

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,593	1,628	-2%
	Admits	994	831	20%
	Discharges	967	824	17%
	Service Hours	3,978	2,662	49%
	Bed Days	34,787	28,683	21%

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

Consumer Satisfaction Survey

(Based on 2,408 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		93%	80%	88%
✓ Outcome		92%	80%	83%
✓ Recovery		88%	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		837	49.4%
Residential Services		495	29.2%
Recovery Support		155	9.1%
Employment Services		104	6.1%

Mental Health

Employment Services		52	3.1%
Case Management		51	3.0%

Client Demographics

Age

	#	%	State Avg
18-25	79	5%	10%
26-34	380	24%	22%
35-44	479	30%	23%
45-54	373	23%	18%
55-64	244	15%	18%
65+	37	2%	8%

Gender

	#	%	State Avg
Male	940	59%	59%
Female	652	41%	41%
Transgender			0%

Race

	#	%	State Avg
White/Caucasian	876	55%	61%
Black/African American	353	22%	17%
Other	351	22%	13%
Asian	7	0%	1%
Am. Indian/Native Alaskan	3	0%	0%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown			6%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,329	83%	68%
Hisp-Puerto Rican	207	13%	11%
Hispanic-Other	46	3%	9%
Unknown	8	1%	12%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban			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	104	108	-4%
Admits	63	43	47% ▲
Discharges	54	68	-21% ▼
Service Hours	686	684	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	█	24	23%	35%	35%	-12% ▼

Service Utilization

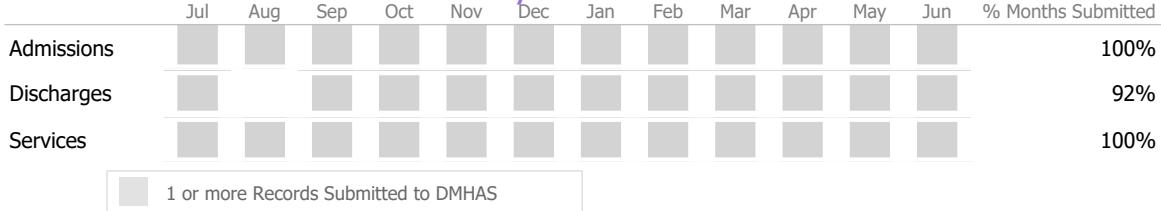
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	█	53	96%	90%	96%	6% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	█	100% 86%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	█	100% 71%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	58	-14%	▼
Admits	38	49	-22%	▼
Discharges	45	49	-8%	
Bed Days	3,712	4,075	-9%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		37	82%	70%	66%	12% 
✓ No Re-admit within 30 Days of Discharge		42	93%	85%	91%	8% 
● Follow-up within 30 Days of Discharge		30	81%	90%	68%	-9% 

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
✓ Valid TEDS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0%
Co-occurring	Actual	State Avg
MH Screen Complete		45%
SA Screen Complete		45%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Recovery

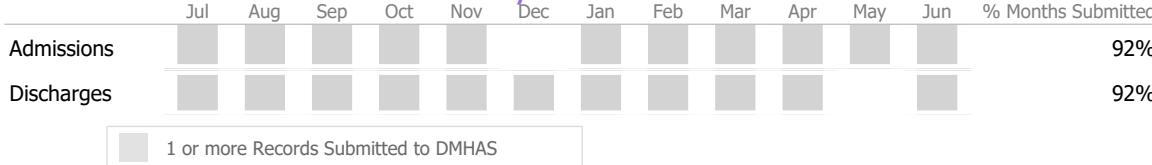
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		42	82%	70%	68%	12% 

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	131 days	0.2	68%	90%	92%	-22% 



Data Submitted to DMHAS by Month



> 10% Over  < 10% Under 

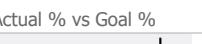
Actual  Goal  Goal Met  Below Goal 

* State Avg based on 29 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	10	280%	▲
Admits	35	8	338%	▲
Discharges	6	7	-14%	▼
Bed Days	993	657	51%	▲

