

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	557	1,339	-58%	▼
	Admits	354	825	-57%	▼
	Discharges	304	827	-63%	▼
	Service Hours	702	427	65%	▲
	Bed Days	19,464	12,253	59%	▲

▲ > 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>	Residential Services	340	61.0%
	Outpatient	217	39.0%

### Client Demographics

Age	#	%	State Avg
18-25	45	8%	9%
26-34	127	23%	20%
35-44	170	31%	25%
45-54	120	22%	18%
55-64	81	15%	19%
65+	12	2%	10%

Gender	#	%	State Avg
Male	474	85%	▲ 59%
Female	83	15%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	424	76%	▲ 64%
Hispanic-Other	69	12%	10%
Hisp-Puerto Rican	52	9%	10%
Unknown	9	2%	▼ 14%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	317	57%	59%
Black/African American	158	28%	▲ 17%
Other	74	13%	12%
Asian	4	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Unknown	2	0%	9%
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	37	38	-3%
Admits	8	22	-64% ▼
Discharges	5	11	-55% ▼
Service Hours	274	167	64% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	75%	53%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	94%	90%	82%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
✓ Valid TEDS Data		22%

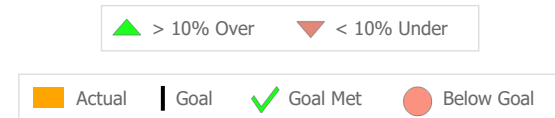
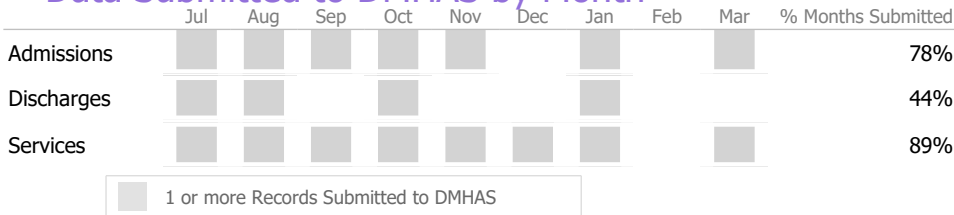
On-Time Periodic	Actual	State Avg
● 6 Month Updates		70%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	38%	75%	60%	-37% ▼

### Data Submitted to DMHAS by Month



\* 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	126	119	6%
Admits	117	109	7%
Discharges	109	109	0%
Bed Days	4,693	4,611	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	96%
Valid TEDS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
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		82	75%	50%	79%	25% ▲
✓ No Re-admit within 30 Days of Discharge		94	86%	85%	90%	1%
● Follow-up within 30 Days of Discharge		61	74%	90%	56%	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		105	96%	75%	96%	21% ▲
● Abstinence/Reduced Drug Use		75	56%	70%	59%	-14% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	46 days	0.1	85%	90%	80%	-5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	180	129	40% ▲
Admits	45	64	-30% ▼
Discharges	12	4	200% ▲
Service Hours	428	259	65% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	89%
Valid TEDS Data	82%	67%
<b>On-Time Periodic</b>		
6 Month Updates	0%	9%
<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		8	67%	50%	52%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		62	34%	50%	30%	-16% ▼
● Abstinence/Reduced Drug Use		51	28%	55%	32%	-27% ▼
● Improved/Maintained Function Score		82	53%	75%	46%	-22% ▼
● Stable Living Situation		115	64%	95%	59%	-31% ▼
● Not Arrested		66	37%	75%	58%	-38% ▼
● Self Help		2	1%	60%	16%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		64	38%	90%	41%	-52% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		11	24%	75%	45%	-51% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■				■	■	■	■	■	67%
Services	■	■	■	■	■	■	■		■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 101 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	222	139	60% ▲
Admits	184	110	67% ▲
Discharges	177	102	74% ▲
Bed Days	14,771	7,642	93% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	93%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	50%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		140	79%	70%	75%	9%
✓ No Re-admit within 30 Days of Discharge		166	94%	85%	90%	9%
○ Follow-up within 30 Days of Discharge		63	45%	90%	56%	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Abstinence/Reduced Drug Use		147	64%	70%	77%	-6%
✓ Improved/Maintained Function Score		174	98%	95%	92%	3%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		88	65 days	0.3	117%	90%	75%	27% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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