

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,277	1,079	18% ▲
	Admits	631	538	17% ▲
	Discharges	534	453	18% ▲
	Service Hours	5,887	5,097	15% ▲
	Bed Days	7,621	3,433	122% ▲
	S.Rehab/PHP/IOP	465	76	512%

Consumer Satisfaction Survey

(Based on 47 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ Access		98%	80%	88%
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Outcome		80%	80%	83%
● Recovery		67%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,153	77.3%
	IOP	127	8.5%
	Case Management	89	6.0%
	Residential Services	79	5.3%
Mental Health	Case Management	43	2.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	119	10%	10%	Female	670	53%	▲ 41%
26-34	314	26%	22%	Male	605	47%	▼ 59%
35-44	357	30%	23%	Transgender			0%
45-54	248	21%	19%				
55-64	135	11%	19%				
65+	35	3%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	938	73%	68%	White/Caucasian	948	74%	▲ 62%
Hisp-Puerto Rican	202	16%	11%	Other	146	11%	13%
Hispanic-Other	75	6%	8%	Black/African American	95	7%	17%
Unknown	49	4%	12%	Unknown	67	5%	6%
Hispanic-Mexican	12	1%	1%	Asian	7	1%	1%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	6	0%	0%
				Hawaiian/Other Pacific Islander	5	0%	0%
				Multiple Races	3	0%	1%

■ 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	827	706	17% ▲
Admits	254	289	-12% ▼
Discharges	209	148	41% ▲
Service Hours	3,331	3,127	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	87%
Valid TEDS Data	85%	85%
On-Time Periodic		
6 Month Updates	0%	15%
Co-occurring		
MH Screen Complete	91%	92%
SA Screen Complete	91%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		144	69%	50%	50%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		480	56%	75%	76%	-19% ▼
● Abstinence/Reduced Drug Use		306	36%	55%	42%	-19% ▼
● Employed		189	22%	50%	33%	-28% ▼
● Stable Living Situation		517	61%	95%	75%	-34% ▼
● Self Help		118	14%	60%	15%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		323	50%	90%	58%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		156	65%	75%	65%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

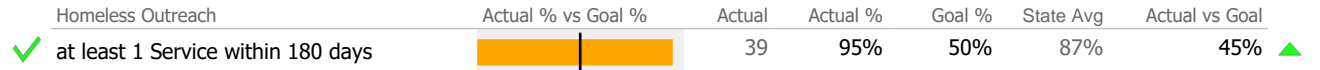
* State Avg based on 108 Active Standard Outpatient Programs

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

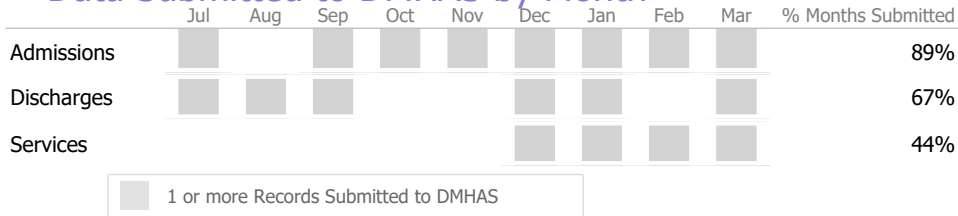
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	104	-14% ▼
Admits	41	36	14% ▲
Discharges	46	60	-23% ▼
Service Hours	248	299	-17% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

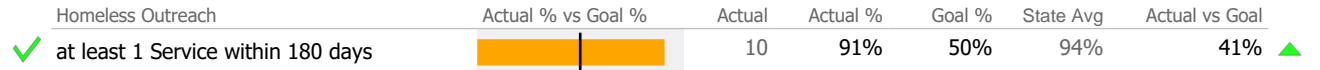
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs

