

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,306	1,105	18% ▲
	Admits	512	623	-18% ▼
	Discharges	249	365	-32% ▼
	Service Hours	3,898	437	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	1,124	84.9%
	Case Management	139	10.5%
<b>Mental Health</b>	Outpatient	37	2.8%
	Residential Services	3	0.2%
	Case Management	21	1.6%
<b>Forensic SA</b>	Case Management	21	1.6%

### 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	79	6%	10%	Male	1,013	78%	58% ▲
26-34	356	27%	22%	Female	292	22%	42% ▼
35-44	392	30%	23%	Transgender			0%
45-54	248	19%	19%				
55-64	179	14%	19%				
65+	51	4%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	583	45%	69% ▼	Black/African American	400	31%	17% ▲
Unknown	265	20%	11%	Other	367	28%	13% ▲
Hisp-Puerto Rican	260	20%	12%	Unknown	254	19%	6% ▲
Hispanic-Other	192	15%	8%	White/Caucasian	215	16%	62% ▼
Hispanic-Cuban	3	0%	0%	Asian	39	3%	1%
Hispanic-Mexican	3	0%	0%	Multiple Races	17	1%	1%
				Am. Indian/Native Alaskan	13	1%	0%
				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	30	23% ▲
Admits	10	28	-64% ▼
Discharges	1	6	-83% ▼
Service Hours	438	2	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic		
6 Month Updates	23%	55%
Co-occurring		
MH Screen Complete	90%	78%
SA Screen Complete	50%	79%
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%	34%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		25	68%	60%	62%	8%
Employed		12	32%	30%	23%	2%
Stable Living Situation		30	81%	95%	74%	-14% ▼

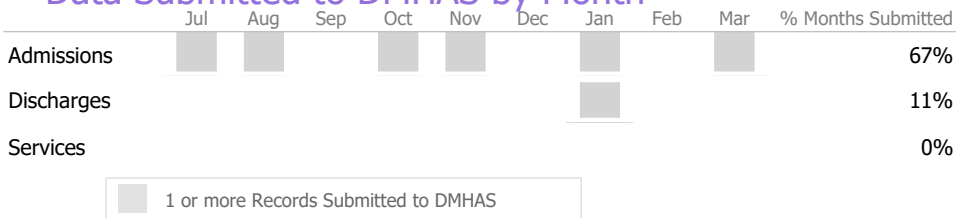
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	94%	90%	84%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	90%	75%	76%	15% ▲

### 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	2	1	100% ▲
Service Hours	5	1	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	93%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	0%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	50%	78%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	84%	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%	98%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										22%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

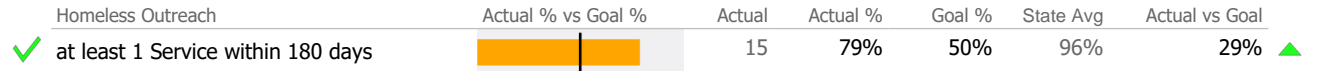
\* State Avg based on 25 Active Residential Support Programs

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

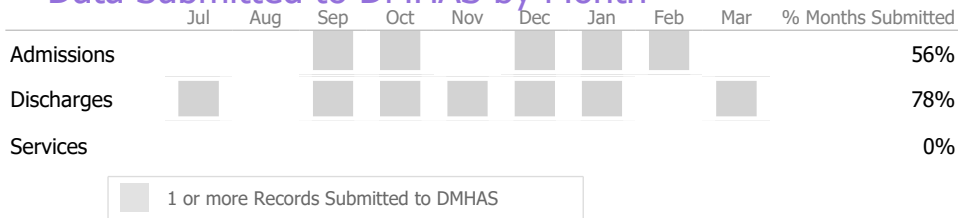
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	124	6%
Admits	19	43	-56% ▼
Discharges	106	12	783% ▲
Service Hours	42	3	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	250	367	-32% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	89%	3%

### Service Utilization

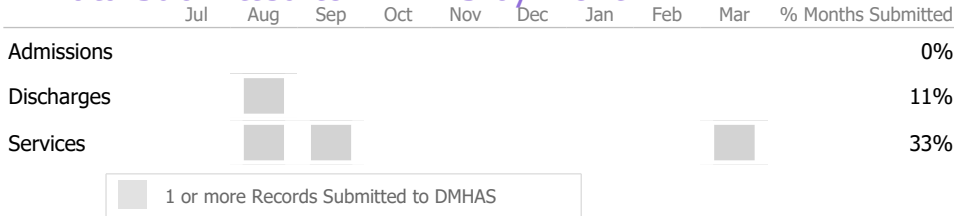
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		92%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	16	-63% ▼
Admits	3	11	-73% ▼
Discharges	3	13	-77% ▼
Service Hours	15	15	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	66%	-17% ▼

