

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,870	1,980	-6%
	Admits	394	469	-16% ▼
	Discharges	449	448	0%
	Service Hours	9,980	11,723	-15% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	1,791	92.3%
	Recovery Support	150	7.7%

Consumer Satisfaction Survey

(Based on 626 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Outcome		91%	80%	83%
✓ Access		90%	80%	88%
✓ Recovery		88%	80%	79%
✓ General Satisfaction		87%	80%	92%

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

Client Demographics

Age	#	%	State Avg
18-25	20	1%	9%
26-34	334	18%	20%
35-44	627	34%	25%
45-54	420	22%	18%
55-64	330	18%	19%
65+	139	7%	10%

Gender	#	%	State Avg
Male	1,170	63%	59%
Female	694	37%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,426	76%	▲ 64%
Hisp-Puerto Rican	187	10%	10%
Hispanic-Other	143	8%	10%
Unknown	112	6%	14%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,586	85%	▲ 59%
Other	137	7%	12%
Black/African American	133	7%	17%
Asian	6	0%	1%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	1	0%	9%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	709	765	-7%
Admits	144	151	-5%
Discharges	179	169	6%
Service Hours	3,936	2,784	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	73%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		104	58%	50%	57%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		603	81%	75%	93%	6%
✓ Abstinence/Reduced Drug Use		375	50%	50%	65%	0%
● Employed		282	38%	40%	38%	-2%
● Improved/Maintained Function Score		452	66%	75%	55%	-9%
● Stable Living Situation		582	78%	90%	87%	-12% ▼
● Self Help		312	42%	60%	47%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		437	77%	90%	85%	-13% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		548	77%	50%	67%	27% ▲

Data Submitted to DMHAS by Month

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

■ 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	196	212	-8%
Admits	32	36	-11% ▼
Discharges	35	43	-19% ▼
Service Hours	2,112	1,706	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	97%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	57%	50%	57%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		200	98%	75%	93%	23% ▲
✓ Employed		124	60%	40%	38%	20% ▲
✓ Abstinence/Reduced Drug Use		135	66%	50%	65%	16% ▲
✓ Improved/Maintained Function Score		162	87%	75%	55%	12% ▲
✓ Stable Living Situation		197	96%	90%	87%	6%
✓ Self Help		132	64%	60%	47%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		166	98%	90%	85%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		156	80%	50%	67%	30% ▲

Data Submitted to DMHAS by Month

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

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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	895	945	-5%
Admits	153	188	-19% ▼
Discharges	204	203	0%
Service Hours	3,802	7,083	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	63%	73%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		87	43%	50%	57%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		705	75%	75%	93%	0%
Abstinence/Reduced Drug Use		390	42%	50%	65%	-8%
Employed		254	27%	40%	38%	-13% ▼
Improved/Maintained Function Score		547	63%	75%	55%	-12% ▼
Stable Living Situation		677	72%	90%	87%	-18% ▼
Self Help		200	21%	60%	47%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		498	68%	90%	85%	-22% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		702	78%	50%	67%	28% ▲

Data Submitted to DMHAS by Month

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

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