

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	7,633	8,044	-5%
	Admits	6,566	6,663	-1%
	Discharges	6,755	6,880	-2%
	Service Hours	39,116	50,460	-22% ▼
	S.Rehab/PHP/IOP	9,857	9,244	7%

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

Consumer Satisfaction Survey (Based on 675 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		86%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ Overall		83%	80%	91%
✓ Respect		82%	80%	91%
● General Satisfaction		79%	80%	92%
● Outcome		76%	80%	83%
● Recovery		75%	80%	79%
● Access		75%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	4,781	57.0%
	IOP	1,125	13.4%
	Case Management	97	1.2%
Forensic SA	Forensics Community-based	2,292	27.3%
	Case Management	99	1.2%

Client Demographics

Age	#	%	State Avg
18-25	1,837	24%	14%
26-34	2,360	31%	24%
35-44	1,496	20%	20%
45-54	1,128	15%	22%
55-64	625	8%	16%
65+	160	2%	5%

Gender	#	%	State Avg
Male	4,900	64%	60%
Female	2,721	36%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,979	65%	74%
Hisp-Puerto Rican	1,794	24%	▲ 13%
Unknown	570	7%	6%
Hispanic-Other	206	3%	7%
Hispanic-Mexican	58	1%	1%
Hispanic-Cuban	26	0%	0%

Race	#	%	State Avg
White/Caucasian	4,453	58%	65%
Black/African American	1,312	17%	16%
Multiple Races	1,101	14%	▲ 1%
Other	564	7%	13%
Unknown	66	1%	3%
Am. Indian/Native Alaskan	60	1%	1%
Asian	56	1%	1%
Hawaiian/Other Pacific Islander	21	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	52	-31% ▼
Admits	18	21	-14% ▼
Discharges	28	31	-10%
Service Hours	246	502	-51% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	79%	75%	83%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		10	83%	90%	99%	-7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
✓ Valid TEDS Data		31%

Service Engagement

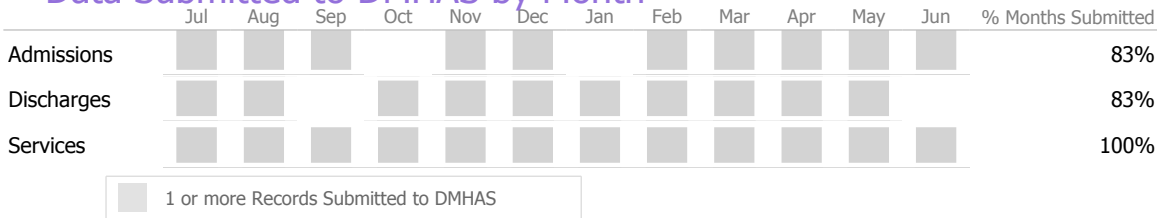
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	81%	75%	86%	6%

On-Time Periodic	Actual	State Avg
6 Month Updates		92%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		98%
✓ SA Screen Complete		99%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		96%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	260	260	0%
Admits	246	260	-5%
Discharges	228	250	-9%
Service Hours	198	236	-16% ▼
Social Rehab/PHP/IOP Days	2,229	2,331	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	14%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		150	66%	50%	62%	16% ▲
● Follow-up within 30 Days of Discharge		82	55%	90%	57%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		260	92%	75%	94%	17% ▲
✓ Abstinence/Reduced Drug Use		176	62%	55%	65%	7%
✓ Employed		156	55%	50%	35%	5%
✓ Stable Living Situation		270	95%	95%	92%	0%
✓ Improved/Maintained Axis V GAF Score		207	88%	75%	84%	13% ▲
● Self Help		96	34%	60%	43%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		45	82%	90%	91%	-8%

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	692	637	9%
Admits	715	623	15% ▲
Discharges	685	625	10%
Service Hours	699	768	-9%
Social Rehab/PHP/IOP Days	5,632	4,975	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	29%	14%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		447	65%	50%	62%	15% ▲
● Follow-up within 30 Days of Discharge		238	53%	90%	57%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		764	95%	75%	94%	20% ▲
✓ Improved/Maintained Axis V GAF Score		607	88%	75%	84%	13% ▲
● Abstinence/Reduced Drug Use		401	50%	55%	65%	-5%
● Stable Living Situation		716	89%	95%	92%	-6%
● Employed		243	30%	50%	35%	-20% ▼
● Self Help		274	34%	60%	43%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		111	93%	90%	91%	2%

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

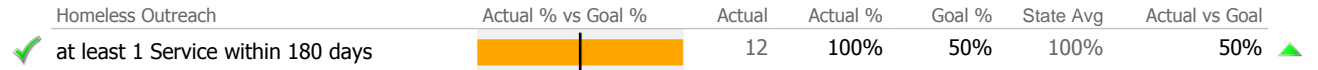
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

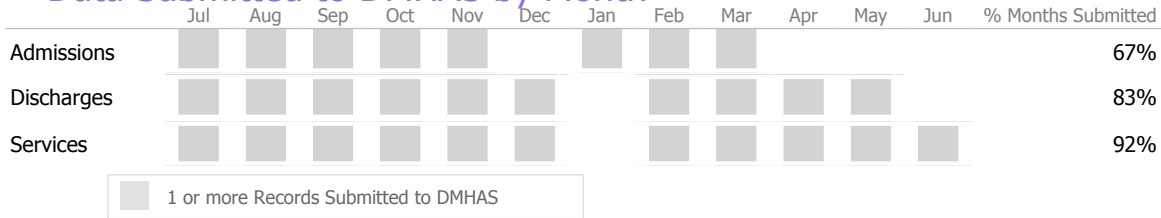
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	67	-52% ▼
Admits	12	45	-73% ▼
Discharges	21	49	-57% ▼
Service Hours	735	299	145% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 6 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	235	-14% ▼
Admits	218	223	-2%
Discharges	204	243	-16% ▼
Service Hours	244	224	9%
Social Rehab/PHP/IOP Days	1,996	1,938	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	40%	14%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		178	87%	50%	62%	37% ▲
Follow-up within 30 Days of Discharge		86	48%	90%	57%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		189	79%	60%	43%	19% ▲
Not Arrested		228	95%	75%	94%	20% ▲
Abstinence/Reduced Drug Use		152	63%	55%	65%	8%
Improved/Maintained Axis V GAF Score		185	89%	75%	84%	14% ▲
Stable Living Situation		211	88%	95%	92%	-7%
Employed		58	24%	50%	35%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	86%	90%	91%	-4%

