

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,336	1,427	-6%
	Admits	822	888	-7%
	Discharges	862	885	-3%
	Service Hours	16,647	11,355	47%

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

## Consumer Satisfaction Survey

(Based on 39 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		92%	80%	83%
✓ Recovery		89%	80%	79%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>			
Case Management		1,336	100.0%

## Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	45	3%	10%	Female	693	52%	41%
26-34	396	30%	22%	Male	642	48%	59%
35-44	464	35%	23%	Transgender			0%
45-54	241	18%	18%	<b>Race</b>			
55-64	186	14%	18%	White/Caucasian	756	57%	61%
65+	4	0%	8%	Unknown	203	15%	6%
<b>Ethnicity</b>				Black/African American	187	14%	17%
Non-Hispanic	928	69%	68%	Other	171	13%	13%
Unknown	318	24%	12%	Am. Indian/Native Alaskan	11	1%	0%
Hisp-Puerto Rican	75	6%	11%	Asian	7	1%	1%
Hispanic-Other	13	1%	9%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Mexican	2	0%	1%	Multiple Races			1%
Hispanic-Cuban			0%				

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

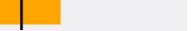
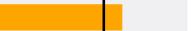
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	390	418	-7%
Admits	196	242	-19% <span style="color: red;">▼</span>
Discharges	196	226	-13% <span style="color: red;">▼</span>
Service Hours	4,464	3,387	32% <span style="color: green;">▲</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		127	65%	50%	67%	15% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		154	39%	20%	27%	19% <span style="color: green;">▲</span>
✓ Self Help		272	69%	60%	53%	9%
● Stable Living Situation		301	76%	80%	80%	-4%

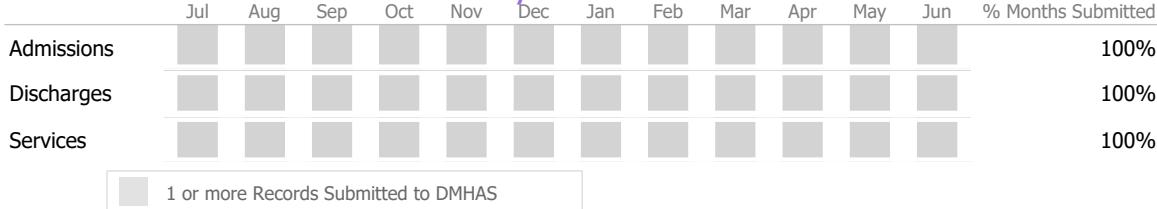
## Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		87%	93%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		75%	48%

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		177	88%	90%	78%	-2%

## 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	626	617	1%
Admits	392	371	6%
Discharges	413	365	13% <span style="color: green;">▲</span>
Service Hours	11,229	6,720	67% <span style="color: green;">▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		580	88%	50%	88%	38% <span style="color: green;">▲</span>
✓ Employed		171	26%	20%	27%	6% <span style="color: green;">▲</span>
● Self Help		382	58%	60%	59%	-2% <span style="color: red;">▼</span>
● Stable Living Situation		460	70%	80%	71%	-10% <span style="color: red;">▼</span>

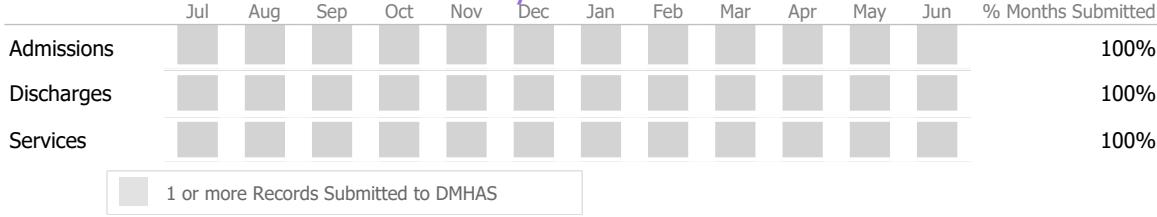
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		222	90%	90%	90%	0% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		88%	88%
✓ On-Time Periodic 6 Month Updates		83%	83%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 1 Active Intensive Case Management Programs

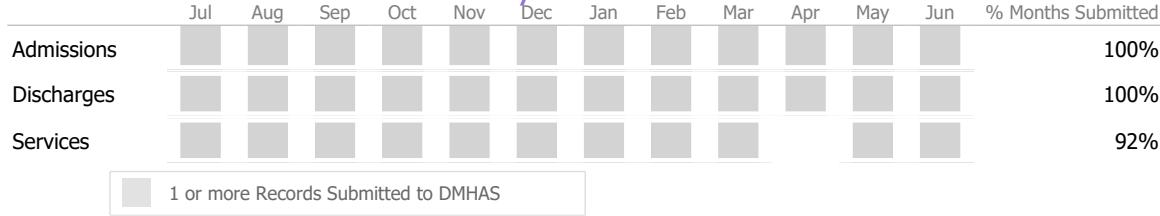
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	209	-1%
Admits	167	150	11% <span style="color: green;">▲</span>
Discharges	156	166	-6%
Service Hours	953	1,248	-24% <span style="color: red;">▼</span>

## 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: 159px; height: 10px; background-color: orange; border: 1px solid black;"></div>	159	98%	50%	86%	48% <span style="color: green;">▲</span>

## 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	163	227	-28%	▼
Admits	67	125	-46%	▼
Discharges	97	128	-24%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
On-Time Periodic 6 Month Updates	26%	48%

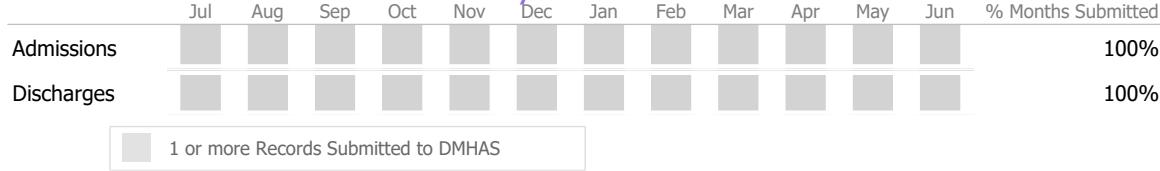
## Discharge Outcomes

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	87	90%	50%	67%	40% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	133	78%	80%	80%	-2%	80%
Employed	30	18%	20%	27%	-2%	27%
Self Help	88	51%	60%	53%	-9%	53%

## 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