

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,111	1,219	-9%
	Admits	366	788	-54% ▼
	Discharges	225	596	-62% ▼
	Service Hours	2,367	6,574	-64% ▼
	Bed Days	5,467	5,466	0%
	S.Rehab/PHP/IOP	167	910	-82% ▼

▲ > 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	#	%
<b>Addiction</b>	Outpatient	878	72.9%
	IOP	108	9.0%
	Residential Services	98	8.1%
	Medication Assisted Treatment	27	2.2%
	Case Management	26	2.2%
	<b>Mental Health</b>	Case Management	67

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	96	9%	9%	Male	577	52%	60%
26-34	255	23%	20%	Female	533	48%	40%
35-44	342	31%	25%	Transgender			0%
45-54	214	20%	18%				
55-64	135	12%	18%				
65+	46	4%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	841	76% ▲	64%	White/Caucasian	827	74% ▲	58%
Hisp-Puerto Rican	177	16%	10%	Other	122	11%	12%
Hispanic-Other	62	6%	11%	Black/African American	102	9%	17%
Unknown	18	2% ▼	15%	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	703	729	-4%
Admits	180	442	-59% ▼
Discharges	97	239	-59% ▼
Service Hours	1,845	4,772	-61% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	90%
Valid TEDS Data	86%	66%
<b>On-Time Periodic</b>		
6 Month Updates	0%	9%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		62	64%	50%	53%	14% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		449	64%	75%	61%	-11% ▼
● Employed		263	37%	50%	32%	-13% ▼
● Abstinence/Reduced Drug Use		298	42%	55%	34%	-13% ▼
● Improved/Maintained Function Score		353	54%	75%	52%	-21% ▼
● Stable Living Situation		488	69%	95%	62%	-26% ▼
● Self Help		41	6%	60%	18%	-54% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		294	48%	90%	45%	-42% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		57	32%	75%	47%	-43% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	67%
Services	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

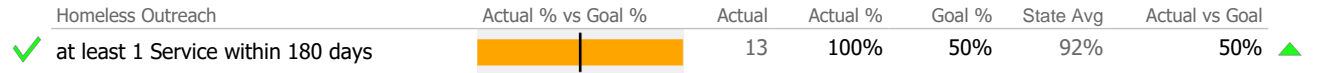
\* State Avg based on 104 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	84	-38% ▼
Admits	13	48	-73% ▼
Discharges	14	46	-70% ▼
Service Hours	68	331	-80% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 60 Active Outreach & Engagement Programs

### 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%	86%
Valid TEDS Data	100%	85%
On-Time Periodic 6 Month Updates	N/A	1%
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%	54%	-50% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

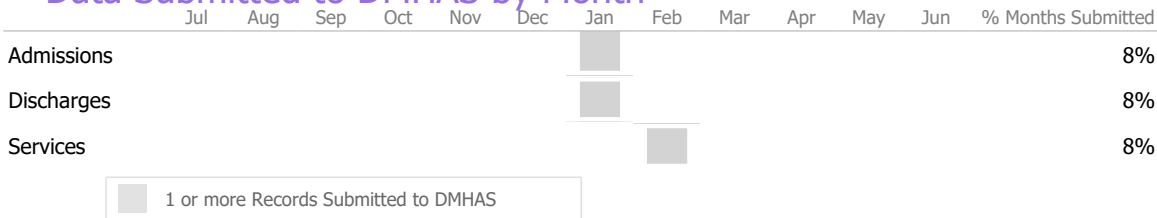
### Recovery

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%	58%	45% ▲
Improved/Maintained Function Score		1	100%	75%	76%	25% ▲
Not Arrested		1	100%	75%	81%	25% ▲
Stable Living Situation		1	100%	95%	84%	5% ▲
Self Help		0	0%	60%	35%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	59%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 60 Active Standard IOP Programs

