

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,103	1,129	-2%
	Admits	354	661	-46% ▼
	Discharges	220	490	-55% ▼
	Service Hours	2,307	5,215	-56% ▼
	Bed Days	4,147	4,783	-13% ▼
	S.Rehab/PHP/IOP	167	670	-75% ▼

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

Consumer Satisfaction Survey

(Based on 117 FY23 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	865	72.7%
	IOP	108	9.1%
	Residential Services	98	8.2%
	Medication Assisted Treatment	27	2.3%
	Case Management	25	2.1%
	Mental Health	Case Management	67

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	96	9%	9%	Male	571	52%	59%
26-34	253	23%	20%	Female	531	48%	40%
35-44	339	31%	25%	Transgender			0%
45-54	214	20%	18%				
55-64	133	12%	19%				
65+	45	4%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	834	76% ▲	64%	White/Caucasian	820	74% ▲	59%
Hisp-Puerto Rican	176	16%	10%	Other	122	11%	12%
Hispanic-Other	62	6%	10%	Black/African American	101	9%	17%
Unknown	18	2% ▼	14%	Unknown	44	4%	9%
Hispanic-Mexican	13	1%	1%	Asian	5	0%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	4	0%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%
				Multiple Races	3	0%	1%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	690	663	4%
Admits	169	371	-54% ▼
Discharges	95	197	-52% ▼
Service Hours	1,785	3,729	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	89%
Valid TEDS Data	85%	67%
On-Time Periodic		
6 Month Updates	1%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		60	63%	50%	52%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		442	64%	75%	58%	-11% ▼
● Employed		259	37%	50%	30%	-13% ▼
● Abstinence/Reduced Drug Use		285	41%	55%	32%	-14% ▼
● Improved/Maintained Function Score		338	56%	75%	46%	-19% ▼
● Stable Living Situation		475	69%	95%	59%	-26% ▼
● Self Help		41	6%	60%	16%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		282	47%	90%	41%	-43% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		56	33%	75%	45%	-42% ▼

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

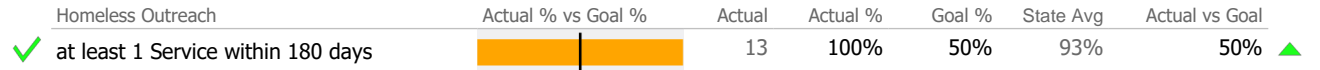
* State Avg based on 101 Active Standard Outpatient Programs

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

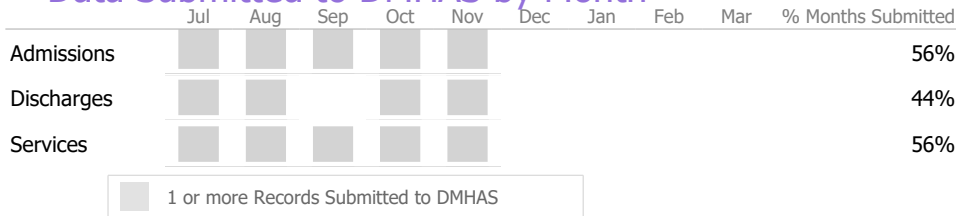
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	78	-33% ▼
Admits	13	41	-68% ▼
Discharges	14	36	-61% ▼
Service Hours	68	285	-76% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	1	-	
Service Hours	1	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
Valid TEDS Data	100%	83%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	50%	-50% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

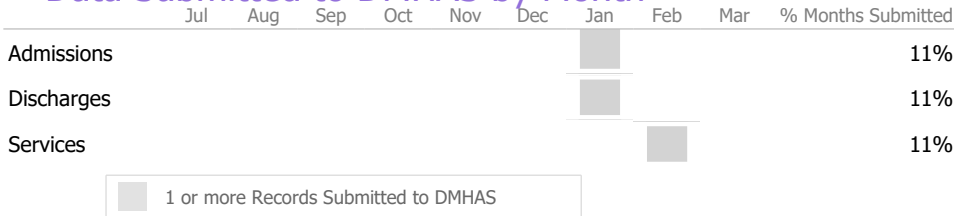
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	100%	50%	28%	50% ▲
Abstinence/Reduced Drug Use		1	100%	55%	53%	45% ▲
Improved/Maintained Function Score		1	100%	75%	79%	25% ▲
Not Arrested		1	100%	75%	81%	25% ▲
Stable Living Situation		1	100%	95%	82%	5% ▲
Self Help		0	0%	60%	32%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	58%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

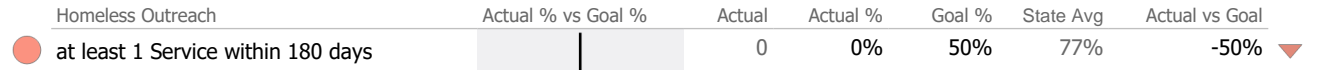
* State Avg based on 59 Active Standard IOP Programs

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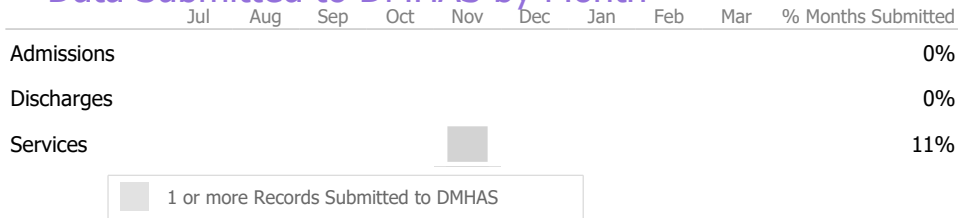
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	56	-55% ▼
Admits	-	12	-100% ▼
Discharges	-	33	-100% ▼
Service Hours	1	79	-99% ▼

