

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,007	743	36% ▲
	Admits	1,093	689	59% ▲
	Discharges	874	672	30% ▲
	Service Hours	6,892	3,973	73% ▲
	Bed Days	5,258	5,099	3%
	S.Rehab/PHP/IOP	914	642	42% ▲

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

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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	662	50.0%
	Case Management	204	15.4%
	IOP	172	13.0%
	Residential Services	79	6.0%
Mental Health	Case Management	208	15.7%

Client Demographics

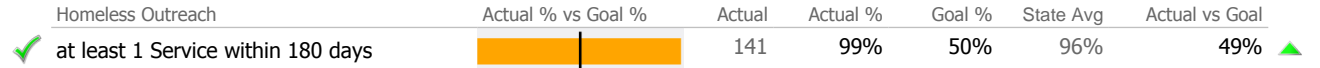
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	170	17%	15%	Male	642	64%	60%
26-34	333	33%	24%	Female	364	36%	40%
35-44	222	22%	19%	Transgender			0%
45-54	192	19%	23%				
55-64	75	8%	15%				
65+	6	1%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	672	67%	75%	White/Caucasian	836	83%	▲ 65%
Hisp-Puerto Rican	225	22%	12%	Black/African American	71	7%	17%
Unknown	81	8%	5%	Other	42	4%	13%
Hispanic-Other	17	2%	7%	Unknown	42	4%	3%
Hispanic-Mexican	10	1%	1%	Multiple Races	10	1%	1%
Hispanic-Cuban	2	0%	0%	Am. Indian/Native Alaskan	4	0%	0%
				Asian	2	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

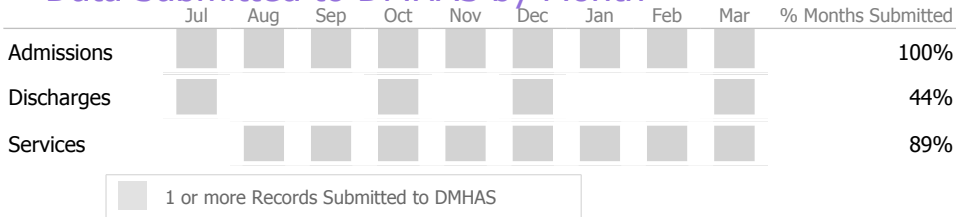
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	95	115% ▲
Admits	143	67	113% ▲
Discharges	93	39	138% ▲
Service Hours	1,043	549	90% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

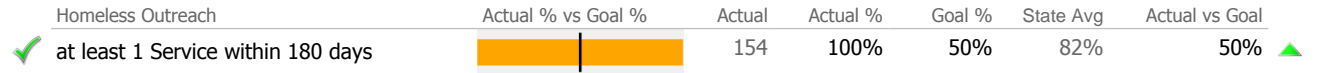
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Outreach & Engagement Programs

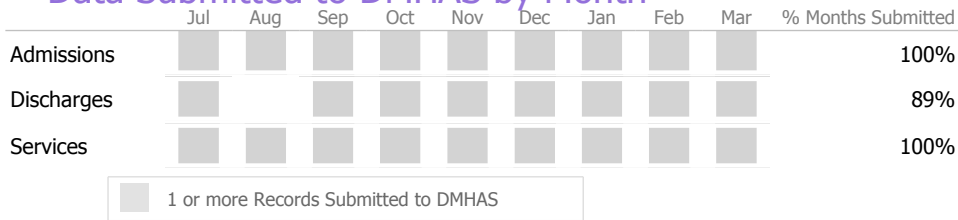
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	208	71	193% ▲
Admits	162	52	212% ▲
Discharges	141	34	315% ▲
Service Hours	422	163	158% ▲