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	51	296% ▲
Admits	166	51	225% ▲
Discharges	153	4	3725% ▲
Service Hours	1,549	167	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	91%	91%
On-Time Periodic		
6 Month Updates	33%	44%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		132	86%	50%	54%	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		210	98%	75%	87%	23% ▲
Abstinence/Reduced Drug Use		130	61%	55%	58%	6%
Self Help		123	57%	60%	30%	-3%
Stable Living Situation		185	86%	95%	88%	-9%
Improved/Maintained Axis V GAF Score		132	79%	75%	69%	4%
Employed		75	35%	50%	44%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	93%	90%	81%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		142	90%	75%	75%	15% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	42	-17% ▼
Admits	32	34	-6%
Discharges	29	39	-26% ▼
Service Hours	350	293	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	0%	27%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	76%	50%	72%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		34	97%	60%	76%	37% ▲
✓ Employed		18	51%	20%	16%	31% ▲
✓ Self Help		25	71%	60%	51%	11% ▲
● Stable Living Situation		26	74%	80%	47%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	83%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
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	96	102	-6%
Admits	76	75	1%
Discharges	62	81	-23% ▼
Service Hours	283	321	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	13%	27%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		45	73%	50%	72%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		92	95%	60%	76%	35% ▲
● Employed		14	14%	20%	16%	-6%
● Self Help		43	44%	60%	51%	-16% ▼
● Stable Living Situation		42	43%	80%	47%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		23	66%	90%	83%	-24% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■	■	■	■	■		■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

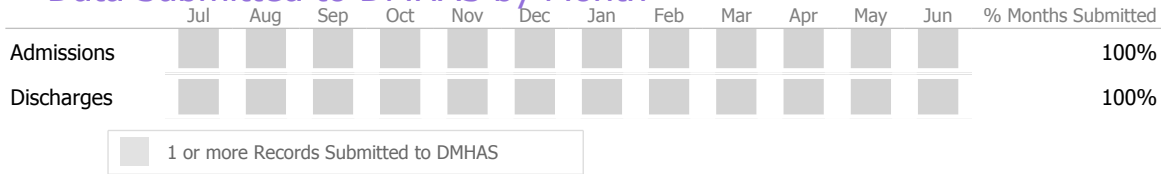
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	874	1,019	-14% ▼
Admits	588	676	-13% ▼
Discharges	642	712	-10%

Data Submitted to DMHAS by Month

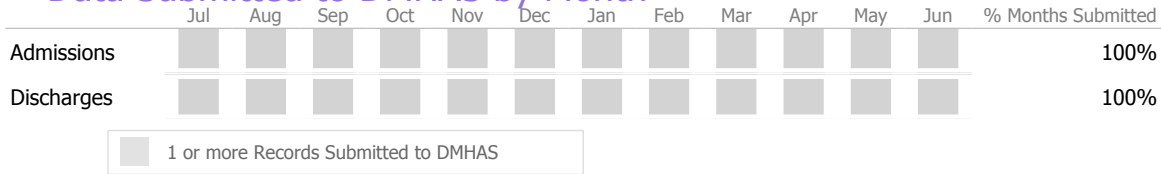


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,419	1,527	-7%
Admits	768	835	-8%
Discharges	842	883	-5%

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,895	1,973	-4%
Admits	1,578	1,596	-1%
Discharges	1,660	1,625	2%
Service Hours	11,810	18,102	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	88%	91%
On-Time Periodic		
6 Month Updates	59%	44%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		988	60%	50%	54%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		2,099	97%	75%	87%	22% ▲
Abstinence/Reduced Drug Use		1,224	57%	55%	58%	2%
Improved/Maintained Axis V GAF Score		1,596	91%	75%	69%	16% ▲
Stable Living Situation		1,979	92%	95%	88%	-3%
Employed		955	44%	50%	44%	-6%
Self Help		396	18%	60%	30%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		466	92%	90%	81%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1,321	94%	75%	75%	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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,741	2,894	-5%
Admits	2,109	2,176	-3%
Discharges	2,158	2,290	-6%
Service Hours	22,202	28,485	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	85%	91%
On-Time Periodic		
6 Month Updates	55%	44%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,301	60%	50%	54%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		2,878	95%	75%	87%	20% ▲
Employed		1,626	54%	50%	44%	4%
Abstinence/Reduced Drug Use		1,614	53%	55%	58%	-2%
Stable Living Situation		2,845	94%	95%	88%	-1%
Improved/Maintained Axis V GAF Score		2,106	88%	75%	69%	13% ▲
Self Help		1,112	37%	60%	30%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		765	88%	90%	81%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1,782	92%	75%	75%	17% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	74	-11% ▼
Admits	40	48	-17% ▼
Discharges	43	48	-10%
Service Hours	800	1,063	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic 6 Month Updates	55%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	63%	50%	53%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		63	94%	80%	84%	14% ▲
● Employed		10	15%	20%	24%	-5%
● Self Help		35	52%	60%	66%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	88%	90%	91%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs