

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,118	1,457	-23% ▼
	Admits	1,261	1,760	-28% ▼
	Discharges	1,298	1,754	-26% ▼
	Service Hours	1,192	1,600	-25% ▼
	Bed Days	4,340	5,767	-25% ▼

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

Consumer Satisfaction Survey

(Based on 219 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		89%	80%	93%
✓ Respect		89%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		85%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		85%	80%	83%
✓ Access		80%	80%	88%
● Recovery		75%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	960	85.4%
	Medication Assisted Treatment	136	12.1%
Forensic SA	Case Management	15	1.3%
Mental Health	Case Management	13	1.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	57	5%	10%	Male	777	70%	▲ 59%
26-34	287	26%	22%	Female	339	30%	▼ 41%
35-44	341	31%	23%	Transgender			0%
45-54	234	21%	19%				
55-64	172	15%	18%				
65+	26	2%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	891	80%	▲ 68%	White/Caucasian	744	67%	61%
Hisp-Puerto Rican	139	12%	11%	Black/African American	203	18%	17%
Hispanic-Other	77	7%	8%	Other	152	14%	13%
Unknown	8	1%	▼ 12%	Unknown	11	1%	6%
Hispanic-Cuban	2	0%	0%	Multiple Races	3	0%	1%
Hispanic-Mexican	1	0%	0%	Asian	2	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Am. Indian/Native Alaskan	1	0%	0%

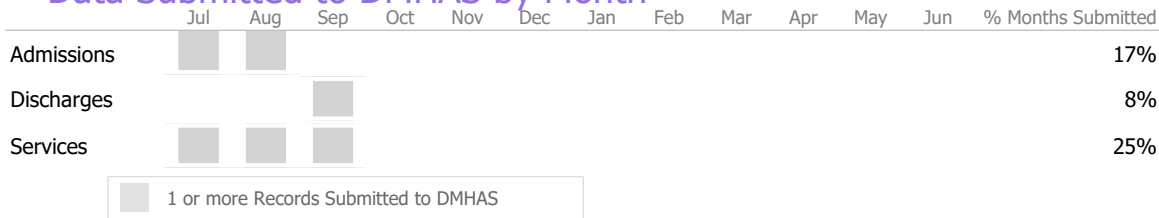
■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	40	-63% ▼
Admits	2	27	-93% ▼
Discharges	15	27	-44% ▼
Service Hours	13	136	-91% ▼

Data Submitted to DMHAS by Month



* State Avg based on 2 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	5	4	25% ▲
Admits	2	-	
Discharges	2	1	100% ▲

Data Submission Quality

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

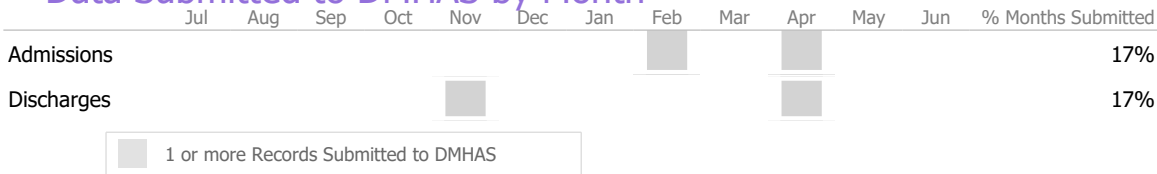
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	70%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		5	100%	55%	46%	45% ▲
✓ Not Arrested		5	100%	75%	68%	25% ▲
✓ Stable Living Situation		5	100%	95%	82%	5%
✓ Self Help		3	60%	60%	36%	0%
● Employed		1	20%	50%	35%	-30% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

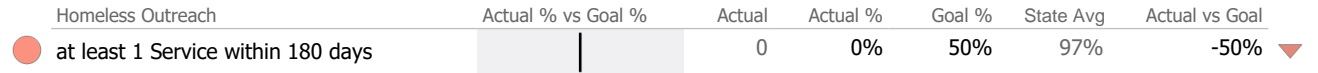
* State Avg based on 7 Active Naltrexone Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	21	-38% ▼
Admits	-	3	-100% ▼
Discharges	-	8	-100% ▼
Service Hours	-	97	-100% ▼

Service Engagement



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	11	▼
Admits	-	-	
Discharges	-	11	-100% ▼
Service Hours	-	1	-100% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	960	1,202	-20% ▼
Admits	1,226	1,567	-22% ▼
Discharges	1,229	1,575	-22% ▼
Bed Days	4,340	5,767	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	80%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		951	77%	80%	67%	-3%
No Re-admit within 30 Days of Discharge		931	76%	85%	80%	-9%
Follow-up within 30 Days of Discharge		537	56%	90%	54%	-34% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		24	4 days	0.0	50%	90%	72%	-40% ▼

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 7 Active Medically Monitored Detox 3.7D 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	199	-34% ▼
Admits	31	126	-75% ▼
Discharges	32	107	-70% ▼
Service Hours	1,180	1,367	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	99%	95%
On-Time Periodic		
6 Month Updates	100%	23%
Co-occurring		
MH Screen Complete	97%	80%
SA Screen Complete	97%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	47%	50%	48%	-3%

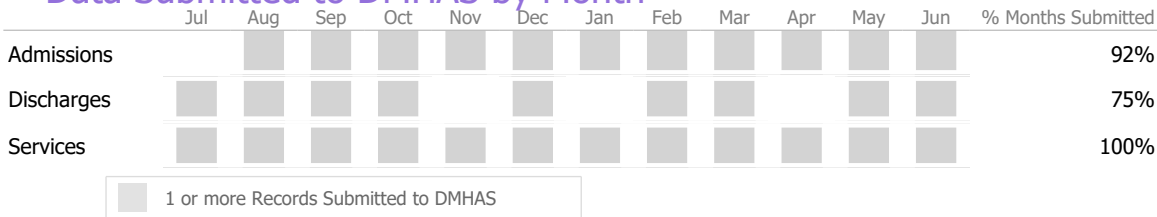
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		112	85%	55%	50%	30% ▲
Not Arrested		129	98%	75%	70%	23% ▲
Employed		73	55%	50%	24%	5%
Stable Living Situation		131	99%	95%	67%	4%
Self Help		14	11%	60%	19%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		100	100%	90%	38%	10%

Data Submitted to DMHAS by Month



▲ > 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.