

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,898	1,755	8%
	Admits	1,188	1,051	13%
	Discharges	1,076	927	16%
	Service Hours	7,725	7,360	5%
	Bed Days	20,397	17,965	14%
	S.Rehab/PHP/IOP	3,089	1,713	80%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	80%	79%
✓ Access		85%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
Medication Assisted Treatment		1,442	63.8%
Outpatient		348	15.4%
Residential Services		290	12.8%
Recovery Support		98	4.3%
IOP		81	3.6%

Client Demographics

Age	#	%	State Avg
18-25	71	4%	10%
26-34	339	18%	22%
35-44	517	28%	23%
45-54	422	23%	18%
55-64	397	21%	18%
65+	128	7%	8%

Ethnicity	#	%	State Avg
Non-Hispanic	714	38%	68%
Unknown	703	37%	12%
Hispanic-Other	355	19%	9%
Hisp-Puerto Rican	120	6%	11%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	2	0%	0%

Gender	#	%	State Avg
Male	1,340	71%	59%
Female	554	29%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,030	54%	61%
Unknown	596	31%	6%
Black/African American	254	13%	17%
Am. Indian/Native Alaskan	7	0%	0%
Asian	7	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Multiple Races			1%
Other			13%

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	77	80	-4%
Admits	78	84	-7%
Discharges	76	82	-7%
Service Hours	58	34	72% ▲
Social Rehab/PHP/IOP Days	2,914	1,217	139% ▲

Data Submission Quality

	Actual	State Avg
Data Entry		
✓ Valid NOMS Data	91%	85%
✓ Valid TEDS Data	97%	87%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	62%	88%
SA Screen Complete	81%	88%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%

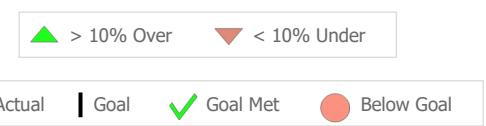
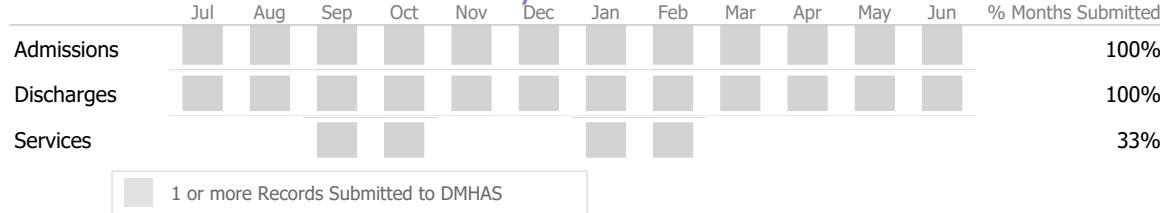
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 36%;"></div>	36	47%	50%	53%	-3%
● Follow-up within 30 Days of Discharge	<div style="width: 20%;"></div>	20	56%	90%	65%	-34% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested	<div style="width: 78%;"></div>	78	89%	75%	64%	14% ▲
● Stable Living Situation	<div style="width: 82%;"></div>	82	93%	95%	87%	-2%
● Abstinence/Reduced Drug Use	<div style="width: 42%;"></div>	42	48%	55%	55%	-7%
● Self Help	<div style="width: 23%;"></div>	23	26%	60%	18%	-34% ▼
● Employed	<div style="width: 7%;"></div>	7	8%	50%	19%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 10%;"></div>	10	83%	90%	77%	-7%

Data Submitted to DMHAS by Month



* State Avg based on 63 Active Standard IOP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	983	928	6%
Admits	350	247	42% ▲
Discharges	372	237	57% ▲
Service Hours	4,197	4,480	-6% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	98%
Valid TEDS Data	90%	99%
On-Time Periodic		
6 Month Updates	52%	80%
Co-occurring		
MH Screen Complete	31%	86%
SA Screen Complete	50%	86%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	█	170	46%	50%	56%	-4%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	█	889	83%	75%	91%	8%
Abstinence/Reduced Drug Use	█	470	44%	50%	64%	-6%
Employed	█	289	27%	40%	39%	-13% ▼
Stable Living Situation	█	790	74%	90%	85%	-16% ▼
Self Help	█	94	9%	60%	52%	-51% ▼