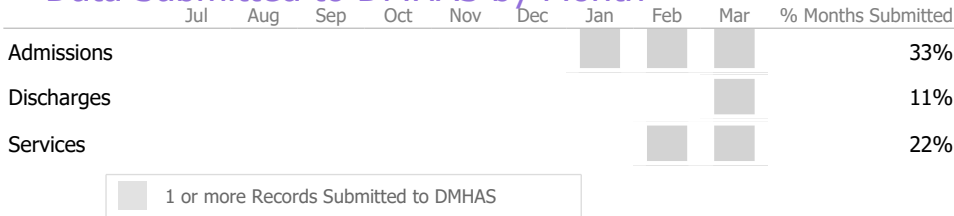
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	27	-15% ▼
Admits	11	2	450% ▲
Discharges	1	26	-96% ▼
Service Hours	26	12	117% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 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	42	6	600% ▲
Admits	38	-	
Discharges	34	1	3300% ▲
Service Hours	89	-	
Social Rehab/PHP/IOP Days	161	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	83%
Valid TEDS Data	97%	86%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	96%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	59%	50%	55%	9%
● Follow-up within 30 Days of Discharge		11	55%	90%	66%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		29	63%	55%	48%	8%
✓ Not Arrested		35	76%	75%	71%	1%
● Stable Living Situation		39	85%	95%	85%	-10%
● Employed		12	26%	50%	30%	-24% ▼
● Self Help		5	11%	60%	13%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	42%	90%	54%	-48% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■				67%
Discharges	■	■	■	■	■	■	■			78%
Services	■	■	■	■	■	■	■	■		89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Standard IOP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 92%
Valid TEDS Data		N/A 90%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 28%

Co-occurring	Actual	State Avg
MH Screen Complete		N/A 76%
SA Screen Complete		N/A 93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	44%	-55% ▼
Employed		N/A	N/A	50%	22%	-50% ▼
Not Arrested		N/A	N/A	75%	66%	-75% ▼
Self Help		N/A	N/A	60%	15%	-60% ▼
Stable Living Situation		N/A	N/A	95%	63%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 20 Active Buprenorphine Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	345	280	23% ▲
Admits	150	120	25% ▲
Discharges	131	88	49% ▲
Service Hours	1,871	1,365	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	74%	85%
On-Time Periodic		
6 Month Updates	1%	15%
Co-occurring		
MH Screen Complete	79%	92%
SA Screen Complete	78%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		86	66%	50%	50%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		269	75%	75%	76%	0%
● Stable Living Situation		281	78%	95%	75%	-17% ▼
● Abstinence/Reduced Drug Use		135	38%	55%	42%	-17% ▼
● Employed		111	31%	50%	33%	-19% ▼
● Self Help		12	3%	60%	15%	-57% ▼

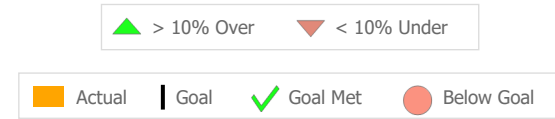
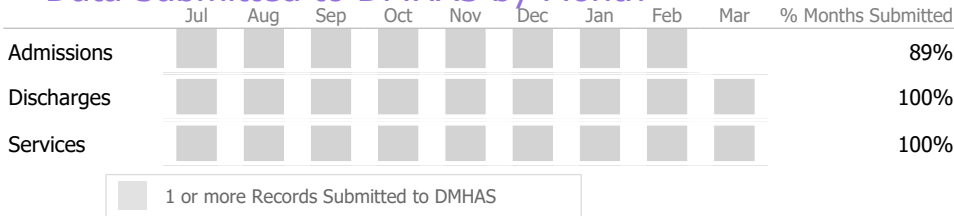
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		176	77%	90%	58%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		96	67%	75%	65%	-8%

Data Submitted to DMHAS by Month



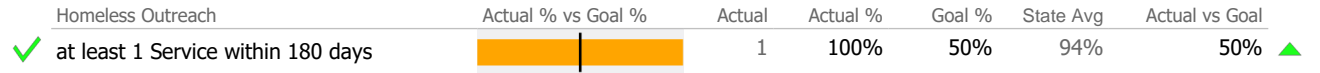
* State Avg based on 108 Active Standard Outpatient Programs

