

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,041	4,790	5%
	Admits	1,613	1,655	-3%
	Discharges	1,331	1,375	-3%
	Service Hours	37,140	39,011	-5%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	5,031	99.8%
	Case Management	135	2.7%

Consumer Satisfaction Survey (Based on 1,259 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		94%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		93%	80%	83%
✓ Recovery		89%	80%	79%
✓ Access		89%	80%	88%

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

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	372	7%	17%	Male	3,039	60%	60%
26-34	1,414	28%	22%	Female	2,001	40%	40%
35-44	1,181	23%	20%	Race			
45-54	1,329	26%	24%	White/Caucasian	3,478	69%	64%
55-64	669	13%	13%	Other	1,216	24%	15%
65+	76	2%	4%	Black/African American	316	6%	17%
Ethnicity				Am. Indian/Native Alaskan	12	0%	1%
Non-Hispanic	3,697	73%	74%	Unknown	12	0%	2%
Hisp-Puerto Rican	1,223	24%	12%	Asian	4	0%	1%
Unknown	65	1%	7%	Multiple Races	3	0%	1%
Hispanic-Other	46	1%	7%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban	7	0%	0%				
Hispanic-Mexican	3	0%	0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	91	38% ▲
Admits	101	81	25% ▲
Discharges	92	67	37% ▲
Service Hours	430	244	76% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	12%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		44	48%	50%	52%	-2%
No Re-admit within 30 Days of Discharge		46	50%	85%	46%	-35% ▼
Follow-up within 30 Days of Discharge		2	5%	90%	3%	-85% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		128	94%	60%	92%	34% ▲
Not Arrested		123	90%	70%	91%	20% ▲
Self Help		56	41%	60%	26%	-19% ▼
Abstinence/Reduced Drug Use		47	35%	70%	25%	-35% ▼
Employed		30	22%	60%	26%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	68%	90%	46%	-22% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 15 Active Ambulatory Detox Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	500	513	-3%
Admits	138	138	0%
Discharges	135	151	-11% ▼
Service Hours	3,132	3,360	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	94%	65%
Cooccurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		38	29%	50%	45%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		402	76%	50%	61%	26% ▲
Not Arrested		493	93%	75%	89%	18% ▲
Stable Living Situation		515	98%	90%	86%	8%
Self Help		344	65%	60%	42%	5%
Employed		233	44%	40%	34%	4%
Improved/Maintained Axis V GAF Score		414	88%	75%	62%	13% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		382	97%	90%	83%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		373	75%	50%	70%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	942	851	11% ▲
Admits	237	258	-8%
Discharges	142	163	-13% ▼
Service Hours	4,441	4,452	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	75%	65%
Cooccurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		38	28%	50%	45%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		902	94%	75%	89%	19% ▲
Abstinence/Reduced Drug Use		640	67%	50%	61%	17% ▲
Stable Living Situation		879	91%	90%	86%	1%
Improved/Maintained Axis V GAF Score		640	74%	75%	62%	-1%
Self Help		492	51%	60%	42%	-9%
Employed		216	22%	40%	34%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		730	89%	90%	83%	-1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		768	82%	50%	70%	32% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

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■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,031	966	7%
Admits	381	337	13% ▲
Discharges	355	309	15% ▲
Service Hours	7,724	8,891	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	97%	65%
Cooccurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		205	59%	50%	45%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		851	77%	50%	61%	27% ▲
Not Arrested		1,041	95%	75%	89%	20% ▲
Improved/Maintained Axis V GAF Score		910	96%	75%	62%	21% ▲
Stable Living Situation		1,082	98%	90%	86%	8%
Self Help		631	57%	60%	42%	-3%
Employed		390	35%	40%	34%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		720	96%	90%	83%	6%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		713	69%	50%	70%	19% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	118	14% ▲
Admits	59	68	-13% ▼
Discharges	44	43	2%
Service Hours	286	457	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	59%	34%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		38	88%	50%	48%	38% ▲

