

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,137	1,017	12% ▲
	Admits	283	265	7%
	Discharges	166	201	-17% ▼
	Service Hours	1,980	1,880	5%
	Bed Days	1,769	1,041	70% ▲
	S.Rehab/PHP/IOP	257	192	34% ▲

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

Consumer Satisfaction Survey

(Based on 26 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Participation in Treatment		72%	80%	92%
Quality and Appropriateness		71%	80%	93%
Respect		71%	80%	91%
Access		61%	80%	88%
General Satisfaction		50%	80%	92%
Overall		50%	80%	91%
Outcome		50%	80%	83%
Recovery		50%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	996	81.5%
	IOP	56	4.6%
	Case Management	51	4.2%
	Residential Services	44	3.6%
	Medication Assisted Treatment	21	1.7%
	Mental Health	Case Management	54

Client Demographics

Age	#	%	State Avg
18-25	122	11%	10%
26-34	272	25%	21%
35-44	312	29%	23%
45-54	223	21%	19%
55-64	125	12%	20%
65+	28	3%	8%

Gender	#	%	State Avg
Male	599	53%	58%
Female	536	47%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	837	74%	69%
Hisp-Puerto Rican	187	16%	11%
Hispanic-Other	63	6%	8%
Unknown	34	3%	12%
Hispanic-Mexican	15	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	845	74% ▲	62%
Other	125	11%	12%
Black/African American	88	8%	17%
Unknown	56	5%	6%
Asian	8	1%	1%
Multiple Races	6	1%	1%
Hawaiian/Other Pacific Islander	5	0%	0%
Am. Indian/Native Alaskan	4	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	777	671	16% ▲
Admits	161	116	39% ▲
Discharges	55	87	-37% ▼
Service Hours	1,415	1,032	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	89%
Valid TEDS Data	85%	81%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	42%	50%	42%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		179	23%	50%	25%	-27% ▼
Abstinence/Reduced Drug Use		197	25%	55%	27%	-30% ▼
Not Arrested		316	41%	75%	57%	-34% ▼
Stable Living Situation		337	43%	95%	56%	-52% ▼
Self Help		33	4%	60%	12%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		361	50%	90%	43%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		99	62%	75%	66%	-13% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

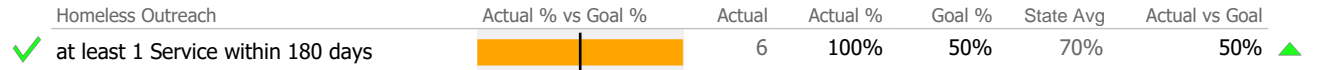
* State Avg based on Active Standard Outpatient Programs

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

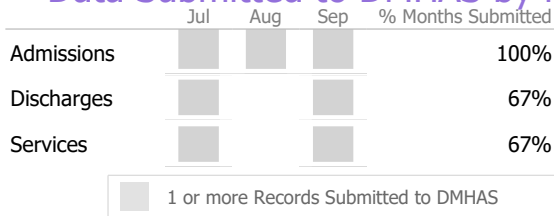
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	56	-9%
Admits	6	5	20% ▲
Discharges	32	3	967% ▲
Service Hours	45	35	28% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	12	283% ▲
Admits	9	-	
Discharges	3	-	
Service Hours	63	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		9	100%	50%	88%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	18	▼
Admits	-	16	-100% ▼
Discharges	-	13	-100% ▼
Service Hours	-	28	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
Valid TEDS Data	N/A	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	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%	48%	-55% ▼
● Employed		N/A	N/A	50%	26%	-50% ▼
● Not Arrested		N/A	N/A	75%	54%	-75% ▼
● Self Help		N/A	N/A	60%	23%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	78%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	72%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	21		
Admits	19	-	
Discharges	2	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
Valid TEDS Data	100%	93%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	23%
<hr/>		
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	34%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		21	100%	75%	49%	25% ▲
Abstinence/Reduced Drug Use		7	33%	55%	33%	-22% ▼
Stable Living Situation		14	67%	95%	46%	-28% ▼
Employed		4	19%	50%	19%	-31% ▼
Self Help		3	14%	60%	10%	-46% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on Active Buprenorphine Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	225	288	-22% ▼
Admits	20	79	-75% ▼
Discharges	24	48	-50% ▼
Service Hours	330	699	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Valid TEDS Data	59%	81%
On-Time Periodic		
6 Month Updates	1%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	17%	50%	42%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		39	17%	50%	25%	-33% ▼
Not Arrested		91	40%	75%	57%	-35% ▼
Abstinence/Reduced Drug Use		35	16%	55%	27%	-39% ▼
Stable Living Situation		89	40%	95%	56%	-55% ▼
Self Help		9	4%	60%	12%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	60%	90%	43%	-30% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	80%	75%	66%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Outpatient Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	13	-62% ▼
Admits	-	6	-100% ▼
Discharges	5	7	-29% ▼
Bed Days	143	306	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
Valid TEDS Data	100%	92%
On-Time Periodic		
6 Month Updates	N/A	10%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	70%	63%	10% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	72%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		5	100%	70%	61%	30% ▲

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	97 days	2.0	16%	90%	106%	-74% ▼		

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 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	41	16	156% ▲
Admits	28	13	115% ▲
Discharges	23	9	156% ▲
Bed Days	1,626	596	173% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	88%
Valid TEDS Data	100%	92%
On-Time Periodic		
6 Month Updates	N/A	10%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	52%	70%	63%	-18% ▼
No Re-admit within 30 Days of Discharge		23	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		11	92%	90%	72%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		33	80%	70%	61%	10% ▲

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				10	67 days	0.2	177%	90%	106%	87% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Intermediate/Long Term Res.Tx 3.5 Programs

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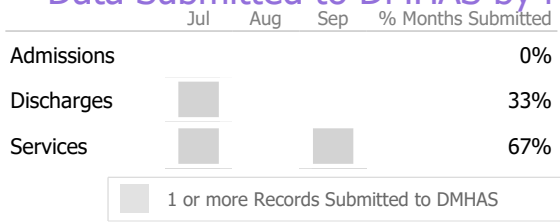
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11		
Admits	-	-	
Discharges	1	-	
Service Hours	14	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	88%	-50% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	52	8%
Admits	40	29	38% ▲
Discharges	21	31	-32% ▼
Service Hours	114	78	46% ▲
Social Rehab/PHP/IOP Days	257	140	84% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	86%
Valid TEDS Data	97%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	48%	50%	34%	-2%
Follow-up within 30 Days of Discharge		8	80%	90%	73%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		43	75%	55%	48%	20% ▲
Not Arrested		43	75%	75%	54%	0%
Stable Living Situation		47	82%	95%	78%	-13% ▼
Employed		15	26%	50%	26%	-24% ▼
Self Help		10	18%	60%	23%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	76%	90%	72%	-14% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard IOP Programs

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