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%	68%	-7%

Data Submission Quality

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		29	76%	70%	68%	6%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	73 days	0.1	91%	90%	92%	1%

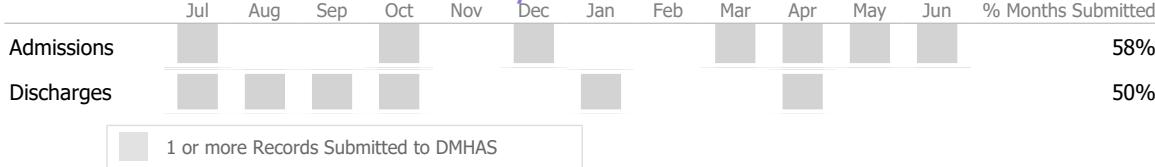


On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	36%

Co-occurring	Actual	State Avg
MH Screen Complete	11%	94%
SA Screen Complete	11%	92%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	195	169	15%	▲
Admits	182	146	25%	▲
Discharges	172	152	13%	▲
Bed Days	12,073	9,853	23%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		148	86%	70%	66%	16% ▲
✓ No Re-admit within 30 Days of Discharge		154	90%	85%	91%	5% ▲
● Follow-up within 30 Days of Discharge		106	72%	90%	68%	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	86%
✓ Valid TEDS Data	100%	93%
On-Time Periodic		
● 6 Month Updates	0%	36%
Co-occurring		
MH Screen Complete	32%	94%
SA Screen Complete	32%	92%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%

Recovery

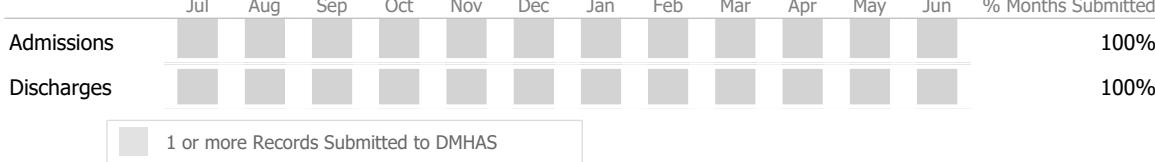
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		174	84%	70%	68%	14% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		41	91 days	0.1	81%	90%	92%	-9%



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under



* State Avg based on 29 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	228	181	26%	▲
Admits	191	149	28%	▲
Discharges	206	143	44%	▲
Bed Days	18,009	14,098	28%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		170	83%	70%	66%	13% ▲
✓ No Re-admit within 30 Days of Discharge		198	96%	85%	91%	11% ▲
● Follow-up within 30 Days of Discharge		118	69%	90%	68%	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
✓ Valid TEDS Data		98%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		0%
Co-occurring	Actual	State Avg
MH Screen Complete		34%
SA Screen Complete		33%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Recovery

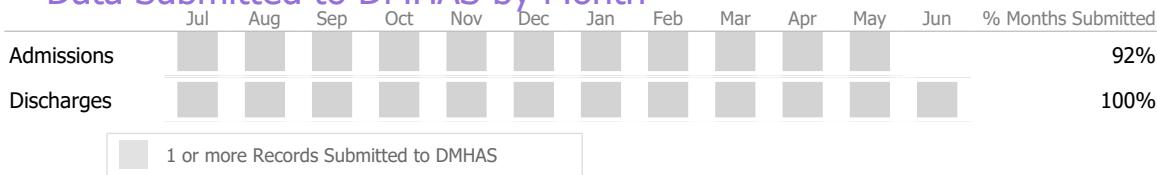
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		217	94%	70%	68%	24% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		49	159 days	0.1	101%	90%	92%	11% ▲



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

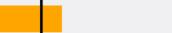
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 29 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	24	-8%
Admits	8	14	-43% ▼
Discharges	22	10	120% ▲
Service Hours	240	192	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		10	45%	35%	47%	10% ▲