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

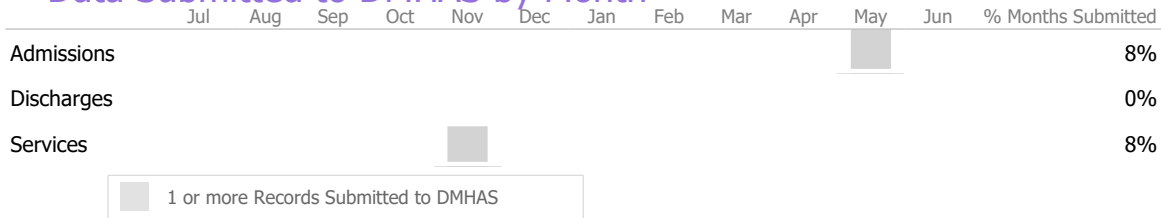
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	57	-54% ▼
Admits	1	13	-92% ▼
Discharges	-	34	-100% ▼
Service Hours	1	85	-99% ▼

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	76%	-50% ▼

### 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	56	-52% ▼
Admits	1	55	-98% ▼
Discharges	1	31	-97% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	88%	64%
<b>On-Time Periodic</b>		
6 Month Updates	0%	39%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

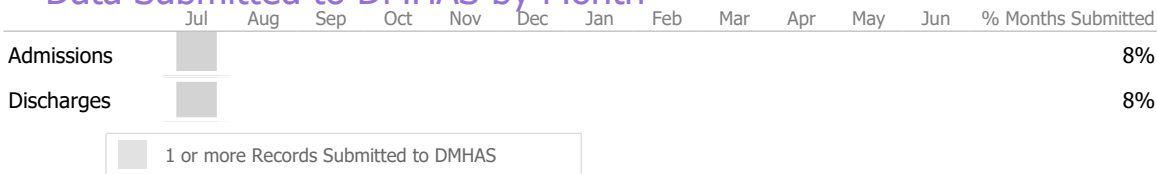
### Discharge Outcomes

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		27	100%	75%	72%	25% ▲
● Stable Living Situation		24	89%	95%	66%	-6%
● Abstinence/Reduced Drug Use		7	26%	55%	55%	-29% ▼
● Employed		5	19%	50%	30%	-31% ▼
● Self Help		1	4%	60%	25%	-56% ▼
● Improved/Maintained Function Score		0	0%	75%	36%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 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	25	-20% ▼
Discharges	9	69	-87% ▼
Service Hours	324	910	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Valid TEDS Data	69%	66%
<b>On-Time Periodic</b>		
6 Month Updates	0%	9%
<b>Diagnosis</b>		
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%	53%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		77	44%	75%	52%	-31% ▼
Employed		19	11%	50%	32%	-39% ▼
Abstinence/Reduced Drug Use		16	9%	55%	34%	-46% ▼
Not Arrested		33	19%	75%	61%	-56% ▼
Self Help		1	1%	60%	18%	-59% ▼
Stable Living Situation		36	20%	95%	62%	-75% ▼

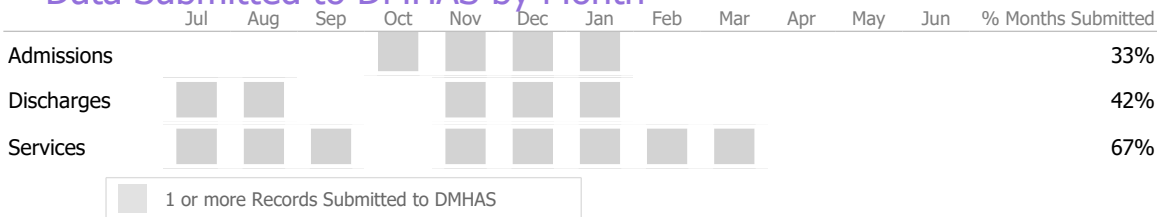
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		70	41%	90%	45%	-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%	47%	-5%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 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	100	-2%
Admits	93	87	7%
Discharges	85	94	-10%
Bed Days	5,467	5,323	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	94%
<b>On-Time Periodic</b>		
6 Month Updates	0%	20%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		44	52%	70%	75%	-18% ▼
No Re-admit within 30 Days of Discharge		77	91%	85%	90%	6%
Follow-up within 30 Days of Discharge		28	64%	90%	56%	-26% ▼

