

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,978	6,918	1%
	Admits	2,940	2,629	12% ▲
	Discharges	3,101	2,673	16% ▲
	Service Hours	21,932	30,001	-27% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	6,975	98.3%
	Case Management	121	1.7%

Consumer Satisfaction Survey

(Based on 1,263 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		92%	80%	91%
✓ Respect		91%	80%	91%
✓ Outcome		89%	80%	83%
✓ General Satisfaction		87%	80%	92%
✓ Recovery		84%	80%	79%
✓ Access		82%	80%	88%

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

Client Demographics

Age	#	%	State Avg
18-25	141	2%	10%
26-34	1,574	23%	22%
35-44	2,158	31%	23%
45-54	1,485	21%	18%
55-64	1,232	18%	18%
65+	388	6%	8%

Gender	#	%	State Avg
Male	4,356	62%	59%
Female	2,615	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	5,230	75%	68%
Hisp-Puerto Rican	1,488	21%	11%
Hispanic-Other	149	2%	9%
Unknown	82	1% ▼	12%
Hispanic-Mexican	18	0%	1%
Hispanic-Cuban	11	0%	0%

Race	#	%	State Avg
White/Caucasian	5,271	76% ▲	61%
Other	1,200	17%	13%
Black/African American	421	6% ▼	17%
Unknown	40	1%	6%
Am. Indian/Native Alaskan	24	0%	0%
Asian	12	0%	1%
Hawaiian/Other Pacific Islander	7	0%	0%
Multiple Races	3	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	756	788	-4%
Admits	216	220	-2%
Discharges	242	239	1%
Service Hours	2,171	3,698	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	99%	80%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		132	55%	50%	56%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		796	99%	75%	91%	24% ▲
✓ Abstinence/Reduced Drug Use		554	69%	50%	64%	19% ▲
✓ Employed		424	53%	40%	39%	13% ▲
✓ Stable Living Situation		785	98%	90%	85%	8%
● Self Help		448	56%	60%	52%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		515	92%	90%	88%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		541	72%	50%	64%	22% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services		█	█	█	█	█	█		█	█		█	75%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Methadone 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	993	845	18% ▲
Admits	475	292	63% ▲
Discharges	472	276	71% ▲
Service Hours	2,934	3,462	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	80%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		178	38%	50%	56%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		1,033	94%	60%	52%	34% ▲
Not Arrested		1,073	98%	75%	91%	23% ▲
Abstinence/Reduced Drug Use		739	67%	50%	64%	17% ▲
Stable Living Situation		1,018	93%	90%	85%	3%
Employed		274	25%	40%	39%	-15% ▼

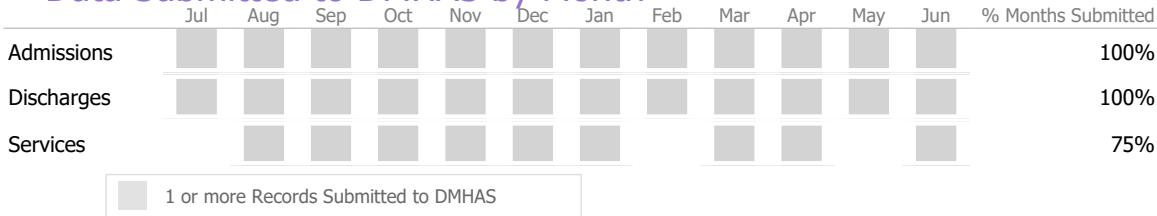
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		580	93%	90%	88%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		547	55%	50%	64%	5%

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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,165	1,182	-1%
Admits	533	546	-2%
Discharges	549	544	1%
Service Hours	1,881	4,168	-55% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	80%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		315	57%	50%	56%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,264	99%	75%	91%	24% ▲
✓ Abstinence/Reduced Drug Use		778	61%	50%	64%	11% ▲
✓ Stable Living Situation		1,217	95%	90%	85%	5%
● Employed		463	36%	40%	39%	-4%
● Self Help		439	34%	60%	52%	-26% ▼

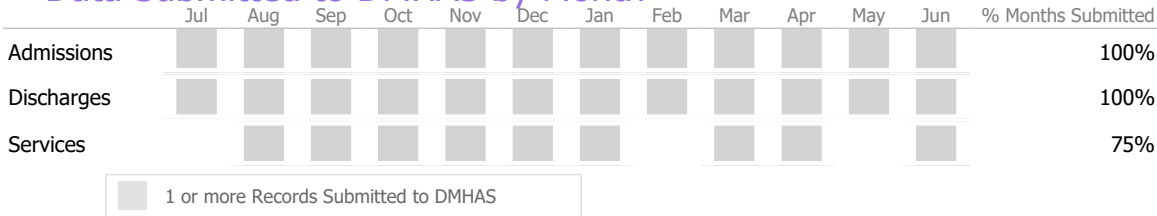
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		626	86%	90%	88%	-4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		667	57%	50%	64%	7%

