

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,623	6,007	-6%
	Admits	1,055	1,336	-21% ▼
	Discharges	1,144	1,436	-20% ▼
	Service Hours	11,852	11,427	4%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	5,622	98.8%
	Case Management	67	1.2%

### Consumer Satisfaction Survey

(Based on 516 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Respect		92%	80%	91%
✓ Outcome		89%	80%	83%
✓ Recovery		87%	80%	79%
✓ General Satisfaction		87%	80%	92%
✓ Access		85%	80%	88%

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

### Client Demographics

Age	#	%	State Avg
18-25	50	1%	8%
26-34	862	15%	19%
35-44	1,846	33%	24%
45-54	1,221	22%	18%
55-64	1,172	21%	19%
65+	472	8%	10%

Gender	#	%	State Avg
Male	3,504	62%	59%
Female	2,117	38%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,156	74%	65%
Hisp-Puerto Rican	1,245	22%	▲ 10%
Hispanic-Other	144	3%	10%
Unknown	66	1%	▼ 14%
Hispanic-Mexican	7	0%	1%
Hispanic-Cuban	5	0%	0%

Race	#	%	State Avg
White/Caucasian	4,142	74%	▲ 60%
Other	1,056	19%	12%
Black/African American	361	6%	▼ 17%
Unknown	32	1%	8%
Am. Indian/Native Alaskan	18	0%	1%
Hawaiian/Other Pacific Islander	8	0%	0%
Asian	3	0%	1%
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	562	637	-12% ▼
Admits	27	87	-69% ▼
Discharges	39	99	-61% ▼
Service Hours	1,236	954	30% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	91%	74%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	69%	50%	58%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		555	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		399	71%	50%	66%	21% ▲
✓ Employed		302	54%	40%	39%	14% ▲
✓ Improved/Maintained Function Score		459	85%	75%	50%	10%
✓ Stable Living Situation		543	97%	90%	88%	7%
● Self Help		183	33%	60%	48%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		492	94%	90%	86%	4%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		490	87%	50%	70%	37% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■			67%
Discharges	■	■	■	■			67%
Services			■				17%

■ 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	879	825	7%
Admits	242	225	8%
Discharges	269	227	19% ▲
Service Hours	1,745	1,524	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	83%	74%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		122	45%	50%	58%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		914	99%	75%	93%	24% ▲
Self Help		724	79%	60%	48%	19% ▲
Abstinence/Reduced Drug Use		619	67%	50%	66%	17% ▲
Stable Living Situation		877	95%	90%	88%	5%
Employed		184	20%	40%	39%	-20% ▼
Improved/Maintained Function Score		219	28%	75%	50%	-47% ▼

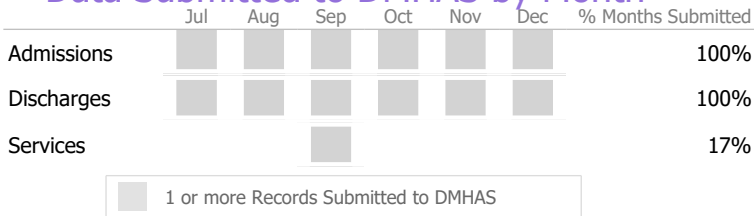
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		582	90%	90%	86%	0%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		480	55%	50%	70%	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	925	970	-5%
Admits	282	297	-5%
Discharges	268	297	-10%
Service Hours	1,646	1,027	60% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	74%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		149	56%	50%	58%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		959	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		595	61%	50%	66%	11% ▲
✓ Stable Living Situation		918	94%	90%	88%	4%
✓ Improved/Maintained Function Score		758	90%	75%	50%	15% ▲
● Employed		352	36%	40%	39%	-4%
● Self Help		431	44%	60%	48%	-16% ▼

