

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	900	869	4%
	Admits	120	307	-61% ▼
	Discharges	92	187	-51% ▼
	Service Hours	1,225	1,984	-38% ▼
	Bed Days	861	1,769	-51% ▼
	S.Rehab/PHP/IOP	121	257	-53% ▼

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

### Consumer Satisfaction Survey

(Based on 117 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		88%	80%	91%
✓ Access		87%	80%	88%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		83%	80%	83%
✓ Recovery		80%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	749	77.9%
	IOP	65	6.8%
	Residential Services	31	3.2%
	Medication Assisted Treatment	27	2.8%
	Case Management	25	2.6%
	<b>Mental Health</b>	Case Management	64

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	81	9%	8%	Male	482	54%	58%
26-34	186	21%	18%	Female	417	46%	42%
35-44	273	31%	24%	Transgender			0%
45-54	175	20%	19%				
55-64	119	14%	20%				
65+	43	5%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	682	76%	66%	White/Caucasian	663	74%	▲ 60%
Hisp-Puerto Rican	143	16%	11%	Other	99	11%	12%
Hispanic-Other	46	5%	10%	Black/African American	80	9%	17%
Unknown	18	2%	▼ 13%	Unknown	45	5%	8%
Hispanic-Mexican	11	1%	1%	Asian	5	1%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	3	0%	1%
				Hawaiian/Other Pacific Islander	3	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	593	494	20% ▲
Admits	70	174	-60% ▼
Discharges	60	68	-12% ▼
Service Hours	981	1,414	-31% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Valid TEDS Data	78%	76%
<b>On-Time Periodic</b>		
6 Month Updates	0%	11%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		48	80%	50%	51%	30% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		356	60%	75%	48%	-15% ▼
● Employed		199	34%	50%	25%	-16% ▼
● Abstinence/Reduced Drug Use		226	38%	55%	24%	-17% ▼
● Improved/Maintained Function Score		274	57%	75%	30%	-18% ▼
● Stable Living Situation		371	63%	95%	49%	-32% ▼
● Self Help		27	5%	60%	14%	-55% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		270	51%	90%	32%	-39% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		43	61%	75%	49%	-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

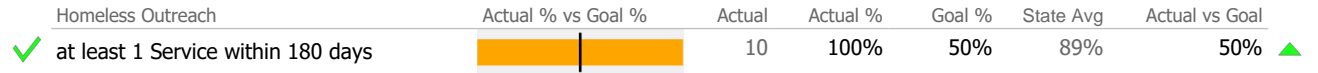
Actual | Goal Goal Met Below Goal

\* State Avg based on 103 Active Standard Outpatient Programs

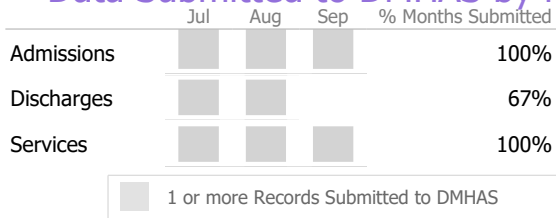
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	47	4%
Admits	10	10	0%
Discharges	7	11	-36% ▼
Service Hours	55	68	-19% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 52 Active Outreach & Engagement Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
Valid TEDS Data	N/A	86%
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%	53%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	59%	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%	53%	-55% ▼
Employed		N/A	N/A	50%	27%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	74%	-75% ▼
Not Arrested		N/A	N/A	75%	81%	-75% ▼
Self Help		N/A	N/A	60%	33%	-60% ▼
Stable Living Situation		N/A	N/A	95%	76%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	53%	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 60 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	51	-51% ▼
Admits	-	6	-100% ▼
Discharges	-	32	-100% ▼
Service Hours	-	45	-100% ▼

### 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%	77%	-50% ▼

### Data Submitted to DMHAS by Month

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	1	23	-96% ▼
Discharges	1	2	-50% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	88%	57%
<b>On-Time Periodic</b>		
6 Month Updates	0%	41%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	42%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		27	100%	75%	62%	25% ▲
● Stable Living Situation		24	89%	95%	59%	-6%
● Abstinence/Reduced Drug Use		7	26%	55%	50%	-29% ▼
● Employed		5	19%	50%	28%	-31% ▼
● Self Help		1	4%	60%	15%	-56% ▼
● Improved/Maintained Function Score		0	0%	75%	22%	-75% ▼

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 19 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	158	224	-29% ▼
Admits	-	22	-100% ▼
Discharges	4	24	-83% ▼
Service Hours	119	330	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	89%
Valid TEDS Data	25%	76%
<b>On-Time Periodic</b>		
6 Month Updates	0%	11%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	51%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		66	42%	75%	30%	-33% ▼
Employed		6	4%	50%	25%	-46% ▼
Abstinence/Reduced Drug Use		3	2%	55%	24%	-53% ▼
Self Help		0	0%	60%	14%	-60% ▼
Not Arrested		13	8%	75%	48%	-67% ▼
Stable Living Situation		12	8%	95%	49%	-87% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	36%	90%	32%	-54% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	49%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

\* State Avg based on 103 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	31	41	-24% ▼
Admits	25	28	-11% ▼
Discharges	13	23	-43% ▼
Bed Days	861	1,626	-47% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	54%	70%	70%	-16% ▼
No Re-admit within 30 Days of Discharge		13	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		3	43%	90%	60%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		18	58%	70%	61%	-12% ▼
Improved/Maintained Function Score		11	85%	95%	86%	-10% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	51 days	0.6	47%	90%	68%	-43% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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



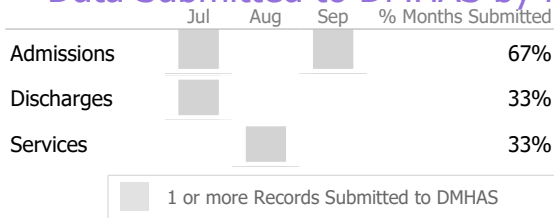
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	11	55% ▲
Admits	4	-	
Discharges	1	1	0%
Service Hours	34	14	149% ▲

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		4	100%	50%	89%	50% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 52 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	60	8%
Admits	10	44	-77% ▼
Discharges	6	21	-71% ▼
Service Hours	36	114	-69% ▼
Social Rehab/PHP/IOP Days	121	257	-53% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	86%
Valid TEDS Data	94%	86%
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		3	50%	50%	53%	0%
● Follow-up within 30 Days of Discharge		1	33%	90%	59%	-57% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		55	85%	75%	81%	10%
✓ Abstinence/Reduced Drug Use		39	60%	55%	53%	5%
● Stable Living Situation		50	77%	95%	76%	-18% ▼
● Employed		14	22%	50%	27%	-28% ▼
✓ Improved/Maintained Function Score		28	85%	75%	74%	10%
● Self Help		6	9%	60%	33%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		24	41%	90%	53%	-49% ▼

### 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 60 Active Standard IOP Programs

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