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	59	51	16%	▲
Admits	57	46	24%	▲
Discharges	47	46	2%	
Service Hours	12	67	-81%	▼
Social Rehab/PHP/IOP Days	331	159	108%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	16%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	62%	50%	60%	12% ▲
Follow-up within 30 Days of Discharge		24	83%	90%	52%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		52	88%	75%	90%	13% ▲
Stable Living Situation		55	93%	95%	87%	-2%
Improved/Maintained Axis V GAF Score		43	91%	75%	82%	16% ▲
Abstinence/Reduced Drug Use		28	47%	55%	48%	-8%
Employed		21	36%	50%	31%	-14% ▼
Self Help		15	25%	60%	31%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	77%	90%	64%	-13% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	245	201	22% ▲
Admits	207	147	41% ▲
Discharges	158	158	0%
Service Hours	1,938	1,416	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	98%	93%
On-Time Periodic		
6 Month Updates	96%	57%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
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		88	56%	50%	54%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		248	93%	75%	90%	18% ▲
Abstinence/Reduced Drug Use		161	60%	55%	58%	5%
Stable Living Situation		258	96%	95%	89%	1%
Employed		131	49%	50%	42%	-1%
Improved/Maintained Axis V GAF Score		150	82%	75%	67%	7%
Self Help		48	18%	60%	22%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		105	95%	90%	82%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		146	76%	75%	78%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	426	315	35% ▲
Admits	353	238	48% ▲
Discharges	280	215	30% ▲
Service Hours	3,450	1,628	112% ▲

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%	57%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
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		176	63%	50%	54%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		450	96%	75%	90%	21% ▲
✓ Abstinence/Reduced Drug Use		304	65%	55%	58%	10%
● Stable Living Situation		444	94%	95%	89%	-1%
● Employed		172	37%	50%	42%	-13% ▼
✓ Improved/Maintained Axis V GAF Score		256	80%	75%	67%	5%
● Self Help		146	31%	60%	22%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		181	95%	90%	82%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		239	74%	75%	78%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 115 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	Jan	Feb	Mar	% 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	37	30	23% ▲
Admits	27	22	23% ▲
Discharges	27	20	35% ▲
Bed Days	2,644	2,526	5%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	70%	70%	71%	0%
No Re-admit within 30 Days of Discharge		26	96%	85%	91%	11% ▲
Follow-up within 30 Days of Discharge		13	68%	90%	61%	-22% ▼

Recovery

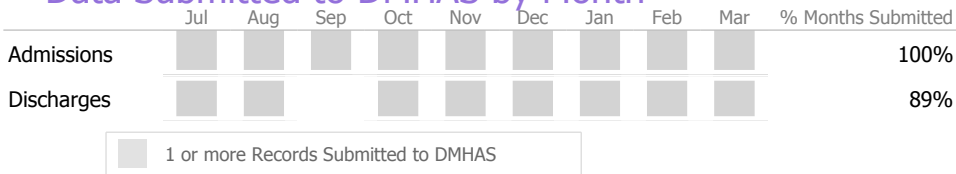
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		29	78%	70%	77%	8%
Improved/Maintained Axis V GAF Score		28	100%	95%	83%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	117 days	0.2	96%	90%	105%	6%

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

Data Submitted to DMHAS by Month



▲ > 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	42	39	8%
Admits	32	29	10%
Discharges	31	30	3%
Bed Days	2,614	2,573	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		17	55%	70%	71%	-15% ▼
✓ No Re-admit within 30 Days of Discharge		28	90%	85%	91%	5%
✓ Follow-up within 30 Days of Discharge		16	94%	90%	61%	4%

Data Submission Quality

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

Recovery

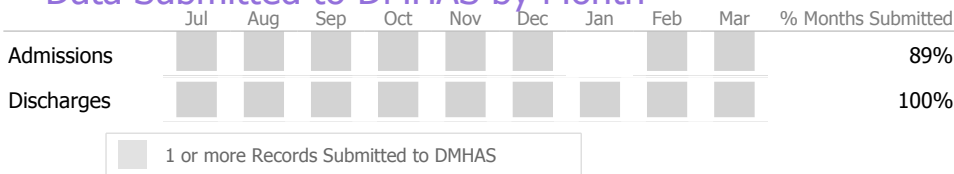
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		32	76%	70%	77%	6%
✓ Improved/Maintained Axis V GAF Score		31	100%	95%	83%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	103 days	0.2	95%	90%	105%	5%

■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 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	116	102	14% ▲
Admits	112	88	27% ▲
Discharges	97	99	-2%
Service Hours	28	145	-81% ▼
Social Rehab/PHP/IOP Days	583	483	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	16%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		64	66%	50%	60%	16% ▲
Follow-up within 30 Days of Discharge		55	86%	90%	52%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		112	93%	75%	90%	18% ▲
Abstinence/Reduced Drug Use		74	61%	55%	48%	6%
Stable Living Situation		115	95%	95%	87%	0%
Improved/Maintained Axis V GAF Score		85	88%	75%	82%	13% ▲
Self Help		60	50%	60%	31%	-10%
Employed		29	24%	50%	31%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	80%	90%	64%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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