

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,783	1,666	7%
	Admits	1,163	1,087	7%
	Discharges	1,190	1,016	17%
	Service Hours	3,492	3,739	-7%
	Bed Days	19,942	21,434	-7%

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

Consumer Satisfaction Survey

(Based on 1,895 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	97%	97%	80%	92%
✓ Overall	97%	97%	80%	91%
✓ Quality and Appropriateness	96%	96%	80%	93%
✓ General Satisfaction	96%	96%	80%	92%
✓ Respect	93%	93%	80%	91%
✓ Outcome	92%	92%	80%	83%
✓ Access	91%	91%	80%	88%
✓ Recovery	87%	87%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Addiction

	Outpatient	631	33.1%
Medication Assisted Treatment		458	24.0%
Residential Services		456	23.9%
Recovery Support		150	7.9%
Employment Services		132	6.9%

Mental Health

	Case Management	55	2.9%
	Employment Services	25	1.3%

Client Demographics

Age

Age	#	%	State Avg
18-25	52	3%	9%
26-34	392	22%	20%
35-44	642	36%	25%
45-54	383	21%	18%
55-64	249	14%	19%
65+	65	4%	10%

Gender

Gender	#	%	State Avg
Male	1,246	70%	59%
Female	535	30%	40%

Race

Race	#	%	State Avg
White/Caucasian	1,036	58%	59%
Other	393	22%	12%
Black/African American	342	19%	17%
Asian	4	0%	1%
Am. Indian/Native Alaskan	3	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown	1	0%	9%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,465	82%	64%
Hisp-Puerto Rican	253	14%	10%
Hispanic-Other	49	3%	10%
Unknown	12	1%	14%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban		0%	

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	132	145	-9%
Admits	58	96	-40% ▼
Discharges	59	74	-20% ▼
Service Hours	466	648	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	█	28	21%	35%	30%	-14% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	73	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	█	99% █

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	█	98% █

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 9 Active Employment Services Programs

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

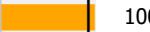
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	212	35	506%	▲
Admits	208	30	593%	▲
Discharges	207	31	568%	▲
Bed Days	7,961	2,007	297%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		149	72%	70%	75%	2%
● No Re-admit within 30 Days of Discharge		162	78%	85%	90%	-7%
● Follow-up within 30 Days of Discharge		66	44%	90%	56%	-46% ▼

Data Submission Quality

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

Recovery

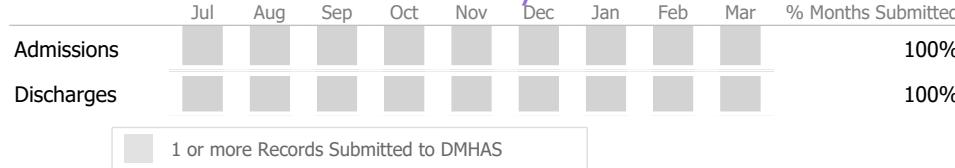
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		193	89%	70%	77%	19% ▲
✓ Improved/Maintained Function Score		200	97%	95%	92%	2% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	50 days	0.0	241%	90%	75%	151% ▲



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal | Goal Met | Below Goal

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

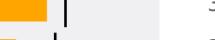
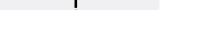
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	631	674	-6%
Admits	274	345	-21% 
Discharges	298	317	-6%
Service Hours	2,826	2,985	-5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	89%
✓ Valid TEDS Data	99%	67%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	17%	9%
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		63	21%	50%	52%	-29% 
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		505	75%	75%	58%	0%
● Abstinence/Reduced Drug Use		307	46%	55%	32%	-9% 
● Employed		206	31%	50%	30%	-19% 
● Stable Living Situation		486	72%	95%	59%	-23% 
● Improved/Maintained Function Score		268	45%	75%	46%	-30% 
● Self Help		57	8%	60%	16%	-52% 

