

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	758	577	31%	▲
	Admits	691	457	51%	▲
	Discharges	602	479	26%	▲
	Service Hours	4,081	2,553	60%	▲
	Bed Days	3,505	3,387	3%	
	S.Rehab/PHP/IOP	489	457	7%	

Consumer Satisfaction Survey

(Based on 177 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		91%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Respect		88%	80%	91%
✓ Access		86%	80%	88%
✓ Outcome		81%	80%	83%
✓ Recovery		81%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	496	51.0%
	Case Management	151	15.5%
	IOP	100	10.3%
	Residential Services	60	6.2%
Mental Health	Case Management	165	17.0%

Client Demographics

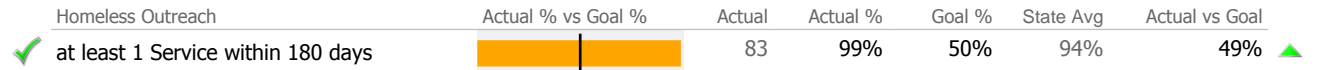
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	119	16%	13%	Male	484	64%	59%
26-34	248	33%	23%	Female	273	36%	41%
35-44	171	23%	19%	Transgender			0%
45-54	144	19%	23%				
55-64	65	9%	16%				
65+	6	1%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	502	66%	75%	White/Caucasian	625	82%	▲ 65%
Hisp-Puerto Rican	174	23%	▲ 12%	Black/African American	59	8%	17%
Unknown	60	8%	6%	Other	38	5%	13%
Hispanic-Other	14	2%	6%	Unknown	23	3%	3%
Hispanic-Mexican	6	1%	1%	Multiple Races	7	1%	1%
Hispanic-Cuban	2	0%	0%	Am. Indian/Native Alaskan	4	1%	0%
				Asian	2	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

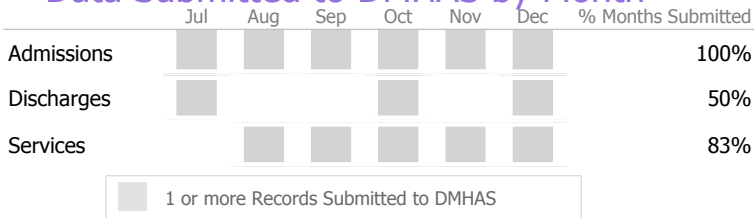
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	74	104% ▲
Admits	84	46	83% ▲
Discharges	68	23	196% ▲
Service Hours	540	379	43% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

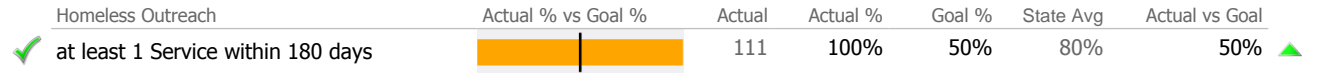
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Outreach & Engagement Programs

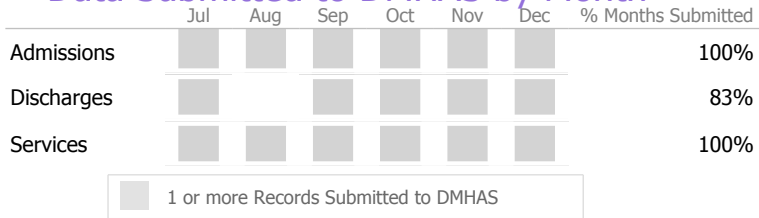
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	165	36	358% ▲
Admits	112	16	600% ▲
Discharges	116	21	452% ▲
Service Hours	292	30	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	36	-6%
Admits	32	30	7%
Discharges	21	35	-40% ▼
Service Hours	5	66	-93% ▼
Social Rehab/PHP/IOP Days	171	108	58% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	24%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	57%	50%	59%	7%
● Follow-up within 30 Days of Discharge		10	83%	90%	48%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		29	85%	75%	93%	10%
● Stable Living Situation		32	94%	95%	90%	-1%
● Abstinence/Reduced Drug Use		15	44%	55%	57%	-11% ▼
● Employed		11	32%	50%	32%	-18% ▼
✓ Improved/Maintained Axis V GAF Score		19	90%	75%	84%	15% ▲
● Self Help		10	29%	60%	39%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		10	77%	90%	72%	-13% ▼

