

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,016	998	2%
	Admits	251	484	-48% ▼
	Discharges	165	345	-52% ▼
	Service Hours	1,856	3,448	-46% ▼
	Bed Days	2,505	3,285	-24% ▼
	S.Rehab/PHP/IOP	158	444	-64% ▼

▲ > 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	819	75.1%
	IOP	83	7.6%
	Residential Services	70	6.4%
	Medication Assisted Treatment	27	2.5%
	Case Management	25	2.3%
	<b>Mental Health</b>	Case Management	67

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	89	9%	8%	Male	535	53%	59%
26-34	223	22%	19%	Female	480	47%	41%
35-44	309	31%	24%	Transgender			0%
45-54	201	20%	18%				
55-64	127	13%	19%				
65+	44	4%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	770	76%	▲ 65%	White/Caucasian	759	75%	▲ 60%
Hisp-Puerto Rican	161	16%	10%	Other	109	11%	12%
Hispanic-Other	55	5%	10%	Black/African American	90	9%	17%
Unknown	18	2%	▼ 14%	Unknown	43	4%	8%
Hispanic-Mexican	12	1%	1%	Asian	5	0%	1%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	4	0%	1%
				Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	646	579	12% ▲
Admits	123	277	-56% ▼
Discharges	77	112	-31% ▼
Service Hours	1,436	2,390	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	88%
Valid TEDS Data	85%	75%
<b>On-Time Periodic</b>		
6 Month Updates	1%	10%
<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		55	71%	50%	53%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		402	62%	75%	53%	-13% ▼
● Abstinence/Reduced Drug Use		258	40%	55%	28%	-15% ▼
● Employed		225	35%	50%	28%	-15% ▼
● Improved/Maintained Function Score		311	58%	75%	41%	-17% ▼
● Stable Living Situation		426	66%	95%	55%	-29% ▼
● Self Help		37	6%	60%	15%	-54% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		283	50%	90%	37%	-40% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		53	43%	75%	45%	-32% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

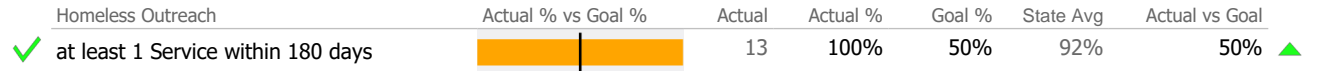
\* State Avg based on 101 Active Standard Outpatient Programs

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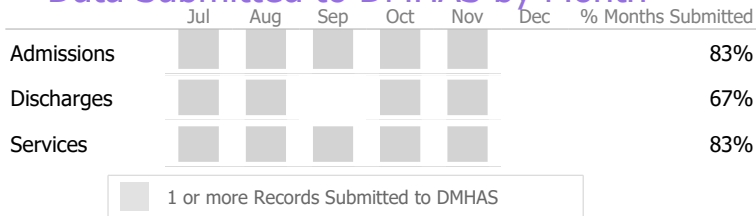
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	60	-13% ▼
Admits	13	23	-43% ▼
Discharges	14	35	-60% ▼
Service Hours	68	181	-63% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 54 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	82%
Valid TEDS Data	N/A	83%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	52%	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%	52%	-55% ▼
Employed		N/A	N/A	50%	30%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	77%	-75% ▼
Not Arrested		N/A	N/A	75%	79%	-75% ▼
Self Help		N/A	N/A	60%	34%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	60%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

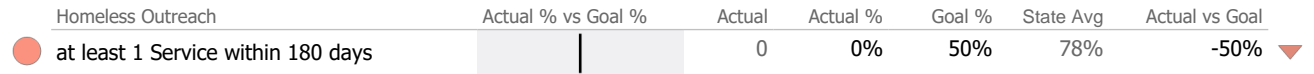
\* State Avg based on 59 Active Standard IOP Programs

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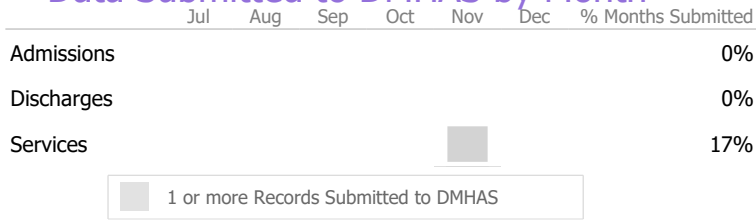
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	52	-52% ▼
Admits	-	7	-100% ▼
Discharges	-	32	-100% ▼
Service Hours	1	51	-99% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	35	-23% ▼
Admits	1	34	-97% ▼
Discharges	1	13	-92% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	88%	60%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	39%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