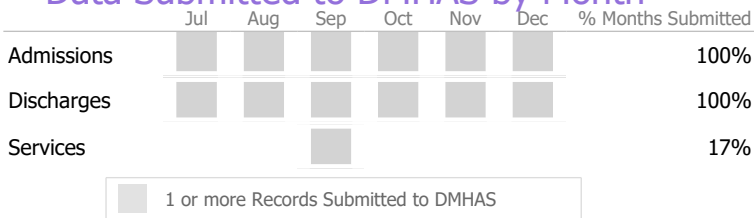
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		549	78%	90%	86%	-12% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		577	62%	50%	70%	12% ▲

### 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	67	82	-18% ▼
Admits	17	31	-45% ▼
Discharges	17	20	-15% ▼
Service Hours	118	319	-63% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	95%	50%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	41%	50%	52%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		11	16%	20%	39%	-4%
Stable Living Situation		50	75%	80%	70%	-5%
Self Help		17	25%	60%	48%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	90%	90%	67%	0%

### 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 8 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	680	692	-2%
Admits	117	145	-19% ▼
Discharges	113	126	-10%
Service Hours	1,524	1,381	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	98%	74%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		62	55%	50%	58%	5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		684	99%	75%	93%	24% ▲
✓ Stable Living Situation		677	98%	90%	88%	8%
✓ Abstinence/Reduced Drug Use		379	55%	50%	66%	5%
✓ Employed		302	44%	40%	39%	4%
● Self Help		387	56%	60%	48%	-4%
● Improved/Maintained Function Score		83	14%	75%	50%	-61% ▼

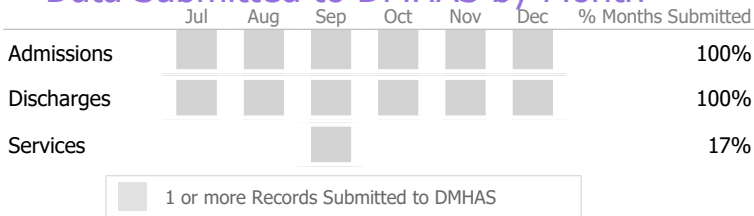
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		492	85%	90%	86%	-5%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		486	71%	50%	70%	21% ▲

### 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	957	981	-2%
Admits	232	282	-18% ▼
Discharges	230	290	-21% ▼
Service Hours	2,454	1,954	26% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	77%	74%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		115	50%	50%	58%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		987	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		574	58%	50%	66%	8%
✓ Stable Living Situation		947	95%	90%	88%	5%
● Employed		389	39%	40%	39%	-1%
● Self Help		433	43%	60%	48%	-17% ▼
● Improved/Maintained Function Score		172	20%	75%	50%	-55% ▼

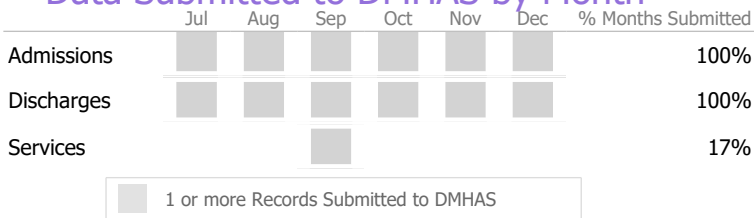
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		715	93%	90%	86%	3%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		600	63%	50%	70%	13% ▲

### 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	467	567	-18% ▼
Admits	29	70	-59% ▼
Discharges	48	108	-56% ▼
Service Hours	899	1,154	-22% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	61%	74%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	60%	50%	58%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		354	76%	50%	66%	26% ▲
✓ Not Arrested		462	99%	75%	93%	24% ▲
✓ Employed		264	56%	40%	39%	16% ▲
✓ Stable Living Situation		454	97%	90%	88%	7%
● Self Help		230	49%	60%	48%	-11% ▼
● Improved/Maintained Function Score		22	5%	75%	50%	-70% ▼