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 51 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	164	5%
Admits	122	108	13% ▲
Discharges	101	119	-15% ▼
Service Hours	1,184	990	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	98%	93%
On-Time Periodic		
6 Month Updates	100%	54%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		53	52%	50%	56%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		166	91%	75%	89%	16% ▲
Abstinence/Reduced Drug Use		112	62%	55%	56%	7%
Stable Living Situation		175	96%	95%	88%	1%
Employed		92	51%	50%	42%	1%
Improved/Maintained Axis V GAF Score		94	82%	75%	61%	7%
Self Help		35	19%	60%	22%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	91%	90%	79%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		81	69%	75%	79%	-6%

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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	328	242	36% ▲
Admits	238	161	48% ▲
Discharges	196	148	32% ▲
Service Hours	2,042	948	115% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	91%	93%
On-Time Periodic		
6 Month Updates	100%	54%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		121	62%	50%	56%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		338	95%	75%	89%	20% ▲
Abstinence/Reduced Drug Use		223	63%	55%	56%	8%
Stable Living Situation		340	96%	95%	88%	1%
Employed		129	36%	50%	42%	-14% ▼
Improved/Maintained Axis V GAF Score		189	80%	75%	61%	5%
Self Help		105	30%	60%	22%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		149	92%	90%	79%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		157	71%	75%	79%	-4%

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 116 Active Standard Outpatient Programs


Program Activity

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

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 38 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	23	13% ▲
Admits	16	15	7%
Discharges	16	14	14% ▲
Bed Days	1,786	1,687	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	88%	70%	72%	18% ▲
✓ No Re-admit within 30 Days of Discharge		15	94%	85%	92%	9%
● Follow-up within 30 Days of Discharge		11	79%	90%	59%	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
✓ Valid TEDS Data		100%
On-Time Periodic		
6 Month Updates		14%
Cooccurring		
✓ MH Screen Complete		95%
✓ SA Screen Complete		95%
Diagnosis		
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		99%

Recovery

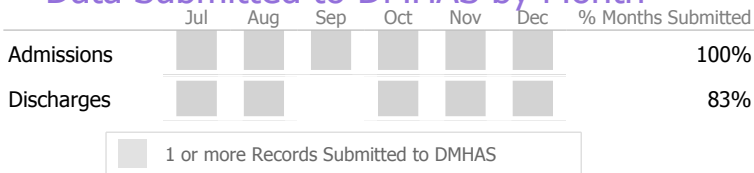
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		20	77%	70%	73%	7%
✓ Improved/Maintained Axis V GAF Score		16	100%	95%	88%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	115 days	0.3	97%	90%	100%	7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	29	17% ▲
Admits	24	19	26% ▲
Discharges	24	19	26% ▲
Bed Days	1,719	1,700	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	14%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	62%	70%	72%	-8%
No Re-admit within 30 Days of Discharge		22	92%	85%	92%	7%
Follow-up within 30 Days of Discharge		14	93%	90%	59%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	74%	70%	73%	4%
Improved/Maintained Axis V GAF Score		24	100%	95%	88%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	92 days	0.2	93%	90%	100%	3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	78	-13% ▼
Admits	63	62	2%
Discharges	60	69	-13% ▼
Service Hours	18	133	-87% ▼
Social Rehab/PHP/IOP Days	318	349	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	24%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		37	62%	50%	59%	12% ▲
Follow-up within 30 Days of Discharge		29	78%	90%	48%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		65	90%	75%	93%	15% ▲
Abstinence/Reduced Drug Use		44	61%	55%	57%	6%
Stable Living Situation		69	96%	95%	90%	1%
Improved/Maintained Axis V GAF Score		48	80%	75%	84%	5%
Self Help		30	42%	60%	39%	-18% ▼
Employed		20	28%	50%	32%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	92%	90%	72%	2%

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 51 Active Standard IOP Programs