

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,310	6,645	-5%
	Admits	1,841	2,233	-18% ▼
	Discharges	1,929	2,339	-18% ▼
	Service Hours	17,593	16,469	7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	6,310	98.5%
	Case Management	93	1.5%

Consumer Satisfaction Survey

(Based on 743 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Outcome		90%	80%	83%
✓ Recovery		88%	80%	79%
✓ Access		87%	80%	88%

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

Client Demographics

Age	#	%	State Avg
18-25	107	2%	10%
26-34	1,151	18%	20%
35-44	2,033	32%	24%
45-54	1,370	22%	18%
55-64	1,221	19%	19%
65+	428	7%	9%

Gender	#	%	State Avg
Male	3,952	63%	59%
Female	2,355	37%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,643	74%	68%
Hisp-Puerto Rican	1,414	22%	▲ 11%
Hispanic-Other	165	3%	9%
Unknown	68	1%	▼ 12%
Hispanic-Mexican	13	0%	1%
Hispanic-Cuban	7	0%	0%

Race	#	%	State Avg
White/Caucasian	4,654	74%	▲ 61%
Other	1,173	19%	13%
Black/African American	406	6%	▼ 17%
Unknown	36	1%	7%
Am. Indian/Native Alaskan	24	0%	1%
Asian	9	0%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Multiple Races	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	658	727	-9%
Admits	115	174	-34% ▼
Discharges	117	183	-36% ▼
Service Hours	1,474	1,705	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	35%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		66	56%	50%	57%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		669	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		459	68%	50%	66%	18% ▲
✓ Employed		355	52%	40%	40%	12% ▲
✓ Stable Living Situation		655	97%	90%	89%	7%
● Self Help		269	40%	60%	50%	-20% ▼
● Improved/Maintained Function Score		116	17%	75%	30%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		479	86%	90%	87%	-4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		502	76%	50%	68%	26% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services		■	■				■		■	44%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Methadone 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	929	905	3%
Admits	362	350	3%
Discharges	317	360	-12% ▼
Service Hours	2,307	2,214	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		153	48%	50%	57%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		825	83%	60%	50%	23% ▲
Not Arrested		978	99%	75%	93%	24% ▲
Abstinence/Reduced Drug Use		645	65%	50%	66%	15% ▲
Stable Living Situation		955	96%	90%	89%	6%
Employed		238	24%	40%	40%	-16% ▼
Improved/Maintained Function Score		125	13%	75%	30%	-62% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		592	88%	90%	87%	-2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		492	53%	50%	68%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services		■	■				■		■	44%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,038	1,060	-2%
Admits	403	389	4%
Discharges	411	395	4%
Service Hours	1,796	1,387	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		205	50%	50%	57%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,099	97%	75%	93%	22% ▲
✓ Abstinence/Reduced Drug Use		711	63%	50%	66%	13% ▲
✓ Stable Living Situation		1,066	95%	90%	89%	5%
● Employed		406	36%	40%	40%	-4%
● Improved/Maintained Function Score		674	60%	75%	30%	-15% ▼
● Self Help		354	31%	60%	50%	-29% ▼

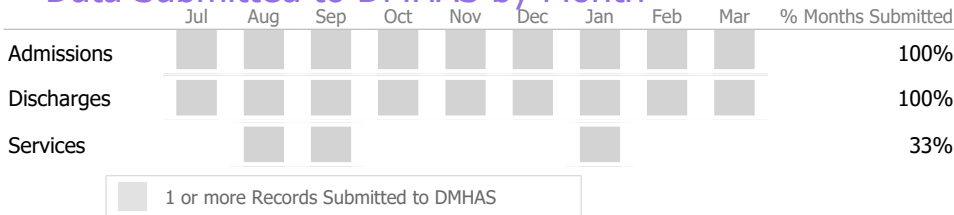
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		607	85%	90%	87%	-5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		623	60%	50%	68%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	111	-16% ▼
Admits	42	36	17% ▲
Discharges	30	53	-43% ▼
Service Hours	401	412	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	82%	40%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	37%	50%	64%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		18	19%	20%	28%	-1%
Stable Living Situation		70	74%	80%	73%	-6%
Self Help		23	24%	60%	48%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		64	100%	90%	67%	10%

Data Submitted to DMHAS by Month

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

■ 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	724	812	-11% ▼
Admits	188	209	-10%
Discharges	184	262	-30% ▼
Service Hours	2,168	1,957	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	75%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		98	53%	50%	57%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		747	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		461	61%	50%	66%	11% ▲
✓ Stable Living Situation		742	98%	90%	89%	8%
✓ Employed		343	45%	40%	40%	5%
✓ Self Help		470	62%	60%	50%	2%
○ Improved/Maintained Function Score		81	11%	75%	30%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Clients Receiving Services		512	89%	90%	87%	-1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		505	70%	50%	68%	20% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	100%
Services		█	█				█		█	44%

