

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,134	941	21% ▲
	Admits	288	405	-29% ▼
	Discharges	191	230	-17% ▼
	Service Hours	193	263	-27% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	950	82.0%
	Case Management	132	11.4%
<b>Mental Health</b>	Outpatient	37	3.2%
	Residential Services	3	0.3%
	Case Management	36	3.1%
<b>Forensic SA</b>	Case Management	36	3.1%

### Consumer Satisfaction Survey

(Based on 87 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Quality and Appropriateness		79%	80%	93%
Participation in Treatment		78%	80%	92%
Respect		76%	80%	91%
Overall		74%	80%	91%
Recovery		73%	80%	79%
General Satisfaction		68%	80%	92%
Outcome		67%	80%	83%
Access		66%	80%	88%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	58	5%	9%	Male	872	77%	▲ 58%
26-34	303	27%	21%	Female	261	23%	▼ 42%
35-44	338	30%	22%	Transgender			0%
45-54	226	20%	19%				
55-64	160	14%	20%				
65+	48	4%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	518	46%	▼ 70%	Black/African American	362	32%	▲ 17%
Hisp-Puerto Rican	242	21%	12%	Other	314	28%	▲ 13%
Unknown	208	18%	10%	White/Caucasian	203	18%	▼ 62%
Hispanic-Other	161	14%	8%	Unknown	189	17%	▲ 6%
Hispanic-Mexican	3	0%	0%	Asian	38	3%	1%
Hispanic-Cuban	2	0%	0%	Multiple Races	14	1%	1%
				Am. Indian/Native Alaskan	13	1%	1%
				Hawaiian/Other Pacific Islander	1	0%	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	37	28	32% ▲
Admits	8	26	-69% ▼
Discharges	1	5	-80% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic		
6 Month Updates	0%	52%
Co-occurring		
MH Screen Complete	88%	75%
SA Screen Complete	38%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	32%	30%	22%	2%
Social Support		23	62%	60%	60%	2%
Stable Living Situation		30	81%	95%	74%	-14% ▼

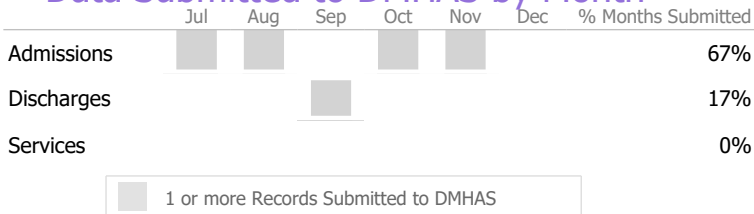
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	81%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	76%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 85 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	3	2	50% ▲
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	90%
Co-occurring		
MH Screen Complete	100%	88%
SA Screen Complete	0%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	76%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	83%	40% ▲
Stable Living Situation		3	100%	85%	97%	15% ▲
Employed		0	0%	25%	11%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	99%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

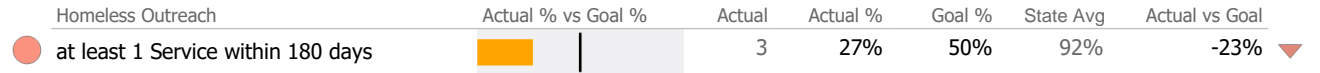
\* State Avg based on 25 Active Residential Support Programs

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

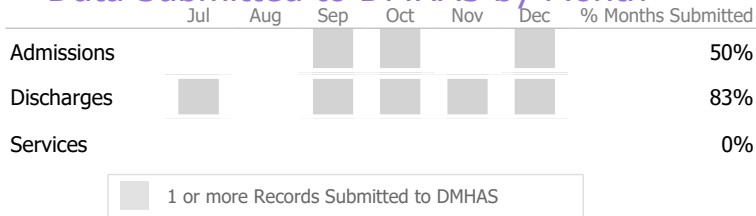
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	106	17% ▲
Admits	11	25	-56% ▼
Discharges	100	6	1567% ▲
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 45 Active Outreach & Engagement Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	1	-	
Service Hours	193	206	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	90%	3%

### Service Utilization

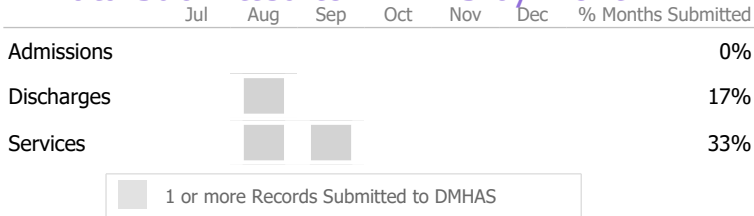
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	5	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	-	14	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 98%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	63%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	100%	60%	73%	40% ▲
✓ Employed		2	22%	20%	17%	2%
● Stable Living Situation		6	67%	80%	48%	-13% ▼
● Self Help		3	33%	60%	52%	-27% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	22%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	38	-29% ▼
Admits	3	15	-80% ▼
Discharges	-	32	-100% ▼
Service Hours	-	44	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
6 Month Updates	0%	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	63%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	59%	60%	73%	-1%
Self Help		12	44%	60%	52%	-16% ▼
Employed		0	0%	20%	17%	-20% ▼
Stable Living Situation		0	0%	80%	48%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	22%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	950	764	24% ▲
Admits	265	333	-20% ▼
Discharges	88	181	-51% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
Valid TEDS Data	89%	84%
<b>On-Time Periodic</b>		
6 Month Updates	0%	21%
<b>Co-occurring</b>		
MH Screen Complete	92%	90%
SA Screen Complete	85%	96%
<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		38	43%	50%	53%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		756	79%	75%	74%	4%
Abstinence/Reduced Drug Use		498	52%	55%	47%	-3%
Employed		240	25%	50%	30%	-25% ▼
Stable Living Situation		451	47%	95%	73%	-48% ▼
Self Help		51	5%	60%	18%	-55% ▼

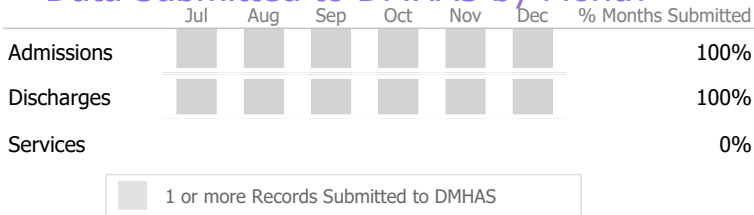
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	60%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	60%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

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