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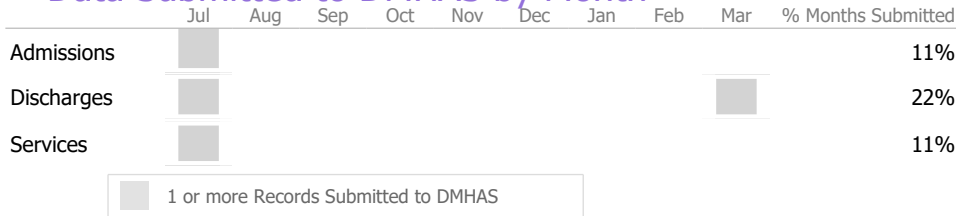
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	37	-73% ▼
Admits	1	7	-86% ▼
Discharges	10	34	-71% ▼
Service Hours	8	27	-69% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	19	100% ▲
Admits	26	16	63% ▲
Discharges	20	12	67% ▲
Bed Days	3,670	1,419	159% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	86%
Valid TEDS Data	99%	93%
On-Time Periodic		
6 Month Updates	0%	8%
Co-occurring		
MH Screen Complete	98%	95%
SA Screen Complete	98%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	75%	70%	69%	5%
No Re-admit within 30 Days of Discharge		20	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		10	67%	90%	69%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		31	82%	70%	66%	12% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	200 days	0.2	134%	90%	89%	44% ▲

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

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 (grey box)

Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Actual (orange bar), Goal (vertical line), Goal Met (green check), Below Goal (red circle)

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	29	41% ▲
Admits	33	25	32% ▲
Discharges	25	20	25% ▲
Bed Days	3,951	2,014	96% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	0%	8%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	52%	70%	69%	-18% ▼
No Re-admit within 30 Days of Discharge		20	80%	85%	91%	-5%
Follow-up within 30 Days of Discharge		8	62%	90%	69%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	52%	70%	66%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	242 days	0.1	144%	90%	89%	54% ▲

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	89%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

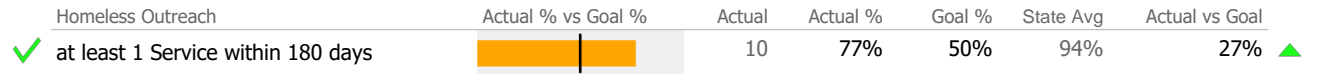
* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

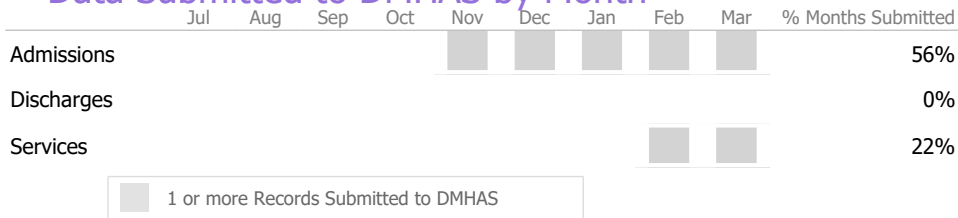
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	13	-	
Discharges	-	-	
Service Hours	21	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 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	85	77	10% ▲
Admits	64	43	49% ▲
Discharges	58	64	-9%
Service Hours	293	268	10%
Social Rehab/PHP/IOP Days	304	76	300% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	83%
Valid TEDS Data	92%	86%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	96%	85%
SA Screen Complete	96%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		37	64%	50%	55%	14% ▲
Follow-up within 30 Days of Discharge		27	73%	90%	66%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		65	73%	55%	48%	18% ▲
Not Arrested		64	72%	75%	71%	-3%
Stable Living Situation		80	90%	95%	85%	-5%
Employed		16	18%	50%	30%	-32% ▼
Self Help		19	21%	60%	13%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	87%	90%	54%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 58 Active Standard IOP Programs

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