

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,929	6,317	-6%
	Admits	1,555	1,875	-17% ▼
	Discharges	1,677	2,011	-17% ▼
	Service Hours	16,246	17,593	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	5,927	98.8%
	Case Management	74	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	65	1%	9%
26-34	944	16%	20%
35-44	1,966	33%	25%
45-54	1,266	21%	18%
55-64	1,210	20%	19%
65+	478	8%	10%

Gender	#	%	State Avg
Male	3,693	62%	59%
Female	2,234	38%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,384	74%	64%
Hisp-Puerto Rican	1,311	22%	▲ 10%
Hispanic-Other	156	3%	10%
Unknown	66	1%	▼ 14%
Hispanic-Mexican	7	0%	1%
Hispanic-Cuban	5	0%	0%

Race	#	%	State Avg
White/Caucasian	4,353	73%	▲ 59%
Other	1,115	19%	12%
Black/African American	393	7%	17%
Unknown	34	1%	9%
Am. Indian/Native Alaskan	20	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	660	-15% ▼
Admits	27	118	-77% ▼
Discharges	49	138	-64% ▼
Service Hours	1,624	1,474	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	4%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	71%	50%	57%	21% ▲

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%	65%	21% ▲
✓ Employed		301	54%	40%	38%	14% ▲
✓ Improved/Maintained Function Score		466	83%	75%	55%	8%
✓ Stable Living Situation		543	97%	90%	87%	7%
● Self Help		184	33%	60%	47%	-27% ▼

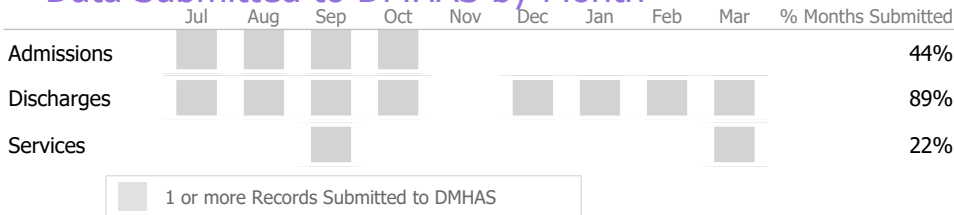
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		484	94%	90%	85%	4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		508	90%	50%	67%	40% ▲

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	979	929	5%
Admits	363	362	0%
Discharges	378	317	19% ▲
Service Hours	2,409	2,307	4%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		163	43%	50%	57%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,032	99%	75%	93%	24% ▲
Self Help		824	79%	60%	47%	19% ▲
Abstinence/Reduced Drug Use		694	67%	50%	65%	17% ▲
Stable Living Situation		988	95%	90%	87%	5%
Employed		191	18%	40%	38%	-22% ▼
Improved/Maintained Function Score		300	34%	75%	55%	-41% ▼

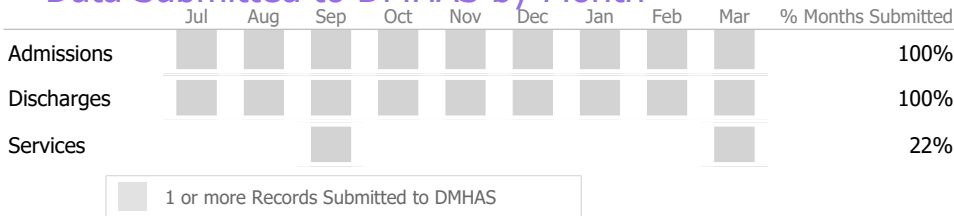
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		553	84%	90%	85%	-6%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		513	52%	50%	67%	2%

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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,040	1,040	0%
Admits	432	405	7%
Discharges	408	411	-1%
Service Hours	2,261	1,796	26% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		232	57%	50%	57%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,107	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		600	53%	50%	65%	3%
✓ Stable Living Situation		1,052	94%	90%	87%	4%
✓ Improved/Maintained Function Score		870	89%	75%	55%	14% ▲
● Employed		384	34%	40%	38%	-6%
● Self Help		489	44%	60%	47%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		548	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		599	58%	50%	67%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services			■						■	22%