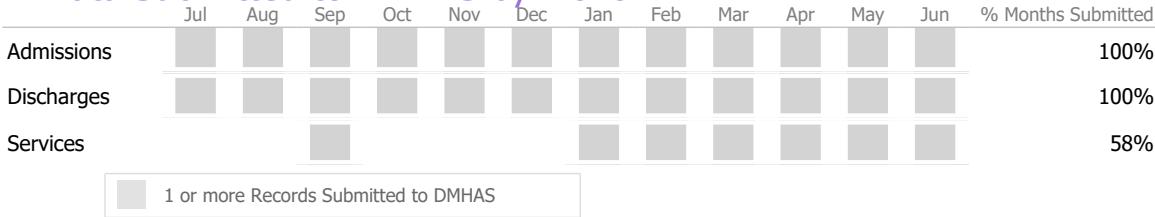
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	█	657	94%	90%	88%	4%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year	█	674	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	106	85	25%	▲
Admits	81	73	11%	▲
Discharges	50	62	-19%	▼
Service Hours	361	306	18%	▲

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	91%	87%
Valid TEDS Data	87%	84%
On-Time Periodic		
6 Month Updates	23%	15%
Co-occurring		
MH Screen Complete	27%	91%
SA Screen Complete	52%	93%
Diagnosis		
Valid Axis I Diagnosis	92%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	20%	50%	48%	-30% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		101	91%	75%	77%	16% ▲
Abstinence/Reduced Drug Use		50	45%	55%	42%	-10% ▼
Stable Living Situation		94	85%	95%	76%	-10%
Employed		39	35%	50%	33%	-15% ▼
Self Help		9	8%	60%	16%	-52% ▼

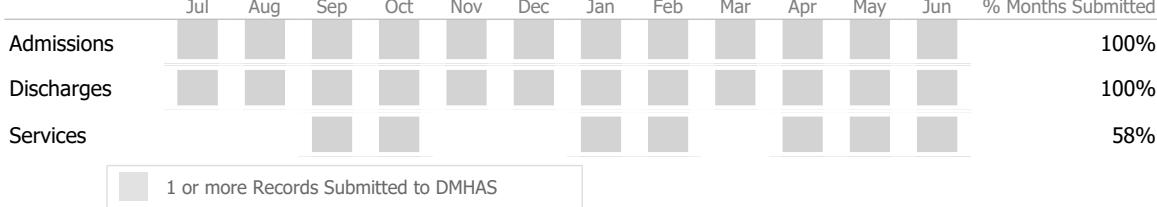
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	75%	90%	58%	-15% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		22	28%	75%	63%	-47% ▼

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

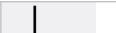
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	33	-12% ▼
Admits	27	29	-7%
Discharges	23	29	-21% ▼
Bed Days	2,198	2,209	0%

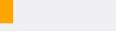
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	65%	70%	66%	-5%
No Re-admit within 30 Days of Discharge		21	91%	85%	91%	6%
Follow-up within 30 Days of Discharge		13	87%	90%	68%	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		88%
Valid TEDS Data		94%
On-Time Periodic	Actual	State Avg
6 Month Updates		0%
Co-occurring	Actual	State Avg
MH Screen Complete		75%
SA Screen Complete		71%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100%

Recovery

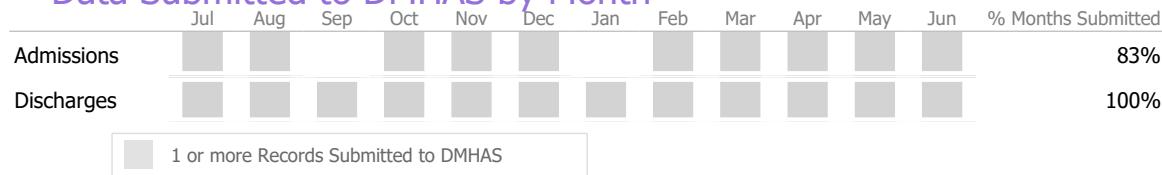
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		5	15%	70%	68%	-55% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		10	106 days	0.2	60%	90%	92%	-30% ▼



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	29	32	-9%
Admits	15	18	-17% ▼
Discharges	13	20	-35% ▼
Service Hours	109	107	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	87%
Valid TEDS Data	96%	84%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%

Co-occurring	Actual	State Avg
MH Screen Complete	33%	91%
SA Screen Complete	33%	93%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	 	9	69%	50%	48%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested	 	22	76%	75%	77%	1% ▲
● Stable Living Situation	 	24	83%	95%	76%	-12% ▼
● Abstinence/Reduced Drug Use	 	8	28%	55%	42%	-27% ▼
● Employed	 	4	14%	50%	33%	-36% ▼
● Self Help	 	0	0%	60%	16%	-60% ▼

