

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,336	1,427	-6%
	Admits	822	888	-7%
	Discharges	862	885	-3%
	Service Hours	16,647	11,355	47% ▲

▲ > 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	1,336	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	45	3%	10%
26-34	396	30%	22%
35-44	464	35% ▲	23%
45-54	241	18%	18%
55-64	186	14%	18%
65+	4	0%	8%

Gender	#	%	State Avg
Female	693	52% ▲	41%
Male	642	48% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	928	69%	68%
Unknown	318	24% ▲	12%
Hisp-Puerto Rican	75	6%	11%
Hispanic-Other	13	1%	9%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	756	57%	61%
Unknown	203	15%	6%
Black/African American	187	14%	17%
Other	171	13%	13%
Am. Indian/Native Alaskan	11	1%	0%
Asian	7	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	390	418	-7%
Admits	196	242	-19% ▼
Discharges	196	226	-13% ▼
Service Hours	4,464	3,387	32% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	48%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		127	65%	50%	67%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		154	39%	20%	27%	19% ▲
✓ Self Help		272	69%	60%	53%	9%
● Stable Living Situation		301	76%	80%	80%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		177	88%	90%	78%	-2%

### 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	■	■	■	■	■	■	■	■	■	■	■	■	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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	626	617	1%
Admits	392	371	6%
Discharges	413	365	13% ▲
Service Hours	11,229	6,720	67% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
On-Time Periodic		
6 Month Updates	83%	83%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		580	88%	50%	88%	38% ▲
Employed		171	26%	20%	27%	6%
Self Help		382	58%	60%	59%	-2%
Stable Living Situation		460	70%	80%	71%	-10% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		222	90%	90%	90%	0%

### 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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

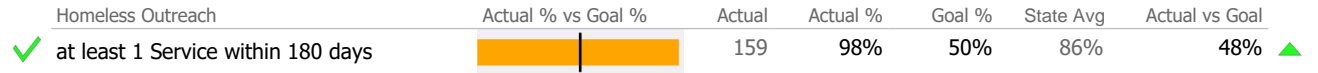
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

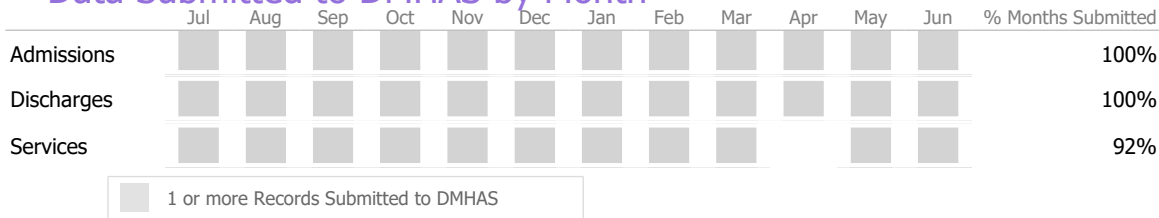
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	209	-1%
Admits	167	150	11% ▲
Discharges	156	166	-6%
Service Hours	953	1,248	-24% ▼

### 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	227	-28% ▼
Admits	67	125	-46% ▼
Discharges	97	128	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	26%	48%

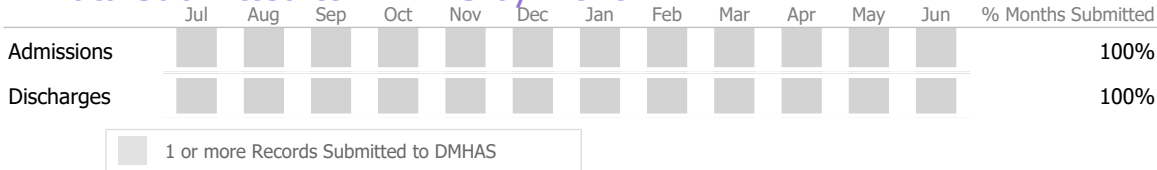
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		87	90%	50%	67%	40% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		133	78%	80%	80%	-2%
● Employed		30	18%	20%	27%	-2%
● Self Help		88	51%	60%	53%	-9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

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