■ 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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	93	-20% ▼
Admits	24	42	-43% ▼
Discharges	29	30	-3%
Service Hours	149	401	-63% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	67%	31%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	28%	50%	46%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		13	18%	20%	31%	-2%
Stable Living Situation		55	74%	80%	64%	-6%
Self Help		22	30%	60%	40%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	84%	90%	69%	-6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■		■	■	■	■	■		■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 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	717	729	-2%
Admits	164	194	-15% ▼
Discharges	179	184	-3%
Service Hours	2,099	2,168	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	96%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		97	54%	50%	57%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		731	99%	75%	93%	24% ▲
✓ Stable Living Situation		721	98%	90%	87%	8%
✓ Abstinence/Reduced Drug Use		380	51%	50%	65%	1%
✓ Employed		313	42%	40%	38%	2%
● Self Help		394	53%	60%	47%	-7%
● Improved/Maintained Function Score		133	20%	75%	55%	-55% ▼

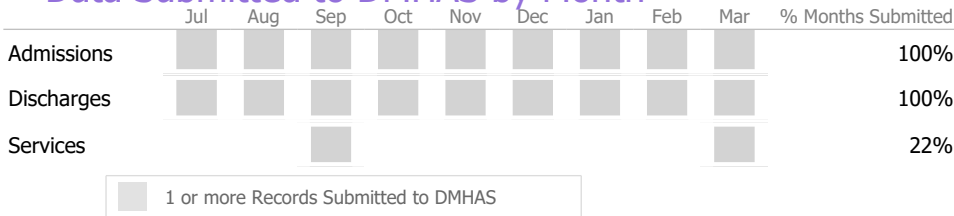
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		482	86%	90%	85%	-4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		504	70%	50%	67%	20% ▲

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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,035	1,060	-2%
Admits	331	389	-15% ▼
Discharges	331	397	-17% ▼
Service Hours	3,468	3,133	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	91%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		163	49%	50%	57%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,083	99%	75%	93%	24% ▲
Abstinence/Reduced Drug Use		641	58%	50%	65%	8%
Stable Living Situation		1,040	95%	90%	87%	5%
Employed		413	38%	40%	38%	-2%
Self Help		453	41%	60%	47%	-19% ▼
Improved/Maintained Function Score		256	27%	75%	55%	-48% ▼

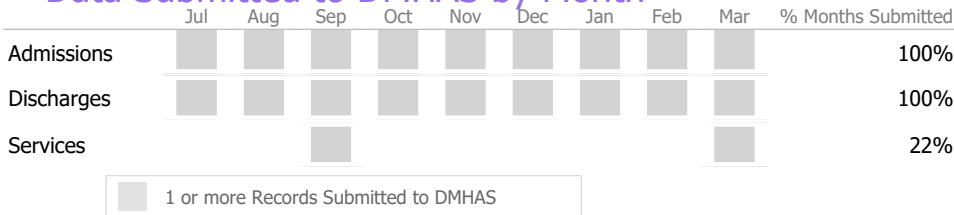
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		681	89%	90%	85%	-1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		630	61%	50%	67%	11% ▲

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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	468	591	-21% ▼
Admits	31	101	-69% ▼
Discharges	75	161	-53% ▼
Service Hours	1,203	1,678	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	38%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		42	56%	50%	57%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		463	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		341	73%	50%	65%	23% ▲
✓ Employed		269	57%	40%	38%	17% ▲
✓ Stable Living Situation		452	96%	90%	87%	6%
● Self Help		234	50%	60%	47%	-10%
● Improved/Maintained Function Score		37	8%	75%	55%	-67% ▼