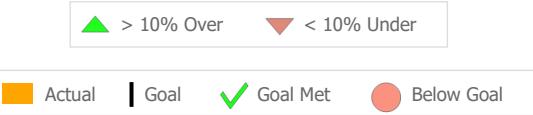
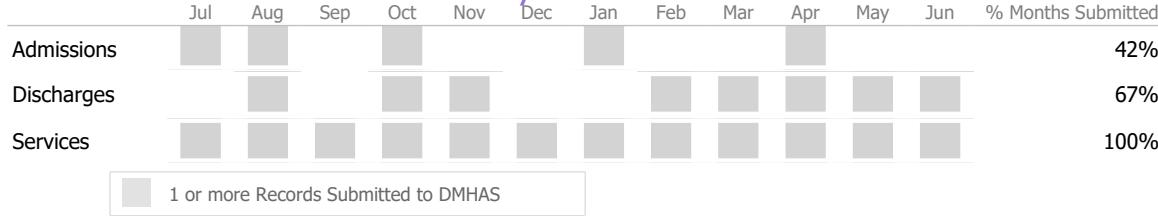
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		100%	92%
On-Time Periodic			
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	837	754	11%	▲
Admits	418	351	19%	▲
Discharges	414	316	31%	▲
Service Hours	2,857	1,627	76%	▲

Data Submission Quality

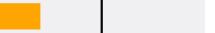
Data Entry	Actual	State Avg
Valid NOMS Data	99%	87%
Valid TEDS Data	98%	84%

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

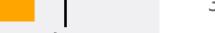
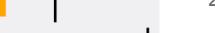
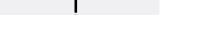
Co-occurring	Actual	State Avg
MH Screen Complete	78%	91%
SA Screen Complete	78%	93%

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		83	20%	50%	48%	-30% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		658	73%	75%	77%	-2% 
Abstinence/Reduced Drug Use		357	40%	55%	42%	-15% 
Employed		231	26%	50%	33%	-24% 
Stable Living Situation		621	69%	95%	76%	-26% 
Self Help		59	7%	60%	16%	-53% 

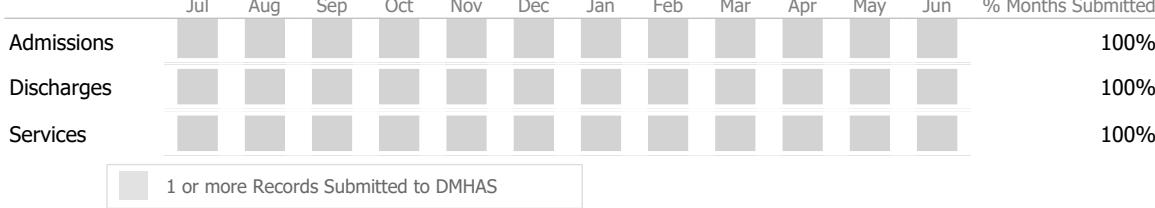
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		347	72%	90%	58%	-18% 

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		154	40%	75%	63%	-35% 

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	384	196	96%	▲
Admits	334	182	84%	▲
Discharges	303	125	142%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	98%
Valid TEDS Data	73%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	80%

Co-occurring	Actual	State Avg
MH Screen Complete	5%	86%
SA Screen Complete	5%	86%