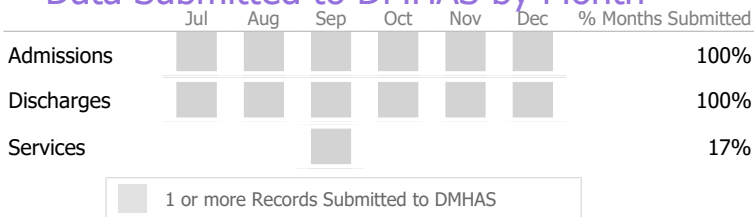
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		364	87%	90%	86%	-3%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		384	82%	50%	70%	32% ▲

### 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	512	646	-21% ▼
Admits	-	89	-100% ▼
Discharges	20	109	-82% ▼
Service Hours	699	1,255	-44% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	24%	74%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	85%	50%	58%	35% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		460	90%	75%	93%	15% ▲
✓ Abstinence/Reduced Drug Use		325	63%	50%	66%	13% ▲
✓ Employed		259	51%	40%	39%	11% ▲
✓ Self Help		326	64%	60%	48%	4%
● Stable Living Situation		458	89%	90%	88%	-1%
● Improved/Maintained Function Score		10	2%	75%	50%	-73% ▼

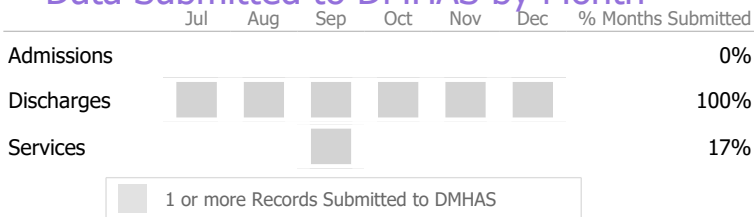
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		363	74%	90%	86%	-16% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		500	98%	50%	70%	48% ▲

### 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	502	537	-7%
Admits	107	110	-3%
Discharges	109	113	-4%
Service Hours	782	1,122	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	96%	74%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		77	71%	50%	58%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		506	97%	75%	93%	22% ▲
✓ Abstinence/Reduced Drug Use		340	66%	50%	66%	16% ▲
✓ Employed		261	50%	40%	39%	10%
✓ Stable Living Situation		498	96%	90%	88%	6%
✓ Self Help		316	61%	60%	48%	1%
○ Improved/Maintained Function Score		73	16%	75%	50%	-59% ▼

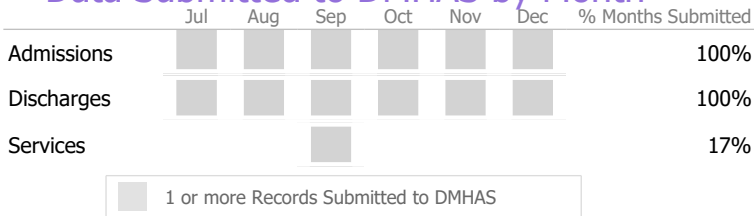
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Clients Receiving Services		338	82%	90%	86%	-8%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		344	69%	50%	70%	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	335	416	-19% ▼
Admits	2	-	
Discharges	31	47	-34% ▼
Service Hours	749	738	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	55%	74%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	13%	50%	58%	-37% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		265	79%	50%	66%	29% ▲
Self Help		279	83%	60%	48%	23% ▲
Not Arrested		312	93%	75%	93%	18% ▲
Employed		184	55%	40%	39%	15% ▲
Stable Living Situation		312	93%	90%	88%	3%
Improved/Maintained Function Score		1	0%	75%	50%	-75% ▼

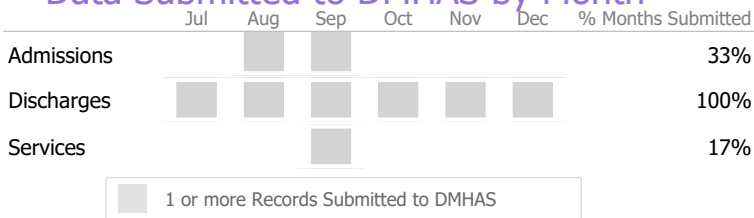
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		248	82%	90%	86%	-8%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		333	99%	50%	70%	49% ▲

### 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.