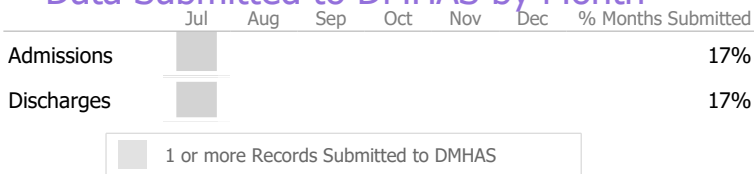
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	47%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		27	100%	75%	66%	25% ▲
Stable Living Situation		24	89%	95%	61%	-6%
Abstinence/Reduced Drug Use		7	26%	55%	52%	-29% ▼
Employed		5	19%	50%	30%	-31% ▼
Self Help		1	4%	60%	20%	-56% ▼
Improved/Maintained Function Score		0	0%	75%	27%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 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	175	226	-23% ▼
Admits	17	24	-29% ▼
Discharges	8	58	-86% ▼
Service Hours	260	584	-56% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	88%
Valid TEDS Data	68%	75%
<b>On-Time Periodic</b>		
6 Month Updates	0%	10%
<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		4	50%	50%	53%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		68	43%	75%	41%	-32% ▼
● Employed		17	10%	50%	28%	-40% ▼
● Abstinence/Reduced Drug Use		14	8%	55%	28%	-47% ▼
● Not Arrested		29	17%	75%	53%	-58% ▼
● Self Help		1	1%	60%	15%	-59% ▼
● Stable Living Situation		32	18%	95%	55%	-77% ▼

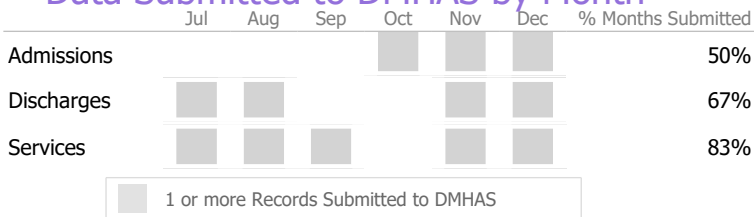
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		67	40%	90%	37%	-50% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	76%	75%	45%	1%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 101 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	68	3%
Admits	65	55	18% ▲
Discharges	54	48	13% ▲
Bed Days	2,505	3,142	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	93%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	100%
<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		29	54%	70%	75%	-16% ▼
No Re-admit within 30 Days of Discharge		50	93%	85%	90%	8%
Follow-up within 30 Days of Discharge		15	52%	90%	55%	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		54	76%	70%	75%	6%
Improved/Maintained Function Score		36	67%	95%	93%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	50 days	0.2	68%	90%	68%	-22% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

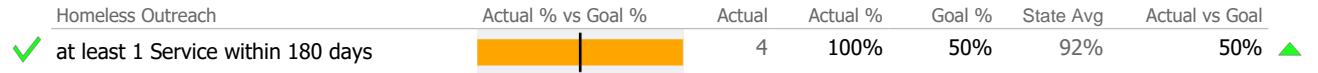
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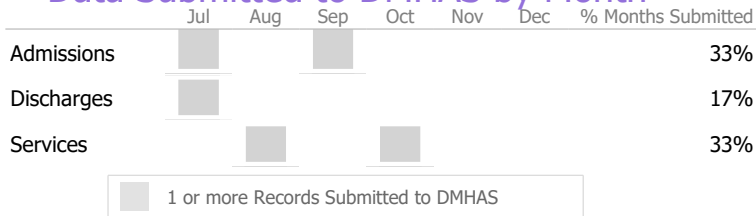
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	14	21% ▲
Admits	4	3	33% ▲
Discharges	1	3	-67% ▼
Service Hours	35	42	-16% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 54 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	77	8%
Admits	28	61	-54% ▼
Discharges	10	39	-74% ▼
Service Hours	57	202	-72% ▼
Social Rehab/PHP/IOP Days	158	444	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	82%
Valid TEDS Data	95%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	2%	1%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	40%	50%	51%	-10% ▼
Follow-up within 30 Days of Discharge		1	25%	90%	52%	-65% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		70	84%	75%	79%	9%
Abstinence/Reduced Drug Use		51	61%	55%	52%	6%
Stable Living Situation		66	80%	95%	82%	-15% ▼
Improved/Maintained Function Score		44	77%	75%	77%	2%
Employed		19	23%	50%	30%	-27% ▼
Self Help		14	17%	60%	34%	-43% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	55%	90%	60%	-35% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■		■	■	83%
Services	■	■	■		■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 59 Active Standard IOP Programs

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