### Recovery

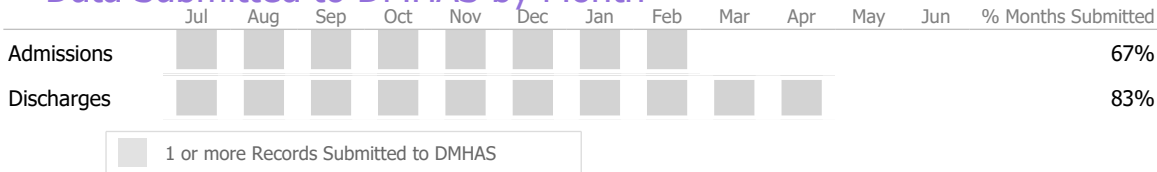
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		72	73%	70%	78%	3%
Improved/Maintained Function Score		63	73%	95%	92%	-22% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	80 days	0.1	75%	90%	75%	-15% ▼

Legend: ■ < 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

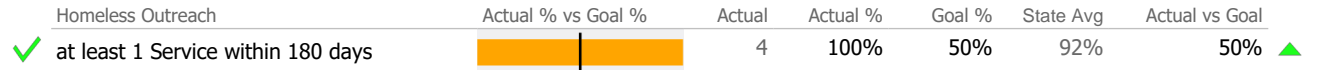
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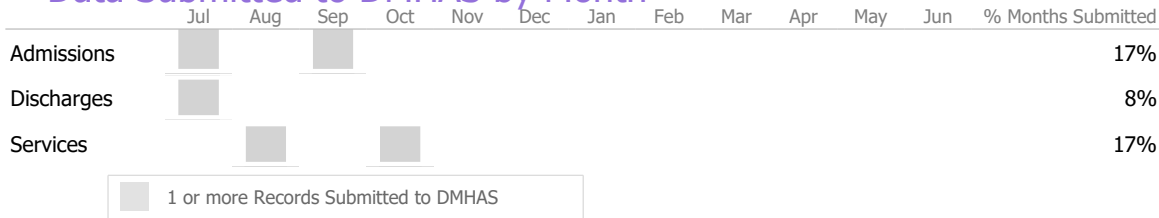
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	4	5	-20% ▼
Discharges	1	3	-67% ▼
Service Hours	35	83	-58% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 60 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	123	-13% ▼
Admits	53	113	-53% ▼
Discharges	17	75	-77% ▼
Service Hours	94	392	-76% ▼
Social Rehab/PHP/IOP Days	167	910	-82% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
Valid TEDS Data	97%	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	1%
<b>Diagnosis</b>		
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%	54%	-26% ▼
Follow-up within 30 Days of Discharge		1	25%	90%	54%	-65% ▼

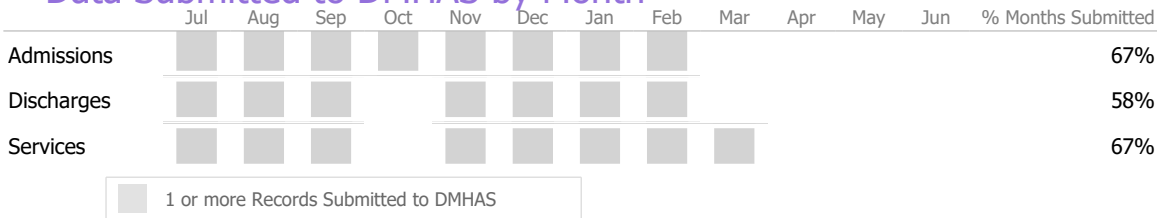
### Recovery

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%	58%	8%
Stable Living Situation		87	81%	95%	84%	-14% ▼
Improved/Maintained Function Score		63	73%	75%	76%	-2%
Employed		25	23%	50%	28%	-27% ▼
Self Help		23	21%	60%	35%	-39% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		56	62%	90%	59%	-28% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 60 Active Standard IOP Programs

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