

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	712	750	-5%
	Admits	173	216	-20% ▼
	Discharges	199	258	-23% ▼
	Service Hours	4,892	4,962	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	712	100.0%

Consumer Satisfaction Survey

(Based on 140 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		99%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Access		99%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Outcome		97%	80%	83%
✓ Recovery		95%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	17	2%	8%
26-34	135	19%	18%
35-44	265	37% ▲	24%
45-54	165	23%	19%
55-64	118	17%	20%
65+	12	2%	11%

Gender	#	%	State Avg
Male	384	54%	58%
Female	328	46%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	365	51% ▼	66%
Unknown	312	44% ▲	13%
Hisp-Puerto Rican	30	4%	11%
Hispanic-Other	5	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	292	41% ▼	60%
Unknown	196	28% ▲	8%
Other	124	17%	12%
Black/African American	92	13%	17%
Am. Indian/Native Alaskan	4	1%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	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	265	259	2%
Admits	58	60	-3%
Discharges	70	58	21% ▲
Service Hours	1,691	1,323	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	47%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	20%	50%	47%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		137	51%	20%	36%	31% ▲
✓ Self Help		215	80%	60%	46%	20% ▲
✓ Stable Living Situation		222	82%	80%	68%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		176	88%	90%	66%	-2%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	344	349	-1%
Admits	76	95	-20% ▼
Discharges	85	115	-26% ▼
Service Hours	2,875	3,312	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	66%	66%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		292	84%	50%	84%	34% ▲
✓ Employed		111	32%	20%	32%	12% ▲
✓ Self Help		246	71%	60%	72%	11% ▲
○ Stable Living Situation		265	77%	80%	77%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		235	90%	90%	90%	0%

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 1 Active Intensive Case Management Programs

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










Program Activity


Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	106	1%
Admits	39	57	-32% ▼
Discharges	44	44	0%
Service Hours	326	327	0%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		37	95%	50%	77%	45% ▲

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 24 Active Outreach & Engagement Programs