

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,464	1,267	16% ▲
	Admits	681	791	-14% ▼
	Discharges	355	500	-29% ▼
	Service Hours	5,266	625	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,273	85.5%
	Case Management	148	9.9%
Mental Health	Outpatient	40	2.7%
	Residential Services	4	0.3%
	Case Management	24	1.6%
Forensic SA	Case Management	24	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
18-25	93	6%	10%
26-34	393	27%	22%
35-44	443	30%	23%
45-54	275	19%	19%
55-64	194	13%	18%
65+	64	4%	7%

Gender	#	%	State Avg
Male	1,130	77%	▲ 59%
Female	333	23%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	660	45%	▼ 68%
Unknown	300	20%	12%
Hisp-Puerto Rican	288	20%	11%
Hispanic-Other	210	14%	8%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	3	0%	0%

Race	#	%	State Avg
Black/African American	451	31%	▲ 17%
Other	410	28%	▲ 13%
Unknown	283	19%	▲ 6%
White/Caucasian	247	17%	▼ 61%
Asian	41	3%	1%
Multiple Races	18	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	31	29% ▲
Admits	13	29	-55% ▼
Discharges	3	8	-63% ▼
Service Hours	520	3	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	88%	54%
Co-occurring		
MH Screen Complete	93%	80%
SA Screen Complete	57%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	36%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		28	70%	60%	62%	10%
Employed		13	32%	30%	24%	2%
Stable Living Situation		36	90%	95%	75%	-5%

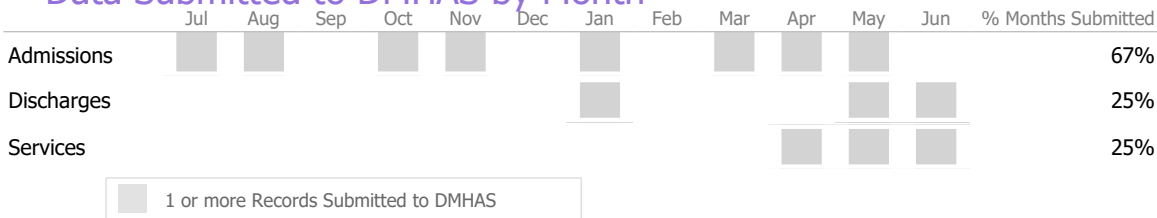
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	95%	90%	85%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	85%	75%	75%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 88 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	4	3	33% ▲
Admits	2	2	0%
Discharges	3	1	200% ▲
Service Hours	9	7	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	90%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	50%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	77%	-17% ▼

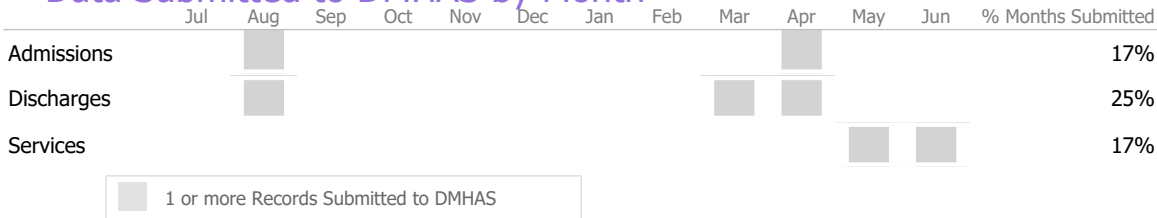
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	82%	40% ▲
Stable Living Situation		4	100%	85%	96%	15% ▲
Employed		0	0%	25%	11%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

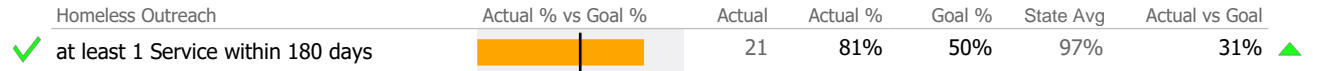
* State Avg based on 25 Active Residential Support Programs

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

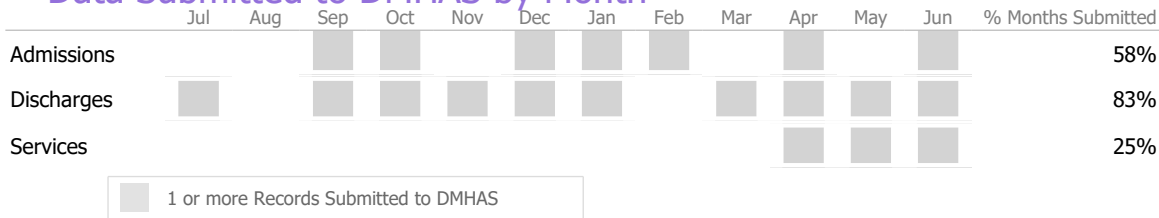
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	128	9%
Admits	26	47	-45% ▼
Discharges	117	15	680% ▲
Service Hours	65	10	