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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	134	-10%
Admits	45	74	-39% ▼
Discharges	67	58	16% ▲
Service Hours	502	1,244	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	74%	48%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		34	51%	50%	67%	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	21%	20%	27%	1%
✓ Stable Living Situation		99	80%	80%	80%	0%
○ Self Help		29	24%	60%	53%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	98%	90%	78%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 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	859	870	-1%
Admits	282	238	18% ▲
Discharges	362	270	34% ▲
Service Hours	2,602	2,898	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	80%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		146	40%	50%	56%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		913	99%	75%	91%	24% ▲
Self Help		695	75%	60%	52%	15% ▲
Abstinence/Reduced Drug Use		510	55%	50%	64%	5%
Stable Living Situation		912	99%	90%	85%	9%
Employed		424	46%	40%	39%	6%

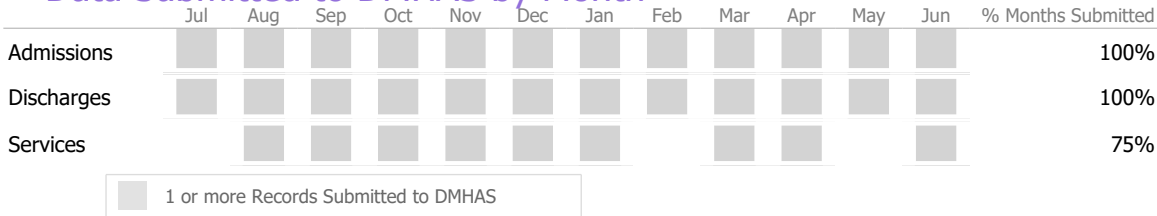
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		528	94%	90%	88%	4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		593	69%	50%	64%	19% ▲

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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,104	1,048	5%
Admits	497	362	37% ▲
Discharges	463	404	15% ▲
Service Hours	3,512	3,996	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	98%	80%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		244	53%	50%	56%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,173	98%	75%	91%	23% ▲
✓ Abstinence/Reduced Drug Use		748	62%	50%	64%	12% ▲
✓ Employed		543	45%	40%	39%	5%
✓ Stable Living Situation		1,155	96%	90%	85%	6%
○ Self Help		647	54%	60%	52%	-6%

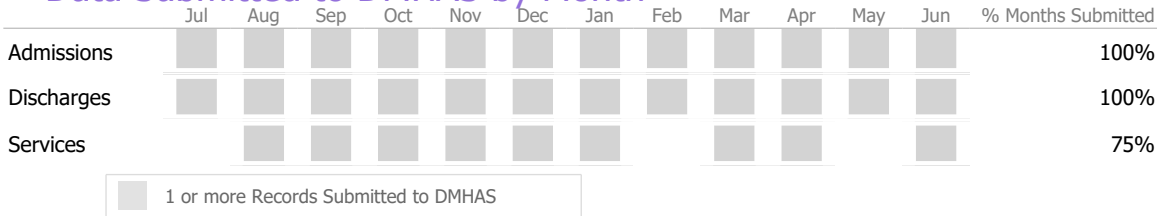
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		688	93%	90%	88%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		619	56%	50%	64%	6%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	768	778	-1%
Admits	281	306	-8%
Discharges	285	302	-6%
Service Hours	2,393	2,677	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	60%	80%
Co-occurring		
MH Screen Complete	96%	86%
SA Screen Complete	97%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		142	50%	50%	56%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		793	98%	75%	91%	23% ▲
✓ Abstinence/Reduced Drug Use		472	58%	50%	64%	8%
✓ Employed		366	45%	40%	39%	5%
● Stable Living Situation		718	89%	90%	85%	-1%
● Self Help		378	47%	60%	52%	-13% ▼