Service Engagement



Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	46	-41% ▼
Admits	1	45	-98% ▼
Discharges	1	21	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	88%	63%
On-Time Periodic		
6 Month Updates	0%	37%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	47%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		27	100%	75%	69%	25% ▲
● Stable Living Situation		24	89%	95%	64%	-6%
● Abstinence/Reduced Drug Use		7	26%	55%	54%	-29% ▼
● Employed		5	19%	50%	30%	-31% ▼
● Self Help		1	4%	60%	23%	-56% ▼
● Improved/Maintained Function Score		0	0%	75%	32%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█									11%
Discharges	█									11%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Buprenorphine 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	177	226	-22% ▼
Admits	20	24	-17% ▼
Discharges	9	63	-86% ▼
Service Hours	324	767	-58% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	89%
Valid TEDS Data	69%	67%
On-Time Periodic		
6 Month Updates	0%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	52%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		68	43%	75%	46%	-32% ▼
Employed		19	11%	50%	30%	-39% ▼
Abstinence/Reduced Drug Use		16	9%	55%	32%	-46% ▼
Not Arrested		33	19%	75%	58%	-56% ▼
Self Help		1	1%	60%	16%	-59% ▼
Stable Living Situation		36	20%	95%	59%	-75% ▼

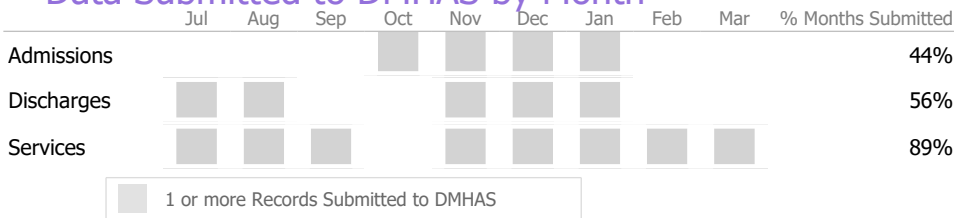
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		70	41%	90%	41%	-49% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	70%	75%	45%	-5%

Data Submitted to DMHAS by Month



▲ > 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	98	91	8%
Admits	93	78	19% ▲
Discharges	82	79	4%
Bed Days	4,147	4,640	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		41	50%	70%	75%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		74	90%	85%	90%	5%
● Follow-up within 30 Days of Discharge		25	61%	90%	56%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		71	72%	70%	77%	2%
● Improved/Maintained Function Score		60	73%	95%	92%	-22% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	54 days	0.2	75%	90%	75%	-15% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

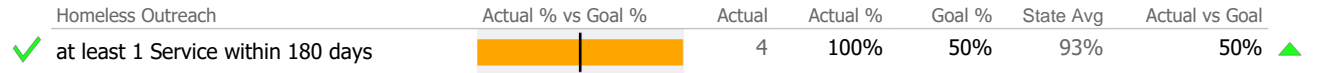
* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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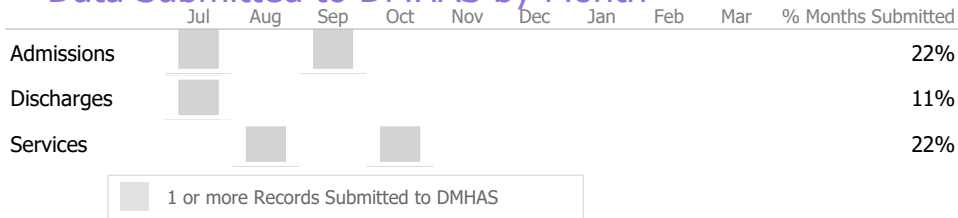
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	4	5	-20% ▼
Discharges	1	3	-67% ▼
Service Hours	35	54	-35% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	98	9%
Admits	53	85	-38% ▼
Discharges	17	53	-68% ▼
Service Hours	94	301	-69% ▼
Social Rehab/PHP/IOP Days	167	670	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	84%
Valid TEDS Data	97%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
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		4	24%	50%	50%	-26% ▼
Follow-up within 30 Days of Discharge		1	25%	90%	54%	-65% ▼

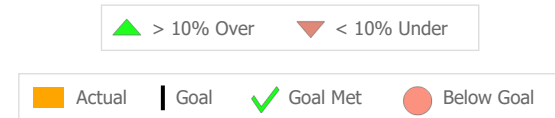
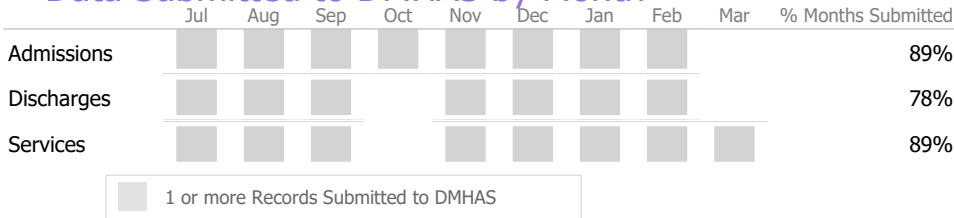
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		93	86%	75%	81%	11% ▲
Abstinence/Reduced Drug Use		68	63%	55%	53%	8%
Stable Living Situation		87	81%	95%	82%	-14% ▼
Improved/Maintained Function Score		56	79%	75%	79%	4%
Employed		25	23%	50%	28%	-27% ▼
Self Help		23	21%	60%	32%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		56	62%	90%	58%	-28% ▼

Data Submitted to DMHAS by Month



* State Avg based on 59 Active Standard IOP Programs

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