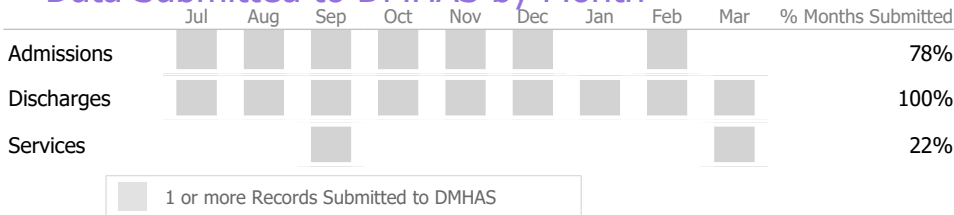
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		346	88%	90%	85%	-2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		395	84%	50%	67%	34% ▲

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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	551	668	-18% ▼
Admits	24	110	-78% ▼
Discharges	26	139	-81% ▼
Service Hours	943	1,824	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
Valid TEDS Data	98%	98%
On-Time Periodic		
6 Month Updates	41%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	73%	50%	57%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		352	64%	50%	65%	14% ▲
✓ Not Arrested		489	89%	75%	93%	14% ▲
✓ Employed		262	48%	40%	38%	8%
✓ Self Help		349	63%	60%	47%	3%
● Stable Living Situation		487	88%	90%	87%	-2%
● Improved/Maintained Function Score		13	2%	75%	55%	-73% ▼

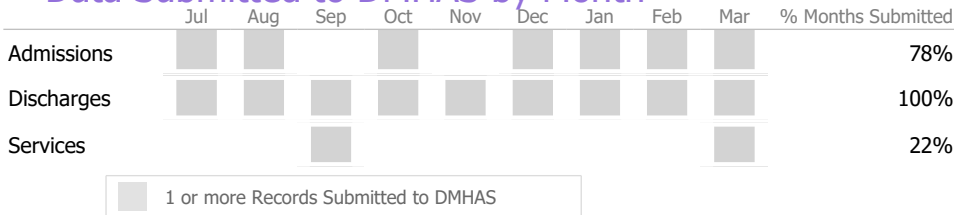
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		359	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		519	94%	50%	67%	44% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	539	574	-6%
Admits	155	154	1%
Discharges	156	167	-7%
Service Hours	1,073	1,700	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	96%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		112	72%	50%	57%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		552	97%	75%	93%	22% ▲
✓ Abstinence/Reduced Drug Use		350	62%	50%	65%	12% ▲
✓ Employed		277	49%	40%	38%	9%
✓ Stable Living Situation		541	95%	90%	87%	5%
✓ Self Help		354	62%	60%	47%	2%
○ Improved/Maintained Function Score		108	21%	75%	55%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Clients Receiving Services		329	80%	90%	85%	-10%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		363	67%	50%	67%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	100%
Services			█						█	22%

█ 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

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	335	415	-19% ▼
Admits	4	-	
Discharges	46	67	-31% ▼
Service Hours	1,018	1,112	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	86%	73%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	13%	50%	57%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		277	83%	50%	65%	33% ▲
Self Help		283	84%	60%	47%	24% ▲
Not Arrested		326	97%	75%	93%	22% ▲
Employed		196	59%	40%	38%	19% ▲
Stable Living Situation		326	97%	90%	87%	7% ▲
Improved/Maintained Function Score		2	1%	75%	55%	-74% ▼

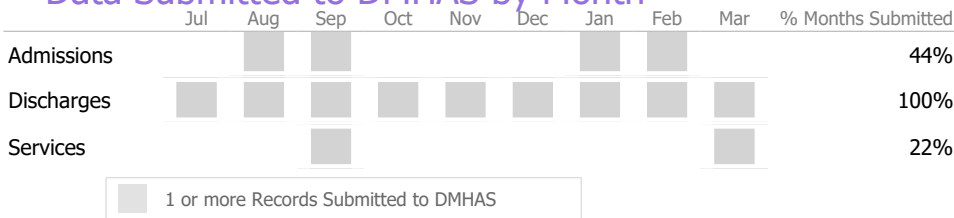
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		256	89%	90%	85%	-1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		331	99%	50%	67%	49% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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