

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,036	1,043	-1%
	Admits	455	458	-1%
	Discharges	430	419	3%
	Service Hours	8,266	5,790	43% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Case Management	1,036	100.0%

### Consumer Satisfaction Survey

(Based on 39 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		97%	80%	91%
✓ Outcome		92%	80%	83%
✓ Recovery		89%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	35	3%	9%
26-34	313	30%	21%
35-44	359	35% ▲	23%
45-54	184	18%	19%
55-64	141	14%	19%
65+	4	0%	9%

Gender	#	%	State Avg
Female	543	52% ▲	41%
Male	492	48% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	705	68%	68%
Unknown	256	25% ▲	11%
Hisp-Puerto Rican	59	6%	11%
Hispanic-Other	13	1%	8%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	602	58%	62%
Unknown	174	17% ▲	6%
Black/African American	131	13%	17%
Other	116	11%	13%
Am. Indian/Native Alaskan	8	1%	0%
Asian	4	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	294	324	-9%
Admits	94	140	-33% ▼
Discharges	83	118	-30% ▼
Service Hours	2,135	1,756	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	79%	56%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		50	60%	50%	69%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		134	45%	20%	29%	25% ▲
✓ Self Help		209	70%	60%	51%	10%
● Stable Living Situation		236	79%	80%	80%	-1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		192	90%	90%	77%	0%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 13 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	492	439	12% ▲
Admits	230	181	27% ▲
Discharges	209	180	16% ▲
Service Hours	5,681	3,369	69% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	86%
On-Time Periodic		
6 Month Updates	79%	79%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		411	82%	50%	83%	32% ▲
Self Help		320	64%	60%	65%	4%
Employed		110	22%	20%	22%	2%
Stable Living Situation		365	73%	80%	74%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		267	92%	90%	92%	2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

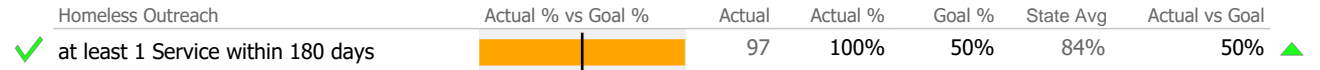
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Intensive Case Management Programs

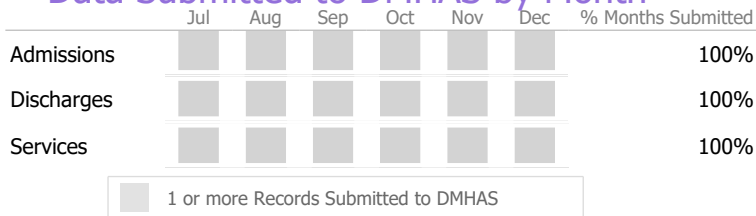
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	138	4%
Admits	98	73	34% ▲
Discharges	79	71	11% ▲
Service Hours	449	665	-33% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 22 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	170	-19% ▼
Admits	33	64	-48% ▼
Discharges	59	50	18% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	39%	56%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		53	90%	50%	69%	40% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		104	76%	80%	80%	-4%
Employed		20	15%	20%	29%	-5%
Self Help		70	51%	60%	51%	-9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 13 Active Standard Case Management Programs

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