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		299	99%	50%	56%	49%

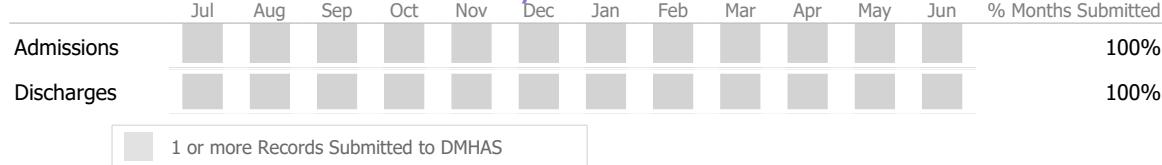
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		295	70%	50%	64%	20%
● Not Arrested		293	70%	75%	91%	-5%
● Employed		42	10%	40%	39%	-30%
● Stable Living Situation		178	42%	90%	85%	-48%
● Self Help		6	1%	60%	52%	-59%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		22	6%	50%	64%	-44%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	23	30%	▲
Admits	25	13	92%	▲
Discharges	23	18	28%	▲
Service Hours	196	159	23%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		10	33%	35%	47%	-2%

Service Utilization

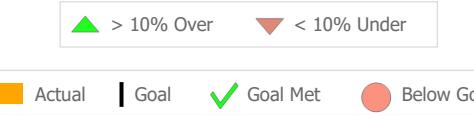
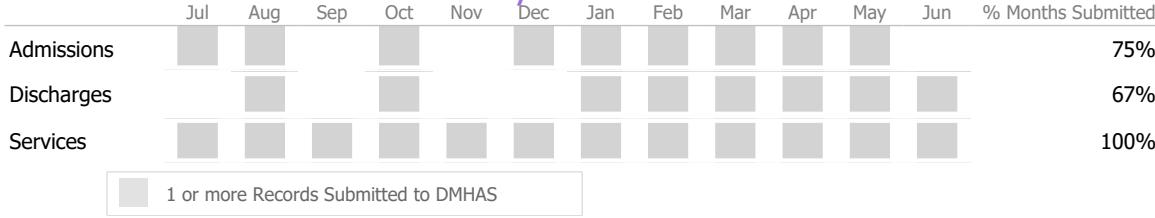
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	88%

Data Submitted to DMHAS by Month



* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	25	-12% ▼
Admits	2	5	-60% ▼
Discharges	1	6	-83% ▼

Data Submission Quality

Data Entry Actual State Avg

Valid TEDS Data  N/A 0%

Co-occurring Actual State Avg

MH Screen Complete  0% 79%

SA Screen Complete  0% 80%

Diagnosis Actual State Avg

✓ Valid Axis I Diagnosis  100% 4%

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun % Months Submitted

17%

Admissions 

▲ > 10% Over ▼ < 10% Under

Discharges 

8%

Actual Goal ✓ Goal Met ● Below Goal

 1 or more Records Submitted to DMHAS

* State Avg based on 9 Active Peer Based Mentoring Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	133	112	19%	▲
Admits	21	38	-45%	▼
Discharges	-	-		

Data Submission Quality

Data Entry Actual State Avg

Valid TEDS Data  N/A 0%

Co-occurring Actual State Avg

MH Screen Complete  0% 79%

SA Screen Complete  0% 80%

Diagnosis Actual State Avg

✓ Valid Axis I Diagnosis  100% 4%

Data Submitted to DMHAS by Month



 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

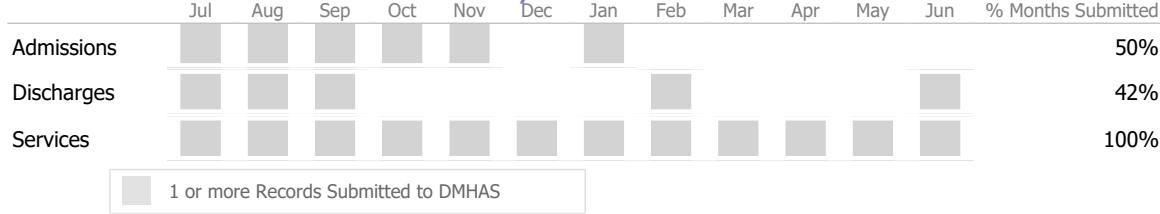
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	89	-43% ▼
Admits	11	15	-27% ▼
Discharges	24	55	-56% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 100%;"><div style="width: 11px; background-color: orange;"></div></div>	11	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs