

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	198	269	-26% ▼
	Admits	269	334	-19% ▼
	Discharges	248	379	-35% ▼
	Service Hours	1,357	1,544	-12% ▼
	Bed Days	13,643	15,893	-14% ▼

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

### Consumer Satisfaction Survey (Based on 117 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		86%	80%	91%
✓ Overall		84%	80%	91%
✓ Quality and Appropriateness		82%	80%	93%
✓ Participation in Treatment		80%	80%	92%
● Recovery		77%	80%	79%
● General Satisfaction		76%	80%	92%
● Outcome		76%	80%	83%
● Access		74%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Residential Services	124	37.7%
	Outpatient	108	32.8%
	Medication Assisted Treatment	52	15.8%
<b>Mental Health</b>	Community Support	23	7.0%
	Residential Services	22	6.7%

### Client Demographics

Age	#	%	State Avg
18-25	22	11%	10%
26-34	62	31%	22%
35-44	52	26%	23%
45-54	34	17%	19%
55-64	26	13%	18%
65+	2	1%	7%

Gender	#	%	State Avg
Male	166	84%	▲ 59%
Female	32	16%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	149	75%	68%
Hisp-Puerto Rican	18	9%	11%
Hispanic-Other	17	9%	8%
Unknown	13	7%	12%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	120	61%	61%
Black/African American	34	17%	17%
Other	29	15%	13%
Unknown	12	6%	6%
Am. Indian/Native Alaskan	2	1%	0%
Hawaiian/Other Pacific Islander	1	1%	0%
Asian			1%
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	108	131	-18% ▼
Admits	93	104	-11% ▼
Discharges	76	115	-34% ▼
Service Hours	176	251	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	86%
Valid TEDS Data	99%	86%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	26%
<b>Co-occurring</b>		
MH Screen Complete	100%	92%
SA Screen Complete	100%	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		52	68%	50%	51%	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		106	97%	75%	79%	22% ▲
Abstinence/Reduced Drug Use		78	72%	55%	49%	17% ▲
Self Help		66	61%	60%	18%	1%
Stable Living Situation		74	68%	95%	78%	-27% ▼
Employed		3	3%	50%	32%	-47% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	97%	90%	72%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		58	62%	75%	61%	-13% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 111 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	46	67	-31% ▼
Admits	39	52	-25% ▼
Discharges	32	60	-47% ▼
Bed Days	3,325	4,745	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	88%
Valid TEDS Data	99%	98%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	4%
<b>Co-occurring</b>		
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
<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		21	66%	70%	68%	-4%
No Re-admit within 30 Days of Discharge		31	97%	85%	89%	12% ▲
Follow-up within 30 Days of Discharge		12	57%	90%	71%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		30	65%	70%	69%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	103 days	0.2	61%	90%	83%	-29% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	90	-12% ▼
Admits	71	72	-1%
Discharges	62	81	-23% ▼
Bed Days	5,928	5,975	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	88%
Valid TEDS Data	99%	98%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	4%
<b>Co-occurring</b>		
MH Screen Complete	99%	88%
SA Screen Complete	99%	88%
<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		39	63%	70%	68%	-7%
No Re-admit within 30 Days of Discharge		48	77%	85%	89%	-8%
Follow-up within 30 Days of Discharge		24	62%	90%	71%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		60	75%	70%	69%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	103 days	0.1	85%	90%	83%	-5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	2	1	100% ▲
Discharges	1	2	-50% ▼
Bed Days	1,449	1,497	-3%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	75%	70%	25% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	77%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

### Data Submission Quality

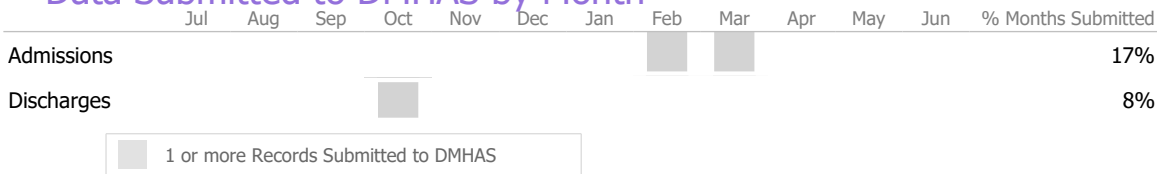
Data Entry	Actual	State Avg
Valid NOMS Data		87% 97%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 87%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		100% 86%
✓ SA Screen Complete		100% 87%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	5	1,622 days	0.3	79%	90%	91%	-11% ▼

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	26	-58% ▼
Admits	8	10	-20% ▼
Discharges	8	22	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	79%
Valid TEDS Data	100%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	17%
<b>Co-occurring</b>		
MH Screen Complete	100%	95%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