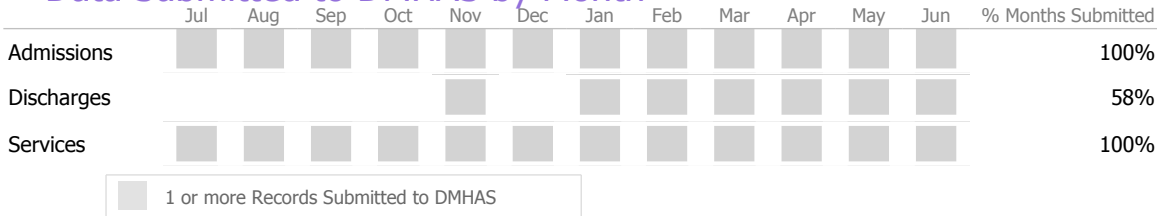
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		107	79%	80%	70%	-1%
● Employed		16	12%	20%	15%	-8%
● Self Help		33	24%	60%	34%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		79	87%	90%	81%	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	590	581	2%
Admits	99	154	-36% ▼
Discharges	82	99	-17% ▼
Service Hours	3,207	4,184	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	64%	65%
Cooccurring		
MH Screen Complete	99%	83%
SA Screen Complete	99%	83%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	98%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		44	56%	50%	45%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		457	77%	50%	61%	27% ▲
Not Arrested		542	91%	75%	89%	16% ▲
Employed		269	45%	40%	34%	5%
Self Help		380	64%	60%	42%	4%
Improved/Maintained Axis V GAF Score		466	84%	75%	62%	9%
Stable Living Situation		556	93%	90%	86%	3%

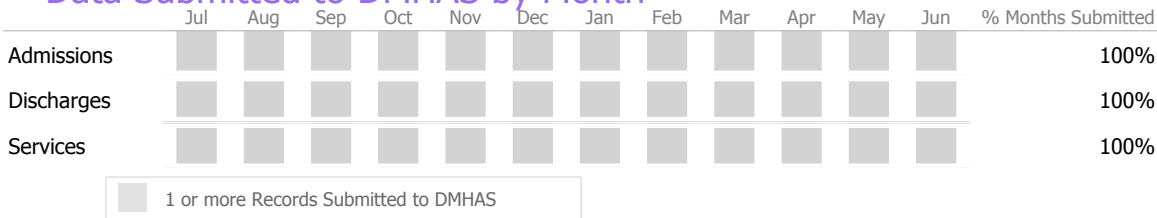
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		446	87%	90%	83%	-3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		512	87%	50%	70%	37% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 26 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	667	611	9%
Admits	184	166	11% ▲
Discharges	130	111	17% ▲
Service Hours	5,861	6,181	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	99%	98%
On-Time Periodic		
6 Month Updates	67%	65%
Cooccurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		56	44%	50%	45%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		494	70%	50%	61%	20% ▲
Not Arrested		622	88%	75%	89%	13% ▲
Improved/Maintained Axis V GAF Score		511	83%	75%	62%	8%
Stable Living Situation		635	90%	90%	86%	0%
Employed		257	37%	40%	34%	-3%
Self Help		363	52%	60%	42%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		466	81%	90%	83%	-9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		540	81%	50%	70%	31% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	416	459	-9%
Admits	117	160	-27% ▼
Discharges	104	175	-41% ▼
Service Hours	1,994	1,671	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	93%	65%
Cooccurring		
MH Screen Complete	98%	83%
SA Screen Complete	99%	83%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		64	62%	50%	45%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		301	70%	50%	61%	20% ▲
Not Arrested		401	93%	75%	89%	18% ▲
Stable Living Situation		416	96%	90%	86%	6% ▲
Improved/Maintained Axis V GAF Score		332	89%	75%	62%	14% ▲
Employed		191	44%	40%	34%	4% ▲
Self Help		228	53%	60%	42%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		305	93%	90%	83%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		315	76%	50%	70%	26% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	494	493	0%
Admits	140	164	-15% ▼
Discharges	110	141	-22% ▼
Service Hours	2,702	2,966	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	75%	65%
Cooccurring		
MH Screen Complete	99%	83%
SA Screen Complete	99%	83%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	98%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		49	45%	50%	45%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		372	74%	50%	61%	24% ▲
Not Arrested		459	91%	75%	89%	16% ▲
Stable Living Situation		483	96%	90%	86%	6%
Employed		223	44%	40%	34%	4%
Self Help		302	60%	60%	42%	0%
Improved/Maintained Axis V GAF Score		317	74%	75%	62%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		359	92%	90%	83%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		376	76%	50%	70%	26% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	513	476	8%
Admits	157	129	22% ▲
Discharges	137	116	18% ▲
Service Hours	7,363	6,604	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	92%	65%
Cooccurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		102	74%	50%	45%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		432	81%	50%	61%	31% ▲
Not Arrested		509	95%	75%	89%	20% ▲
Improved/Maintained Axis V GAF Score		443	95%	75%	62%	20% ▲
Stable Living Situation		518	97%	90%	86%	7%
Self Help		323	60%	60%	42%	0%
Employed		214	40%	40%	34%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		382	96%	90%	83%	6%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		375	73%	50%	70%	23% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Methadone Maintenance Programs