█ 1 or more Records Submitted to DMHAS

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█ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,052	1,010	4%
Admits	381	362	5%
Discharges	391	338	16% ▲
Service Hours	3,133	2,592	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	86%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		196	50%	50%	57%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,094	97%	75%	93%	22% ▲
✓ Abstinence/Reduced Drug Use		714	63%	50%	66%	13% ▲
✓ Stable Living Situation		1,073	95%	90%	89%	5%
✓ Employed		470	42%	40%	40%	2%
● Self Help		661	59%	60%	50%	-1%
● Improved/Maintained Function Score		167	15%	75%	30%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		691	94%	90%	87%	4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		597	57%	50%	68%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services		■	■				■		■	44%

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■ Actual | Goal ✓ Goal Met ● Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	590	730	-19% ▼
Admits	100	230	-57% ▼
Discharges	155	235	-34% ▼
Service Hours	1,678	1,751	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		88	57%	50%	57%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		594	99%	75%	93%	24% ▲
✓ Abstinence/Reduced Drug Use		426	71%	50%	66%	21% ▲
✓ Employed		310	52%	40%	40%	12% ▲
✓ Stable Living Situation		562	94%	90%	89%	4%
● Self Help		287	48%	60%	50%	-12% ▼
● Improved/Maintained Function Score		43	7%	75%	30%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		404	91%	90%	87%	1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		429	73%	50%	68%	23% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services		■	■				■		■	44%

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	656	685	-4%
Admits	97	169	-43% ▼
Discharges	137	149	-8%
Service Hours	1,824	1,588	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	14%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		79	58%	50%	57%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		643	98%	75%	93%	23% ▲
✓ Abstinence/Reduced Drug Use		405	61%	50%	66%	11% ▲
✓ Employed		310	47%	40%	40%	7%
✓ Stable Living Situation		622	94%	90%	89%	4%
✓ Self Help		421	64%	60%	50%	4%
○ Improved/Maintained Function Score		39	6%	75%	30%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Clients Receiving Services		465	89%	90%	87%	-1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		478	73%	50%	68%	23% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■		■	■	■	89%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services		■	■				■		■	44%

■ 1 or more Records Submitted to DMHAS

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■ Actual | Goal ✓ Goal Met ○ Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	575	617	-7%
Admits	153	212	-28% ▼
Discharges	167	207	-19% ▼
Service Hours	1,700	1,619	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	98%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		104	62%	50%	57%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		433	72%	50%	66%	22% ▲
✓ Not Arrested		590	99%	75%	93%	24% ▲
✓ Employed		306	51%	40%	40%	11% ▲
✓ Stable Living Situation		571	95%	90%	89%	5%
● Self Help		337	56%	60%	50%	-4%
● Improved/Maintained Function Score		64	11%	75%	30%	-64% ▼

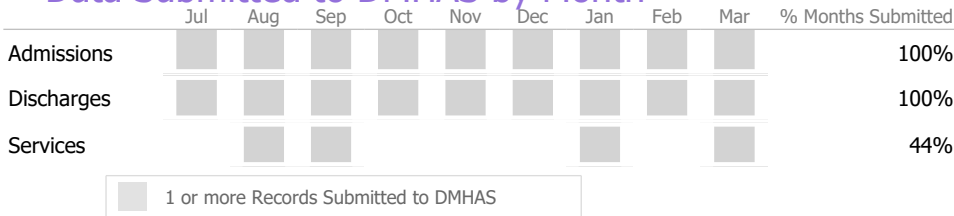
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		411	95%	90%	87%	5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		380	66%	50%	68%	16% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	427	597	-28% ▼
Admits	-	102	-100% ▼
Discharges	20	157	-87% ▼
Service Hours	1,112	1,244	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	29%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	85%	50%	57%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		394	92%	60%	50%	32% ▲
Abstinence/Reduced Drug Use		340	80%	50%	66%	30% ▲
Not Arrested		423	99%	75%	93%	24% ▲
Employed		230	54%	40%	40%	14% ▲
Stable Living Situation		423	99%	90%	89%	9%
Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼

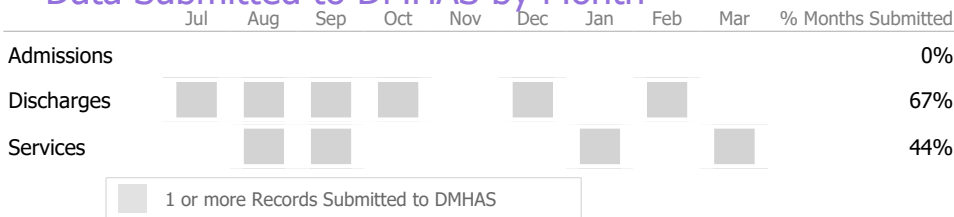
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		359	88%	90%	87%	-2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		421	99%	50%	68%	49% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

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