

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	220	358	-39% ▼
	Admits	105	182	-42% ▼
	Discharges	116	130	-11% ▼
	Service Hours	687	1,217	-44% ▼
	S.Rehab/PHP/IOP	325	66	392%

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

Consumer Satisfaction Survey

(Based on 3 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%
● General Satisfaction		67%	80%	92%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	86	37.9%
	Outpatient	31	13.7%
	IOP	18	7.9%
Mental Health	Case Management	92	40.5%

Client Demographics

Age	#	%	State Avg
18-25	8	4%	9%
26-34	24	11%	20%
35-44	15	7%	24%
45-54	15	7%	18%
55-64	41	19%	20%
65+	114	53%	9%

Gender	#	%	State Avg
Female	171	78%	42%
Male	49	22%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	135	61%	69%
Hispanic-Other	70	32%	8%
Hisp-Puerto Rican	13	6%	11%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	11%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	109	50%	62%
Other	53	24%	13%
Black/African American	51	23%	17%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Unknown	1	0%	6%
Am. Indian/Native Alaskan			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	94	-9%
Admits	42	94	-55% ▼
Discharges	56	43	30% ▲
Service Hours	252	200	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	29%	39%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	64%	50%	66%	14% ▲

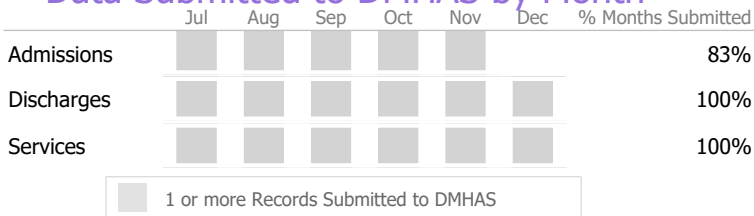
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		84	98%	80%	72%	18% ▲
● Employed		13	15%	20%	24%	-5%
● Self Help		47	55%	60%	47%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		26	87%	90%	70%	-3%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	29	7%
Admits	9	10	-10%
Discharges	13	12	8%
Service Hours	228	372	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
Valid TEDS Data	95%	80%
On-Time Periodic		
6 Month Updates	0%	15%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	31%	50%	43%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	69%	55%	33%	14% ▲
Not Arrested		26	81%	75%	65%	6%
Employed		15	47%	50%	30%	-3%
Stable Living Situation		25	78%	95%	65%	-17% ▼
Self Help		4	12%	60%	15%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	89%	90%	52%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	78%	75%	64%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							67%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 111 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	3	10	-70% ▼
Discharges	-	6	-100% ▼
Service Hours	98	113	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	93%	85%	86%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		24	89%	90%	95%	-1%

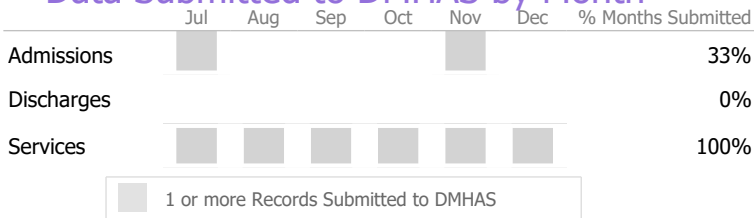
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		56%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	42	49	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	86%	3%

Service Utilization

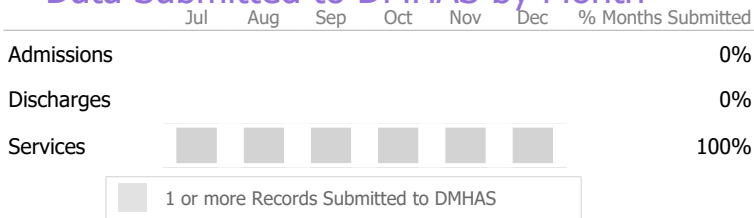
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	95%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	86%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	14	16	-13% ▼
Discharges	11	14	-21% ▼
Service Hours	9	432	-98% ▼
Social Rehab/PHP/IOP Days	325	66	392% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
Valid TEDS Data	100%	91%
On-Time Periodic 6 Month Updates	N/A	0%
Diagnosis Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	64%	50%	43%	14% ▲
● Follow-up within 30 Days of Discharge		4	57%	90%	78%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		17	89%	75%	57%	14% ▲
● Stable Living Situation		16	84%	95%	80%	-11% ▼
● Employed		4	21%	50%	27%	-29% ▼
● Self Help		6	32%	60%	21%	-28% ▼
● Abstinence/Reduced Drug Use		4	21%	55%	49%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	88%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■		■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

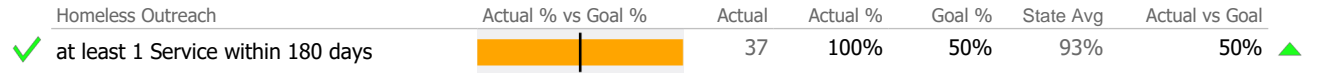
* State Avg based on 59 Active Standard IOP Programs

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

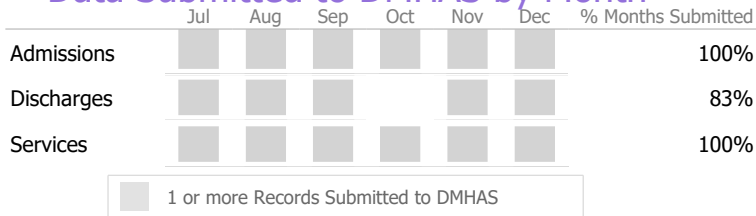
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	79	-28% ▼
Admits	37	51	-27% ▼
Discharges	36	55	-35% ▼
Service Hours	57	50	14% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs