

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	783	621	26%	▲
	Admits	328	348	-6%	
	Discharges	419	386	9%	
	Service Hours	1,219	2,003	-39%	▼
	Bed Days	1,562	1,708	-9%	
	S.Rehab/PHP/IOP	318	267	19%	▲

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

Consumer Satisfaction Survey (Based on 115 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Overall		93%	80%	91%
✓ Recovery		91%	80%	79%
✓ Access		88%	80%	88%
✓ Outcome		88%	80%	83%
✓ Respect		87%	80%	91%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	514	53.0%
	Case Management	230	23.7%
	IOP	84	8.7%
	Residential Services	37	3.8%
Mental Health	Case Management	105	10.8%

Client Demographics

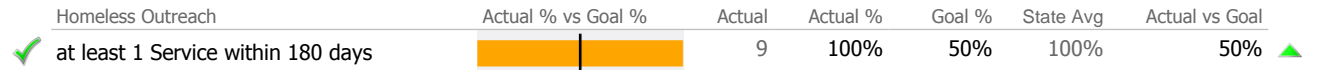
Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	87	11%	11%	Male	442	56%	58%	
26-34	225	30%	22%	Female	341	44%	41%	
35-44	216	28%	19%	Transgender			0%	
45-54	154	20%	22%	Race	White/Caucasian	607	78% ▲	65%
55-64	70	9%	19%		Other	82	10%	13%
65+	10	1%	6%		Black/African American	59	8%	16%
					Unknown	18	2%	3%
Ethnicity	Non-Hispanic	530	68%	74%	Multiple Races	13	2%	1%
	Hisp-Puerto Rican	173	22%	13%	Am. Indian/Native Alaskan	2	0%	1%
	Unknown	53	7%	6%	Asian	1	0%	1%
	Hispanic-Other	20	3%	7%	Hawaiian/Other Pacific Islander	1	0%	0%
	Hispanic-Mexican	6	1%	1%				
Hispanic-Cuban	1	0%	0%					

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

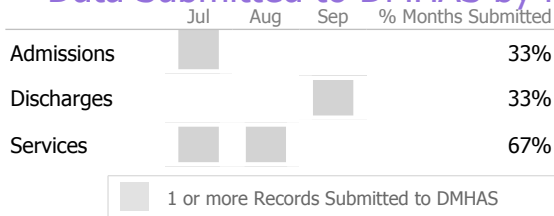
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	230	178	29%	▲
Admits	9	58	-84%	▼
Discharges	114	61	87%	▲
Service Hours	40	301	-87%	▼

Service Engagement



Data Submitted to DMHAS by Month

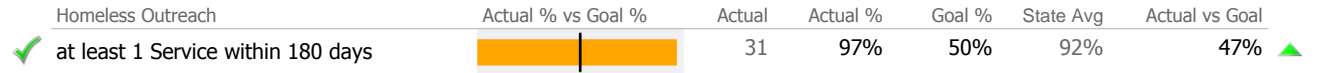


* State Avg based on 6 Active Outreach & Engagement Programs

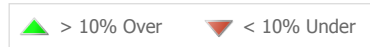
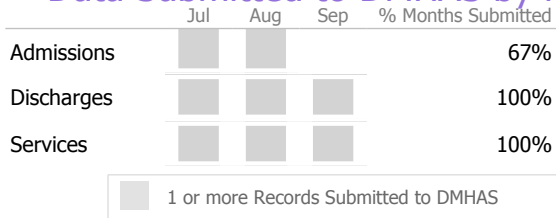
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	95	11% ▲
Admits	32	33	-3%
Discharges	106	52	104% ▲
Service Hours	94	141	-34% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	19	-11% ▼
Admits	10	14	-29% ▼
Discharges	10	18	-44% ▼
Service Hours	4	3	17% ▲
Social Rehab/PHP/IOP Days	81	51	59% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	7%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
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		10	100%	50%	64%	50% ▲
Follow-up within 30 Days of Discharge		9	90%	90%	54%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		15	88%	75%	92%	13% ▲
Stable Living Situation		17	100%	95%	88%	5%
Employed		8	47%	50%	35%	-3%
Abstinence/Reduced Drug Use		6	35%	55%	57%	-20% ▼
Improved/Maintained Axis V GAF Score		9	90%	75%	85%	15% ▲
Self Help		4	24%	60%	48%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	43%	90%	75%	-47% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	160	132	21% ▲
Admits	56	66	-15% ▼
Discharges	36	69	-48% ▼
Service Hours	283	655	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	97%	92%
On-Time Periodic		
6 Month Updates	41%	34%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	75%	50%	55%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		152	94%	75%	82%	19% ▲
Stable Living Situation		151	94%	95%	82%	-1%
Abstinence/Reduced Drug Use		86	53%	55%	52%	-2%
Employed		78	48%	50%	39%	-2%
Improved/Maintained Axis V GAF Score		56	75%	75%	49%	0%
Self Help		25	16%	60%	33%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	78%	90%	60%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		21	38%	75%	74%	-37% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	357	245	46% ▲
Admits	152	106	43% ▲
Discharges	113	111	2%
Service Hours	786	893	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	94%	92%
On-Time Periodic		
6 Month Updates	55%	34%
Cooccurring		
MH Screen Complete	99%	99%
SA Screen Complete	99%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		98	87%	50%	55%	37% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		355	95%	75%	82%	20% ▲
Abstinence/Reduced Drug Use		240	65%	55%	52%	10%
Stable Living Situation		332	89%	95%	82%	-6%
Employed		158	42%	50%	39%	-8%
Self Help		144	39%	60%	33%	-21% ▼
Improved/Maintained Axis V GAF Score		129	61%	75%	49%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		180	69%	90%	60%	-21% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		40	28%	75%	74%	-47% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	11	10	10%
Discharges	10	7	43% ▲
Bed Days	547	845	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	25%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%

Diagnosis	Actual	State Avg
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		5	50%	70%	76%	-20% ▼
No Re-admit within 30 Days of Discharge		10	100%	85%	85%	15% ▲
Follow-up within 30 Days of Discharge		3	60%	90%	60%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		18	100%	70%	74%	30% ▲
Improved/Maintained Axis V GAF Score		10	100%	95%	90%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	73 days	0.6	59%	90%	83%	-31% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	19	25	-24% ▼
Admits	9	17	-47% ▼
Discharges	8	20	-60% ▼
Bed Days	1,015	863	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	25%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%

Diagnosis	Actual	State Avg
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		7	88%	70%	76%	18% ▲
● No Re-admit within 30 Days of Discharge		6	75%	85%	85%	-10%
✓ Follow-up within 30 Days of Discharge		7	100%	90%	60%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		10	50%	70%	74%	-20% ▼
● Improved/Maintained Axis V GAF Score		7	88%	95%	90%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	100 days	0.5	110%	90%	83%	20% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	67	58	16% ▲
Admits	49	44	11% ▲
Discharges	22	48	-54% ▼
Service Hours	14	10	45% ▲
Social Rehab/PHP/IOP Days	237	216	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	0%	7%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
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		19	86%	50%	64%	36% ▲
Follow-up within 30 Days of Discharge		12	63%	90%	54%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		65	96%	75%	92%	21% ▲
Abstinence/Reduced Drug Use		44	65%	55%	57%	10%
Self Help		41	60%	60%	48%	0%
Stable Living Situation		58	85%	95%	88%	-10%
Employed		18	26%	50%	35%	-24% ▼
Improved/Maintained Axis V GAF Score		21	91%	75%	85%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	61%	90%	75%	-29% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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