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	378	530	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	89%	4%

Service Utilization

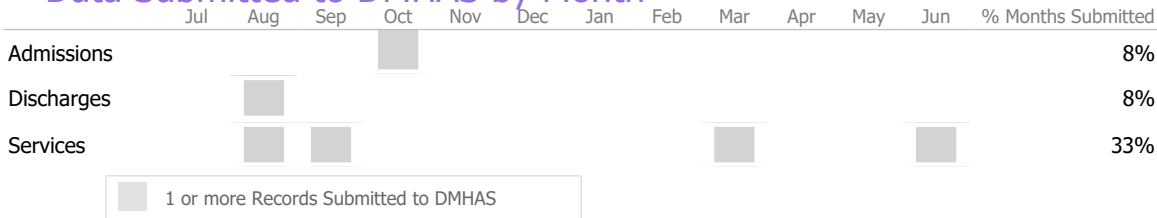
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	97%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	12	11	9%
Discharges	6	13	-54% ▼
Service Hours	32	15	107% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	50%	67%	-17% ▼

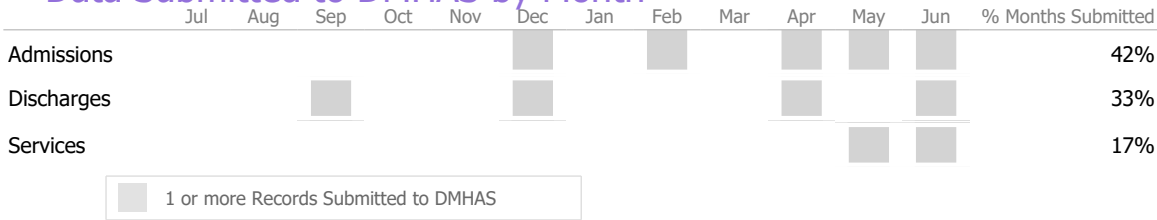
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	80%	60%	85%	20% ▲
Employed		4	27%	20%	26%	7%
Stable Living Situation		12	80%	80%	66%	0%
Self Help		1	7%	60%	60%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	67%	-1%

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	21	63	-67% ▼
Admits	19	40	-53% ▼
Discharges	18	61	-70% ▼
Service Hours	36	46	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	56%	50%	67%	6%

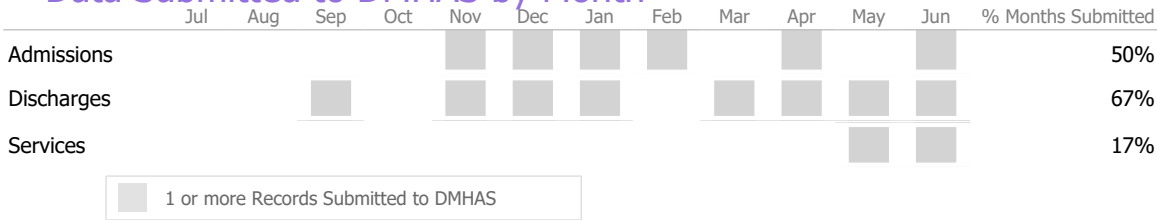
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	85%	35% ▲
● Employed		2	10%	20%	26%	-10% ▼
● Stable Living Situation		10	48%	80%	66%	-32% ▼
● Self Help		1	5%	60%	60%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	67%	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	1,273	1,059	20% ▲
Admits	608	661	-8%
Discharges	207	401	-48% ▼
Service Hours	4,228	15	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
Valid TEDS Data	87%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	54%	26%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	92%
SA Screen Complete	93%	96%
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		70	34%	50%	51%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,185	92%	75%	79%	17% ▲
Abstinence/Reduced Drug Use		816	63%	55%	49%	8%
Employed		421	33%	50%	32%	-17% ▼
Stable Living Situation		820	64%	95%	78%	-31% ▼
Self Help		82	6%	60%	18%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		658	59%	90%	72%	-31% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		251	41%	75%	61%	-34% ▼

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										■	■	■	25%

■ 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.