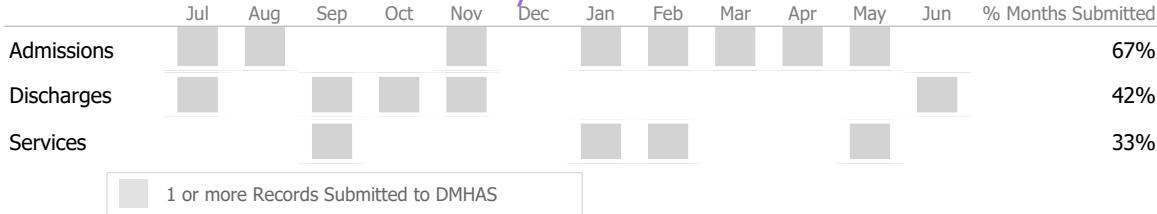
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	 	14	88%	90%	58%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days	 	7	47%	75%	63%	-28% ▼

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	213	138	54%	▲
Admits	166	101	64%	▲
Discharges	105	81	30%	▲
Service Hours	726	298	144%	▲

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	88%	87%
Valid TEDS Data	87%	84%
On-Time Periodic		
6 Month Updates	6%	15%
Co-occurring		
MH Screen Complete	48%	91%
SA Screen Complete	53%	93%
Diagnosis		
Valid Axis I Diagnosis	95%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		42	40%	50%	48%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		173	76%	75%	77%	1%
Employed		92	40%	50%	33%	-10%
Stable Living Situation		184	81%	95%	76%	-14% ▼
Abstinence/Reduced Drug Use		67	29%	55%	42%	-26% ▼
Self Help		30	13%	60%	16%	-47% ▼

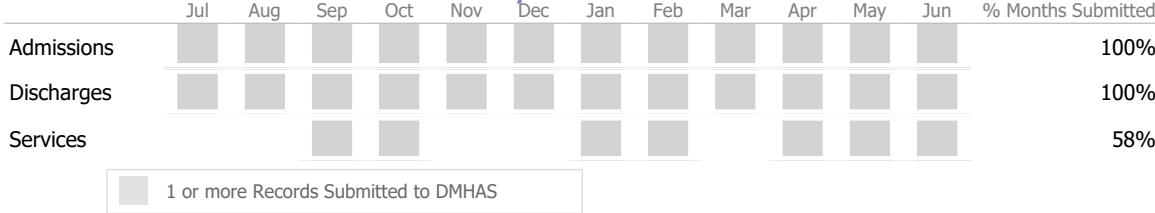
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		58	47%	90%	58%	-43% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		72	47%	75%	63%	-28% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

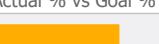
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	51	82% ▲
Admits	78	49	59% ▲
Discharges	72	37	95% ▲
Bed Days	6,815	3,901	75% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		60	83%	70%	66%	13% ▲
✓ No Re-admit within 30 Days of Discharge		70	97%	85%	91%	12% ▲
● Follow-up within 30 Days of Discharge		39	65%	90%	68%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		84%
Valid TEDS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A
Co-occurring	Actual	State Avg
MH Screen Complete		62%
SA Screen Complete		83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97%

Recovery

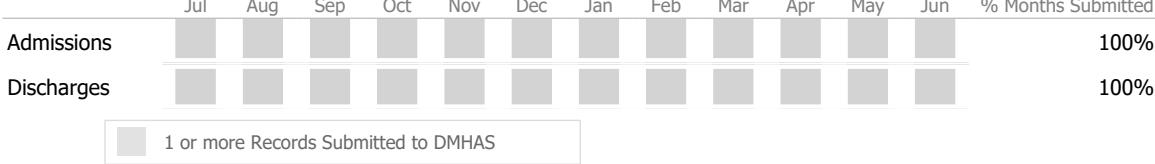
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		65	70%	70%	68%	0%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		22	97 days	0.1	85%	90%	92%	-5%



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	173	193	-10%	▼
Admits	164	175	-6%	
Discharges	160	175	-9%	
Bed Days	11,384	11,855	-4%	

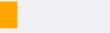
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		96	60%	70%	66%	-10% ▼
No Re-admit within 30 Days of Discharge		150	94%	85%	91%	9%
Follow-up within 30 Days of Discharge		65	68%	90%	68%	-22% ▼

Data Submission Quality

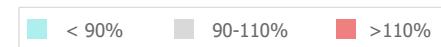
Data Entry	Actual	State Avg
Valid NOMS Data		83%
Valid TEDS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		0%
Co-occurring	Actual	State Avg
MH Screen Complete		80%
SA Screen Complete		93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		99%