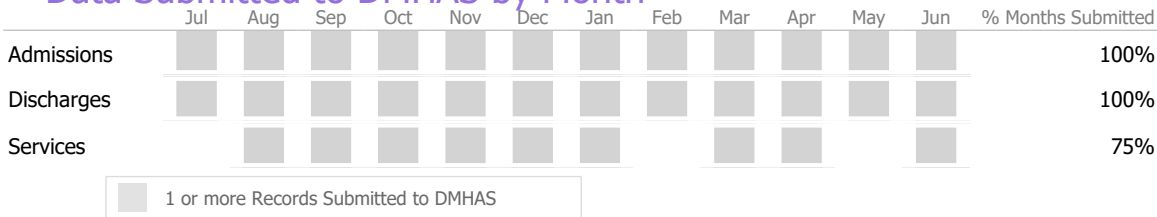
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		479	92%	90%	88%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		462	60%	50%	64%	10%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	744	712	4%
Admits	240	233	3%
Discharges	207	199	4%
Service Hours	2,133	2,817	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	5%	80%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		123	59%	50%	56%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		760	99%	75%	91%	24% ▲
✓ Abstinence/Reduced Drug Use		464	60%	50%	64%	10%
✓ Employed		364	47%	40%	39%	7%
✓ Stable Living Situation		734	95%	90%	85%	5%
✓ Self Help		491	64%	60%	52%	4%

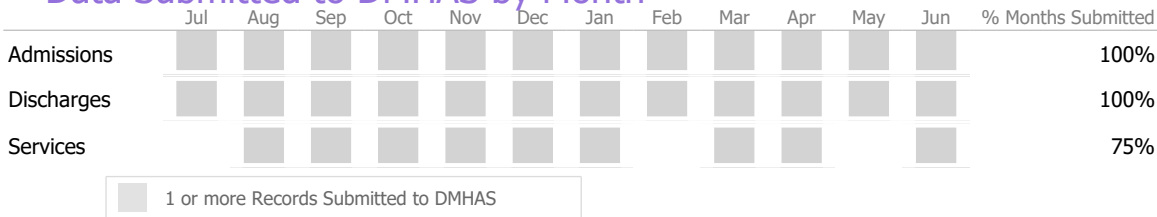
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Clients Receiving Services		491	87%	90%	88%	-3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		490	66%	50%	64%	16% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	658	614	7%
Admits	266	188	41% ▲
Discharges	267	198	35% ▲
Service Hours	2,148	2,455	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	80%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		175	66%	50%	56%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		692	97%	75%	91%	22% ▲
✓ Abstinence/Reduced Drug Use		474	67%	50%	64%	17% ▲
✓ Employed		334	47%	40%	39%	7%
✓ Stable Living Situation		678	95%	90%	85%	5%
○ Self Help		394	55%	60%	52%	-5%

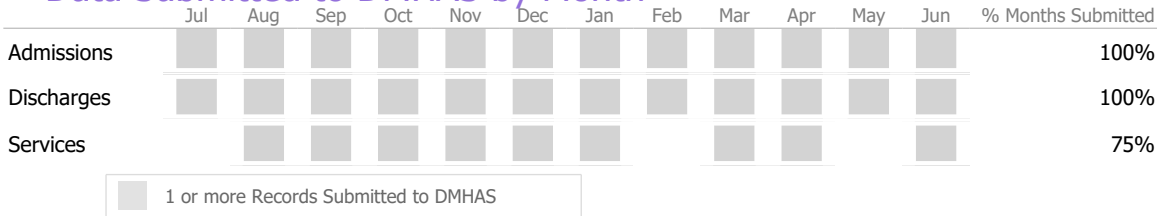
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		422	95%	90%	88%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		395	60%	50%	64%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	598	671	-11% ▼
Admits	105	170	-38% ▼
Discharges	187	183	2%
Service Hours	1,657	2,585	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	93%	80%
Co-occurring		
MH Screen Complete	99%	86%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		114	61%	50%	56%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		561	91%	60%	52%	31% ▲
Not Arrested		605	99%	75%	91%	24% ▲
Abstinence/Reduced Drug Use		439	71%	50%	64%	21% ▲
Employed		309	50%	40%	39%	10%
Stable Living Situation		604	98%	90%	85%	8%

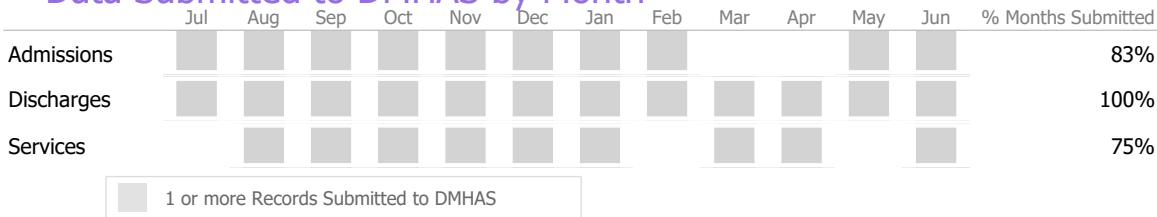
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		413	97%	90%	88%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		472	79%	50%	64%	29% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

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