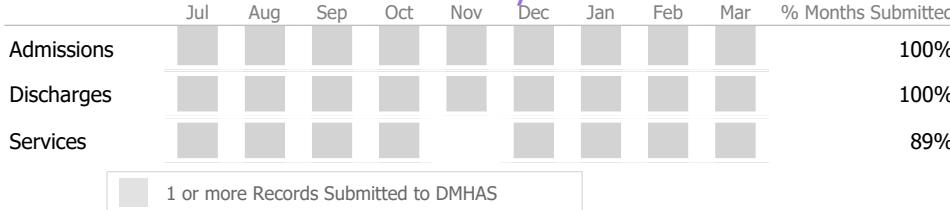
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		342	91%	90%	41%	1% 

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Outpatient		78	31%	75%	45%	-44% 

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	458	355	29%	▲
Admits	365	269	36%	▲
Discharges	358	247	45%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
Valid TEDS Data	84%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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		352	98%	50%	57%	48% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		370	76%	50%	65%	26% ▲
● Not Arrested		352	73%	75%	93%	-2%
✓ Improved/Maintained Function Score		351	92%	75%	55%	17% ▲
● Employed		31	6%	40%	38%	-34% ▼
● Stable Living Situation		245	51%	90%	87%	-39% ▼
● Self Help		32	7%	60%	47%	-53% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		24	5%	50%	67%	-45% ▼

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	250	165	52% ▲
Admits	226	136	66% ▲
Discharges	193	139	39% ▲
Bed Days	10,966	8,588	28% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 70%;"><div style="width: 100%;"></div></div>	168	87%	70%	75%	17% ▲
✓ No Re-admit within 30 Days of Discharge	<div style="width: 92%;"><div style="width: 100%;"></div></div>	178	92%	85%	90%	7% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 65%;"><div style="width: 100%;"></div></div>	109	65%	90%	56%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 93%
✓ Valid TEDS Data	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 94%
On-Time Periodic		
6 Month Updates	<div style="width: 50%;"><div style="width: 100%;"></div></div>	N/A 50%
Diagnosis		
✓ Valid Axis I Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% 100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	<div style="width: 85%;"><div style="width: 100%;"></div></div>	214	85%	70%	77%	15% ▲
✓ Improved/Maintained Function Score	<div style="width: 98%;"><div style="width: 100%;"></div></div>	190	98%	95%	92%	3% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div style="width: 51%;"><div style="width: 100%;"></div></div>	78	62 days	0.2	51%	90%	75%	-39% ▼

< 90% 90-110% >110%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	20	25% ▲
Admits	14	13	8%
Discharges	18	9	100% ▲
Service Hours	201	107	87% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	█	6	24%	35%	41%	-11% ▼

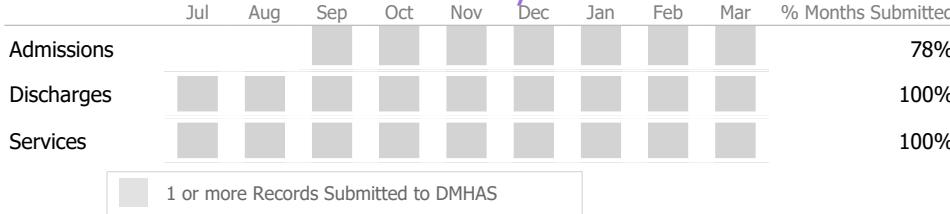
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	█	6	86%	90%	95%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	█	100% ✓
On-Time Periodic		
6 Month Updates	█	100% ✓

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

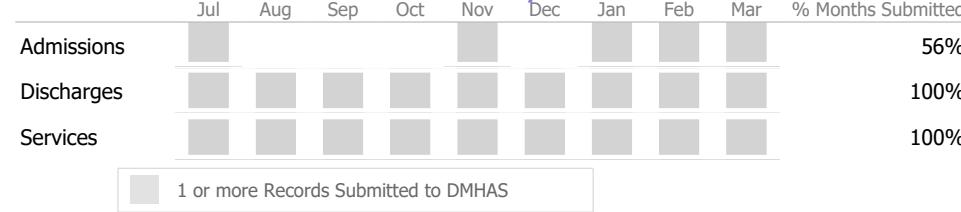
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	41	34%
Admits	18	15	20%
Discharges	21	7	200%
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		18	100%	50%	93%	50%

Data Submitted to DMHAS by Month



* State Avg based on 58 Active Outreach & Engagement Programs

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