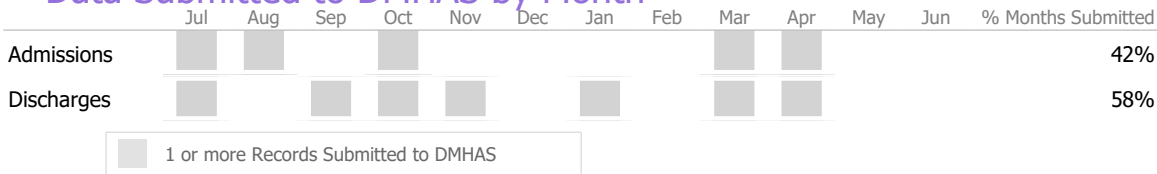
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	75%	50%	70%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		10	83%	55%	46%	28% ▲
Not Arrested		12	100%	75%	68%	25% ▲
Stable Living Situation		11	92%	95%	82%	-3%
Employed		6	50%	50%	35%	0%
Self Help		6	50%	60%	36%	-10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 7 Active Naltrexone Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	4	2	100% ▲
Discharges	4	3	33% ▲
Bed Days	1,516	2,041	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	83%
Co-occurring		
MH Screen Complete	100%	82%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	90%	10%

### Recovery

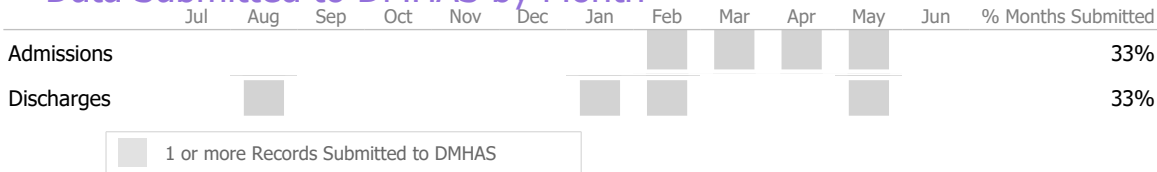
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	89%	60%	83%	29% ▲
✓ Stable Living Situation		9	100%	90%	97%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	782 days	0.3	69%	90%	90%	-21% ▼

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 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	186	209	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	81%
On-Time Periodic	Actual	State Avg
6 Month Updates	33%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	65%	56%	35% ▲

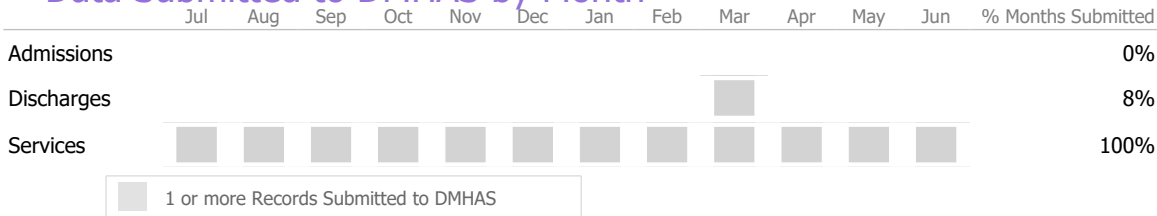
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	81%	40% ▲
Stable Living Situation		4	100%	80%	88%	20% ▲
Employed		1	25%	20%	13%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	73	-40% ▼
Admits	29	65	-55% ▼
Discharges	34	63	-46% ▼
Service Hours	488	404	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	88%
Valid TEDS Data	100%	95%
<b>On-Time Periodic</b>		
6 Month Updates	0%	23%
<b>Co-occurring</b>		
MH Screen Complete	100%	80%
SA Screen Complete	100%	89%
<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		23	68%	50%	48%	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		40	91%	75%	70%	16% ▲
✓ Abstinence/Reduced Drug Use		29	66%	55%	50%	11% ▲
● Stable Living Situation		33	75%	95%	67%	-20% ▼
● Employed		12	27%	50%	24%	-23% ▼
● Self Help		16	36%	60%	19%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	60%	90%	38%	-30% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 21 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	19	16	19% ▲
Admits	6	6	0%
Discharges	6	3	100% ▲
Service Hours	298	297	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	81%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	65%	56%	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	84%	60%	81%	24% ▲
✓ Stable Living Situation		18	95%	80%	88%	15% ▲
● Employed		2	11%	20%	13%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	11	-36% ▼
Admits	3	6	-50% ▼
Discharges	2	7	-71% ▼
Bed Days	1,425	1,635	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	93%
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		2	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	90%	10%

### Recovery

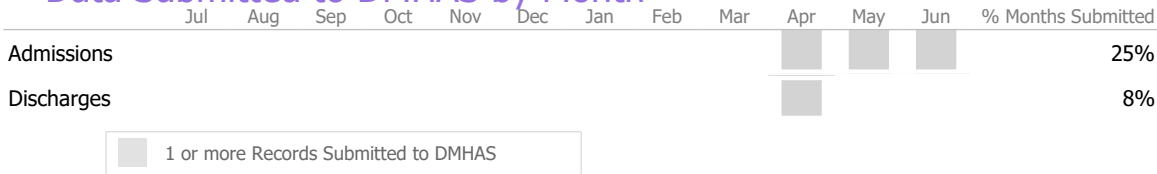
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	83%	26% ▲
✓ Stable Living Situation		7	100%	90%	97%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	427 days	0.3	65%	90%	90%	-25% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Group Home Programs