

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,007	804	25%	▲
	Admits	172	377	-54%	▼
	Discharges	155	431	-64%	▼
	Service Hours	694	1,456	-52%	▼
	Bed Days	2,791	1,562	79%	▲
	S.Rehab/PHP/IOP	31	318	-90%	▼

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

Consumer Satisfaction Survey (Based on 158 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		93%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Respect		87%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	80%	79%
✓ Access		84%	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	761	64.2%
	Case Management	267	22.5%
	IOP	84	7.1%
	Residential Services	34	2.9%
Mental Health	Case Management	39	3.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	115	12%	10%	Male	556	55%	58%
26-34	273	28%	22%	Female	451	45%	41%
35-44	265	27%	20%	Transgender			0%
45-54	205	21%	21%				
55-64	105	11%	19%				
65+	15	2%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	694	69%	71%	White/Caucasian	744	74%	▲ 63%
Hisp-Puerto Rican	221	22%	13%	Other	153	15%	13%
Hispanic-Other	42	4%	7%	Black/African American	84	8%	16%
Unknown	35	3%	8%	Multiple Races	11	1%	1%
Hispanic-Mexican	13	1%	1%	Unknown	9	1%	5%
Hispanic-Cuban	2	0%	0%	Hawaiian/Other Pacific Islander	4	0%	0%
				Am. Indian/Native Alaskan	2	0%	1%
				Asian			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	546	362	51% ▲
Admits	58	154	-62% ▼
Discharges	24	121	-80% ▼
Service Hours	171	784	-78% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	88%	50%	53%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		396	71%	75%	80%	-4%
● Abstinence/Reduced Drug Use		235	42%	55%	46%	-13% ▼
● Employed		157	28%	50%	39%	-22% ▼
● Stable Living Situation		353	64%	95%	77%	-31% ▼
● Self Help		151	27%	60%	28%	-33% ▼
● Improved/Maintained Axis V GAF Score		37	10%	75%	37%	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
✓ Valid TEDS Data		90%
On-Time Periodic	Actual	State Avg
6 Month Updates		19%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		96%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		96%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		145	27%	90%	48%	-63% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		13	25%	75%	64%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

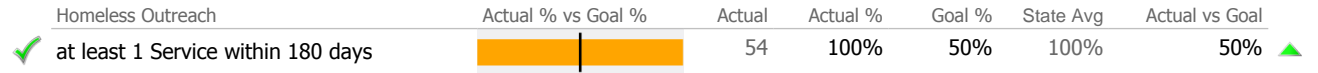
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

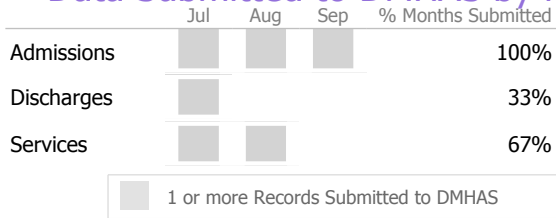
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	267	273	-2%
Admits	54	55	-2%
Discharges	100	114	-12% ▼
Service Hours	255	278	-8%

Service Engagement



Data Submitted to DMHAS by Month

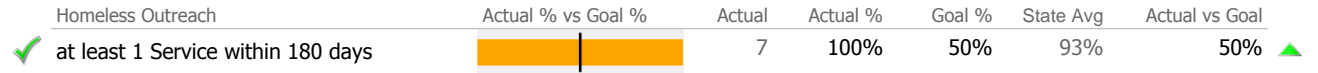


* State Avg based on 7 Active Outreach & Engagement Programs

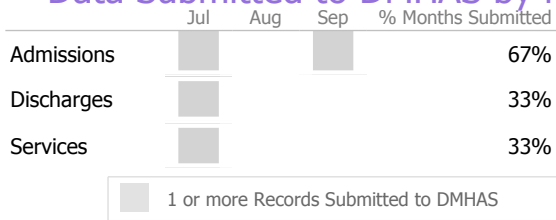
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	106	-63% ▼
Admits	7	32	-78% ▼
Discharges	11	106	-90% ▼
Service Hours	16	94	-83% ▼

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	8	17	-53% ▼
Admits	-	10	-100% ▼
Discharges	-	10	-100% ▼
Service Hours	-	4	-100% ▼
Social Rehab/PHP/IOP Days	0	81	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
Valid TEDS Data	N/A	97%
On-Time Periodic		
6 Month Updates	0%	0%
Cooccurring		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%
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		N/A	N/A	50%	52%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		6	75%	55%	47%	20% ▲
Not Arrested		5	62%	75%	82%	-13% ▼
Stable Living Situation		6	75%	95%	80%	-20% ▼
Employed		2	25%	50%	22%	-25% ▼
Self Help		0	0%	60%	42%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	46%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	34%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

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	217	160	36% ▲
Admits	28	57	-51% ▼
Discharges	10	39	-74% ▼
Service Hours	247	283	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	87%	90%
On-Time Periodic		
6 Month Updates	1%	19%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	100%	50%	53%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		164	73%	75%	80%	-2%
Abstinence/Reduced Drug Use		87	39%	55%	46%	-16% ▼
Employed		65	29%	50%	39%	-21% ▼
Stable Living Situation		153	68%	95%	77%	-27% ▼
Self Help		32	14%	60%	28%	-46% ▼
Improved/Maintained Axis V GAF Score		26	17%	75%	37%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		77	36%	90%	48%	-54% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	36%	75%	64%	-39% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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	17	18	-6%
Admits	4	11	-64% ▼
Discharges	1	10	-90% ▼
Bed Days	1,362	547	149% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	80%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	3%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	99%
Valid Axis V GAF Score	88%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	70%	70%	-70% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		14	82%	70%	68%	12% ▲
Improved/Maintained Axis V GAF Score		1	10%	95%	68%	-85% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	184 days	0.6	148%	90%	99%	58% ▲

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

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	17	19	-11% ▼
Admits	3	9	-67% ▼
Discharges	1	8	-88% ▼
Bed Days	1,429	1,015	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	14%	3%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	70%	70%	30% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	61%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		15	88%	70%	68%	18% ▲
Improved/Maintained Axis V GAF Score		2	25%	95%	68%	-70% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	214 days	0.6	155%	90%	99%	65% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

Legend: Grey bar = 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	76	66	15% ▲
Admits	18	49	-63% ▼
Discharges	8	23	-65% ▼
Service Hours	4	14	-70% ▼
Social Rehab/PHP/IOP Days	31	237	-87% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
Valid TEDS Data	96%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
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		8	100%	50%	52%	50% ▲
● Follow-up within 30 Days of Discharge		7	88%	90%	67%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		65	84%	75%	82%	9%
● Self Help		44	57%	60%	42%	-3%
● Abstinence/Reduced Drug Use		32	42%	55%	47%	-13% ▼
● Stable Living Situation		58	75%	95%	80%	-20% ▼
● Employed		17	22%	50%	22%	-28% ▼
● Improved/Maintained Axis V GAF Score		6	13%	75%	46%	-62% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		18	26%	90%	34%	-64% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges	█			33%
Services	█		█	67%

█ 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