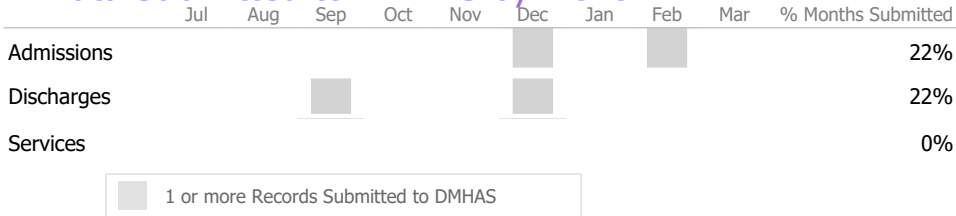
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	81%	23% ▲
Employed		2	33%	20%	19%	13% ▲
Stable Living Situation		5	83%	80%	56%	3%
Self Help		0	0%	60%	52%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	60%	10%

### Data Submitted to DMHAS by Month



▲ > 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	18	63	-71% ▼
Admits	16	40	-60% ▼
Discharges	5	58	-91% ▼
Service Hours	27	46	-41% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	66%	10% ▲

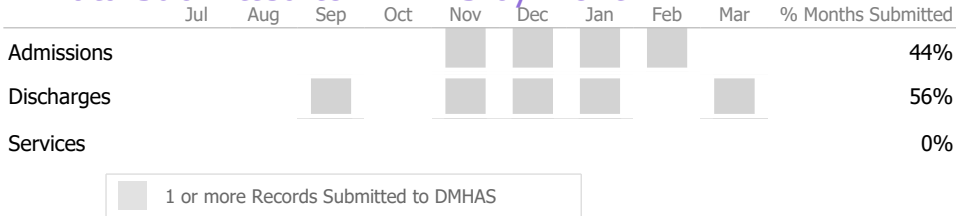
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	94%	60%	81%	34% ▲
● Employed		1	6%	20%	19%	-14% ▼
● Self Help		2	11%	60%	52%	-49% ▼
● Stable Living Situation		2	11%	80%	56%	-69% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	85%	90%	60%	-5%

### Data Submitted to DMHAS by Month



▲ > 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	1,124	898	25% ▲
Admits	463	499	-7%
Discharges	131	274	-52% ▼
Service Hours	3,122	4	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	90%	85%
<b>On-Time Periodic</b>		
6 Month Updates	1%	21%
<b>Co-occurring</b>		
MH Screen Complete	95%	91%
SA Screen Complete	91%	97%
<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		54	41%	50%	51%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		969	85%	75%	76%	10%
Abstinence/Reduced Drug Use		626	55%	55%	48%	0%
Employed		318	28%	50%	31%	-22% ▼
Stable Living Situation		635	56%	95%	76%	-39% ▼
Self Help		53	5%	60%	18%	-55% ▼

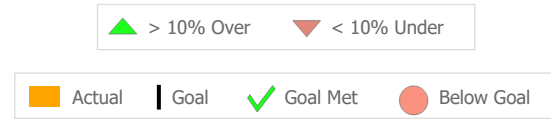
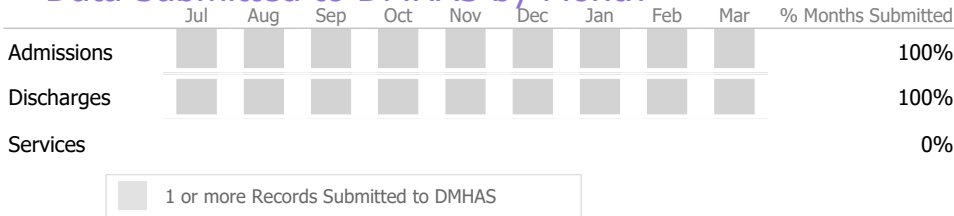
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		447	45%	90%	69%	-45% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		151	33%	75%	62%	-42% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 109 Active Standard Outpatient Programs

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