

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,438	990	45%	▲
	Admits	859	453	90%	▲
	Discharges	834	492	70%	▲
	Service Hours	247	591	-58%	▼
	Bed Days	32,413	20,229	60%	▲

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

Consumer Satisfaction Survey

(Based on 140 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		93%	80%	83%
✓ Respect		93%	80%	91%
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Quality and Appropriateness		90%	80%	93%
✓ Recovery		89%	80%	79%
✓ General Satisfaction		87%	80%	92%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA	Forensics Community-based	1,109	77.0%
	Residential Services	242	16.8%
Addiction	Outpatient	89	6.2%

Client Demographics

Age	#	%	State Avg
18-25	235	16%	10%
26-34	401	28%	22%
35-44	367	26%	23%
45-54	248	17%	19%
55-64	141	10%	19%
65+	35	2%	8%

Gender	#	%	State Avg
Male	1,137	79%	▲ 59%
Female	298	21%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	934	65%	68%
Hispanic-Other	434	30%	▲ 8%
Hisp-Puerto Rican	54	4%	11%
Unknown	12	1%	▼ 12%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,088	76%	▲ 62%
Black/African American	272	19%	17%
Other	42	3%	13%
Asian	29	2%	1%
Unknown	6	0%	6%
Am. Indian/Native Alaskan	1	0%	0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	21	14% ▲
Admits	13	10	30% ▲
Discharges	7	8	-13% ▼
Service Hours	186	149	25% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	14%	75%	66%	-61% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%
✓ Valid TEDS Data		24%

Service Engagement

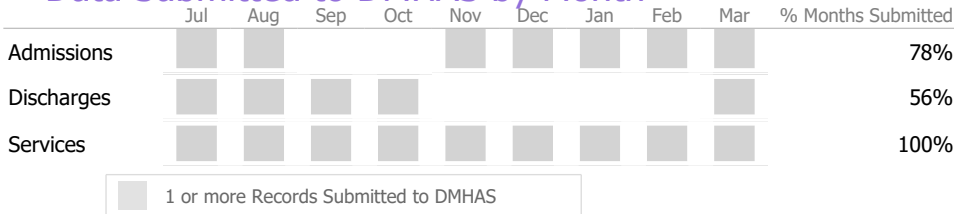
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		9	69%	75%	81%	-6%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		74%

Co-occurring	Actual	State Avg
✓ MH Screen Complete		44%
✓ SA Screen Complete		50%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Gambling 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	108	92	17% ▲
Admits	102	86	19% ▲
Discharges	99	82	21% ▲
Bed Days	4,021	3,517	14% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		77	78%	50%	81%	28% ▲
✓ No Re-admit within 30 Days of Discharge		87	89%	85%	91%	4%
● Follow-up within 30 Days of Discharge		61	79%	90%	71%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		73	63%	70%	81%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	44 days	0.1	73%	90%	79%	-17% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	105	-37% ▼
Admits	2	47	-96% ▼
Discharges	5	57	-91% ▼
Service Hours	61	442	-86% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	71%	85%
On-Time Periodic		
6 Month Updates	0%	15%
Co-occurring		
MH Screen Complete	100%	92%
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		2	40%	50%	50%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		24	36%	55%	42%	-19% ▼
Not Arrested		36	55%	75%	76%	-20% ▼
Employed		17	26%	50%	33%	-24% ▼
Stable Living Situation		38	58%	95%	75%	-37% ▼
Self Help		4	6%	60%	15%	-54% ▼

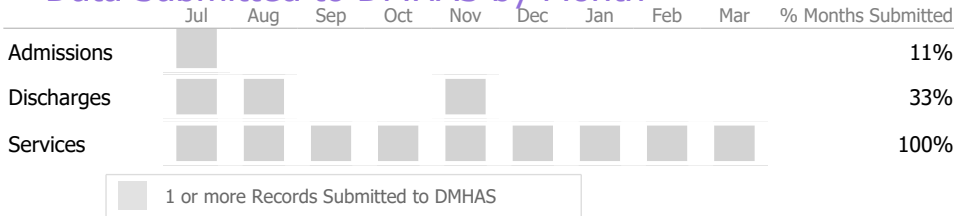
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	23%	90%	58%	-67% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	50%	75%	65%	-25% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

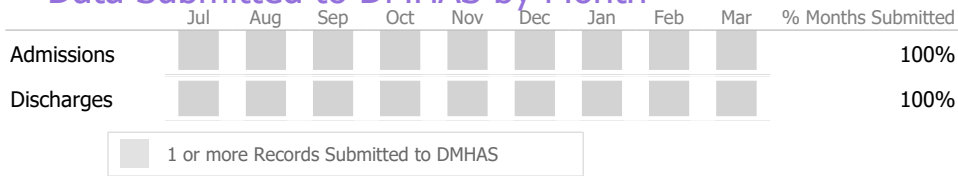
* State Avg based on 108 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,109	704	58% ▲
Admits	629	244	158% ▲
Discharges	621	291	113% ▲

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	75	79% ▲
Admits	113	66	71% ▲
Discharges	102	54	89% ▲
Bed Days	28,392	16,712	70% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	N/A	8%
Co-occurring		
MH Screen Complete	98%	95%
SA Screen Complete	98%	92%
Diagnosis		
Valid Axis I Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		73	72%	70%	69%	2%
✓ No Re-admit within 30 Days of Discharge		95	93%	85%	91%	8%
○ Follow-up within 30 Days of Discharge		31	42%	90%	69%	-48%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		98	73%	70%	66%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		90	74 days	0.5	115%	90%	89%	25% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	89%
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.