

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	856	921	-7%
	Admits	352	422	-17% ▼
	Discharges	334	448	-25% ▼
	Service Hours	9,207	9,272	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	856	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	21	2%	8%
26-34	166	19%	19%
35-44	320	37% ▲	24%
45-54	197	23%	18%
55-64	140	16%	19%
65+	12	1%	10%

Gender	#	%	State Avg
Male	467	55%	59%
Female	388	45%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	432	50% ▼	65%
Unknown	386	45% ▲	14%
Hisp-Puerto Rican	31	4%	10%
Hispanic-Other	6	1%	10%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	353	41% ▼	60%
Unknown	234	27% ▲	8%
Other	155	18%	12%
Black/African American	104	12%	17%
Am. Indian/Native Alaskan	4	0%	1%
Asian	4	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races			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	320	319	0%
Admits	123	122	1%
Discharges	131	133	-2%
Service Hours	2,989	2,364	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	25%	50%	52%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		174	52%	20%	39%	32% ▲
Self Help		266	80%	60%	48%	20% ▲
Stable Living Situation		264	79%	80%	70%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		181	89%	90%	67%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	404	439	-8%
Admits	135	190	-29% ▼
Discharges	126	176	-28% ▼
Service Hours	5,482	6,181	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	62%	62%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		347	85%	50%	85%	35% ▲
Employed		129	32%	20%	32%	12% ▲
Self Help		286	70%	60%	71%	10%
Stable Living Situation		312	77%	80%	77%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		257	91%	90%	91%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

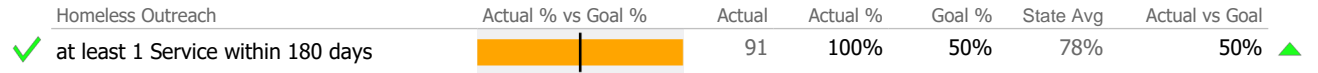
* State Avg based on 1 Active Intensive Case Management Programs

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

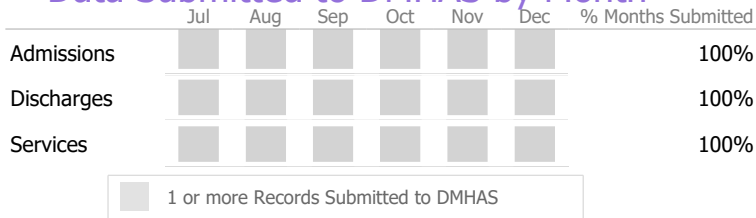
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	145	-1%
Admits	94	106	-11% ▼
Discharges	77	94	-18% ▼
Service Hours	735	727	1%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 24 Active Outreach & Engagement Programs