

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	350	762	-54%	▼
	Admits	125	236	-47%	▼
	Discharges	101	196	-48%	▼
	Service Hours	221	178	24%	▲
	Bed Days	5,849	3,768	55%	▲

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

### Consumer Satisfaction Survey

(Based on 220 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		95%	80%	91%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Recovery		91%	80%	79%
✓ Outcome		90%	80%	83%
✓ Access		83%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	183	52.3%
	Residential Services	167	47.7%

### Client Demographics

Age	#	%	State Avg
18-25	26	7%	8%
26-34	82	24%	18%
35-44	110	32%	24%
45-54	69	20%	19%
55-64	52	15%	20%
65+	9	3%	11%

Gender	#	%	State Avg
Male	277	79%	▲ 58%
Female	73	21%	▼ 42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	263	75%	66%
Hispanic-Other	53	15%	10%
Hisp-Puerto Rican	27	8%	11%
Unknown	5	1%	▼ 13%
Hispanic-Mexican	2	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	197	56%	60%
Black/African American	97	28%	▲ 17%
Other	49	14%	12%
Asian	4	1%	1%
Unknown	2	1%	8%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	20	60% ▲
Admits	3	4	-25% ▼
Discharges	3	1	200% ▲
Service Hours	96	74	31% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
Valid TEDS Data	33%	29%
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On-Time Periodic	Actual	State Avg
6 Month Updates	86%	80%
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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		2	67%	75%	43%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	86%	90%	83%	-4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	46%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 7 Active Gambling 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	60	49	22% ▲
Admits	42	33	27% ▲
Discharges	37	36	3%
Bed Days	1,801	1,442	25% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	96%
Valid TEDS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	78%	50%	83%	28% ▲
✓ No Re-admit within 30 Days of Discharge		33	89%	85%	90%	4%
● Follow-up within 30 Days of Discharge		19	66%	90%	55%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		33	55%	70%	61%	-15% ▼
✓ Improved/Maintained Function Score		36	97%	75%	99%	22% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	47 days	0.3	98%	90%	84%	8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 3 Active SA Intensive Residential - Enhanced Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	91	66% ▲
Admits	16	25	-36% ▼
Discharges	2	-	
Service Hours	125	105	19% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	89%
Valid TEDS Data	89%	76%
<b>On-Time Periodic</b>		
6 Month Updates	0%	11%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	51%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		47	31%	50%	25%	-19% ▼
Abstinence/Reduced Drug Use		38	25%	55%	24%	-30% ▼
Stable Living Situation		85	56%	95%	49%	-39% ▼
Improved/Maintained Function Score		54	44%	75%	30%	-31% ▼
Not Arrested		53	35%	75%	48%	-40% ▼
Self Help		2	1%	60%	14%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	30%	90%	32%	-60% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	31%	75%	49%	-44% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 103 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	108	52	108% ▲
Admits	64	23	178% ▲
Discharges	59	33	79% ▲
Bed Days	4,048	2,326	74% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	94%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	98%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		50	85%	70%	70%	15% ▲
✓ No Re-admit within 30 Days of Discharge		57	97%	85%	90%	12% ▲
● Follow-up within 30 Days of Discharge		19	38%	90%	60%	-52% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		49	45%	70%	61%	-25% ▼
✓ Improved/Maintained Function Score		57	97%	95%	86%	2%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		40	58 days	0.4	110%	90%	68%	20% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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