● Follow-up within 30 Days of Discharge		8	80%	90%	69%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ Valid TEDS Data		100%
On-Time Periodic		
6 Month Updates		N/A
Co-occurring		
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis		
✓ Valid Axis I Diagnosis		100%

Recovery

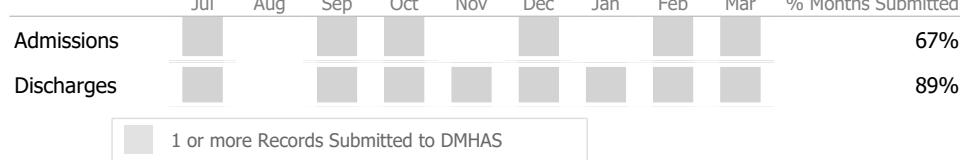
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		14	78%	70%	66%	8%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	173 days	0.3	69%	90%	89%	-21% ▼



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