

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	996	1,080	-8%
	Admits	517	614	-16% ▼
	Discharges	517	637	-19% ▼
	Service Hours	13,719	14,006	-2%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Case Management	996	100.0%

### Consumer Satisfaction Survey

(Based on 140 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		99%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		97%	80%	83%
✓ Recovery		95%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	24	2%	9%
26-34	187	19%	20%
35-44	368	37% ▲	25%
45-54	246	25%	18%
55-64	158	16%	19%
65+	13	1%	10%

Gender	#	%	State Avg
Male	555	56%	59%
Female	440	44%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	500	50% ▼	64%
Unknown	452	45% ▲	14%
Hisp-Puerto Rican	35	4%	10%
Hispanic-Other	8	1%	10%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	401	40% ▼	59%
Unknown	277	28% ▲	9%
Other	178	18%	12%
Black/African American	129	13%	17%
Am. Indian/Native Alaskan	4	0%	1%
Asian	4	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
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	375	385	-3%
Admits	187	195	-4%
Discharges	193	197	-2%
Service Hours	4,479	3,658	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	31%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		37	19%	50%	46%	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		172	43%	20%	31%	23% ▲
✓ Self Help		305	77%	60%	40%	17% ▲
● Stable Living Situation		308	77%	80%	64%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		180	88%	90%	69%	-2%

### 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 Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	470	506	-7%
Admits	206	262	-21% ▼
Discharges	195	247	-21% ▼
Service Hours	8,137	9,306	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	70%	70%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		408	85%	50%	86%	35% ▲
✓ Employed		152	32%	20%	32%	12% ▲
✓ Self Help		316	66%	60%	67%	6%
● Stable Living Situation		365	76%	80%	77%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		258	91%	90%	91%	1%

### 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

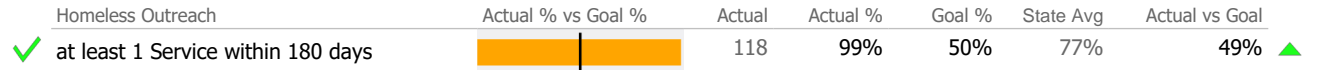
\* State Avg based on 1 Active Intensive Case Management Programs

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

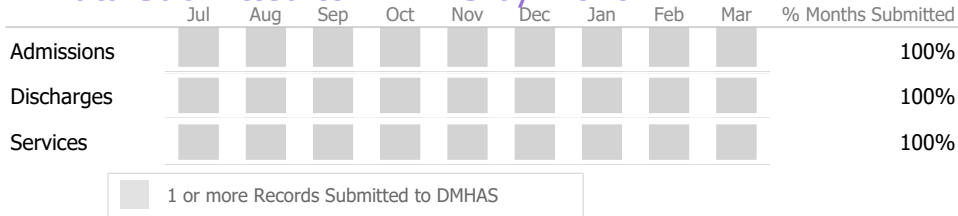
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	168	185	-9%
Admits	124	153	-19% ▼
Discharges	129	148	-13% ▼
Service Hours	1,103	1,043	6%

### 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