Recovery

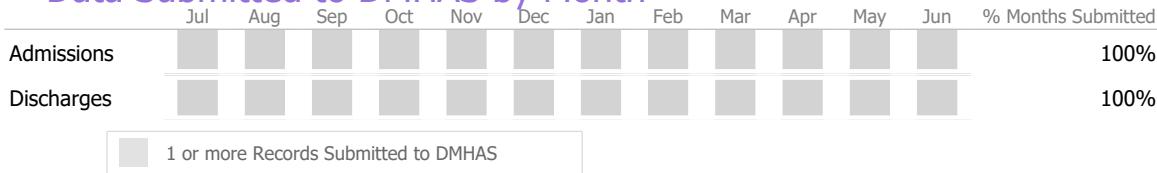
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	17%	70%	68%	-53% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		31	126 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	4	47	-91%	▼
Admits	4	42	-90%	▼
Discharges	4	48	-92%	▼
Social Rehab/PHP/IOP Days	175	496	-65%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	87%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

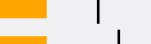
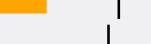
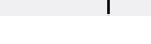
Co-occurring	Actual	State Avg
MH Screen Complete	25%	88%
SA Screen Complete	75%	88%

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		3	75%	50%	53%	25%
● Follow-up within 30 Days of Discharge		1	33%	90%	65%	-57%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		3	75%	75%	64%	0%
● Stable Living Situation		3	75%	95%	87%	-20%
● Employed		1	25%	50%	19%	-25%
● Self Help		1	25%	60%	18%	-35%
● Abstinence/Reduced Drug Use		0	0%	55%	55%	-55%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	503	453	11%	▲
Admits	225	133	69%	▲
Discharges	199	154	29%	▲
Service Hours	2,275	2,085	9%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	98%
Valid TEDS Data	91%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	80%
Co-occurring	Actual	State Avg
MH Screen Complete	48%	86%
SA Screen Complete	59%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		106	53%	50%	56%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		489	90%	75%	91%	15% ▲
✓ Abstinence/Reduced Drug Use		277	51%	50%	64%	1%
● Employed		169	31%	40%	39%	-9%
● Stable Living Situation		385	71%	90%	85%	-19% ▼
● Self Help		67	12%	60%	52%	-48% ▼

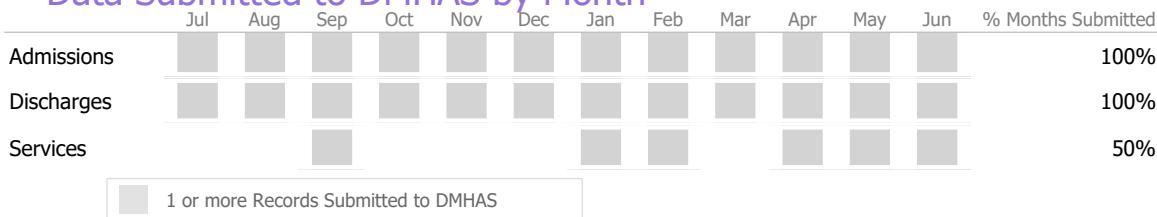
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		312	91%	90%	88%	1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		296	59%	50%	64%	9%

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	98	100	-2%
Admits	-	100	-100% ▼
Discharges	2	2	0%
Service Hours	-	51	-100% ▼

Data Submitted to DMHAS by Month



▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
Valid TEDS Data	N/A	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	26%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	75%
SA Screen Complete	N/A	93%

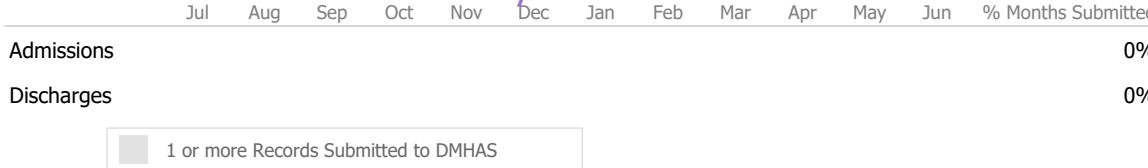
Discharge Outcomes

	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%	23%	-50% ▼
Not Arrested		N/A	N/A	75%	68%	-75% ▼
Self Help		N/A	N/A	60%	16%	-60% ▼
Stable Living Situation		N/A	N/A	95%	64%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	38%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs