

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,288	1,350	-5%
	Admits	477	535	-11% ▼
	Discharges	442	505	-12% ▼
	Service Hours	8,168	7,817	4%
	Bed Days	11,346	10,090	12% ▲
	S.Rehab/PHP/IOP	1,155	880	31% ▲

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

Consumer Satisfaction Survey

(Based on 220 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Outcome		90%	80%	83%
✓ Recovery		88%	80%	79%
✓ Access		87%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	1,031	69.0%
	Outpatient	191	12.8%
	Residential Services	167	11.2%
	IOP	105	7.0%

Client Demographics

Age	#	%	State Avg
18-25	60	5%	12%
26-34	269	21%	23%
35-44	298	23%	20%
45-54	333	26%	22%
55-64	270	21%	18%
65+	42	3%	6%

Gender	#	%	State Avg
Male	909	71%	▲ 59%
Female	377	29%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	868	67%	74%
Hisp-Puerto Rican	298	23%	13%
Hispanic-Other	109	8%	7%
Hispanic-Mexican	9	1%	1%
Hispanic-Cuban	4	0%	0%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	1,026	80%	▲ 65%
Black/African American	250	19%	16%
Am. Indian/Native Alaskan	4	0%	1%
Asian	4	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Multiple Races			1%
Other			▼ 13%
Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	42	-2%
Admits	34	38	-11% ▼
Discharges	25	32	-22% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	563	372	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	0%
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		16	64%	50%	63%	14% ▲
Follow-up within 30 Days of Discharge		11	69%	90%	60%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		39	89%	75%	92%	14% ▲
Abstinence/Reduced Drug Use		27	61%	55%	66%	6%
Stable Living Situation		43	98%	95%	88%	3%
Improved/Maintained Axis V GAF Score		24	96%	75%	84%	21% ▲
Self Help		16	36%	60%	43%	-24% ▼
Employed		4	9%	50%	33%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	83%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■		■	■	83%

■ 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	651	664	-2%
Admits	108	138	-22% ▼
Discharges	87	106	-18% ▼
Service Hours	4,376	3,468	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	65%	68%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	97%
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		43	49%	50%	47%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		509	77%	50%	71%	27% ▲
Not Arrested		635	96%	75%	94%	21% ▲
Stable Living Situation		635	96%	90%	93%	6%
Improved/Maintained Axis V GAF Score		497	87%	75%	85%	12% ▲
Employed		266	40%	40%	44%	0%
Self Help		250	38%	60%	51%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		557	97%	90%	76%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		480	74%	50%	68%	24% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	27	-11% ▼
Admits	16	21	-24% ▼
Discharges	16	21	-24% ▼
Service Hours	293	223	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	27%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
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		9	56%	50%	51%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		23	92%	75%	84%	17% ▲
✓ Abstinence/Reduced Drug Use		15	60%	55%	54%	5%
✓ Stable Living Situation		25	100%	95%	83%	5%
● Employed		9	36%	50%	41%	-14% ▼
✓ Improved/Maintained Axis V GAF Score		15	94%	75%	53%	19% ▲
● Self Help		9	36%	60%	33%	-24% ▼

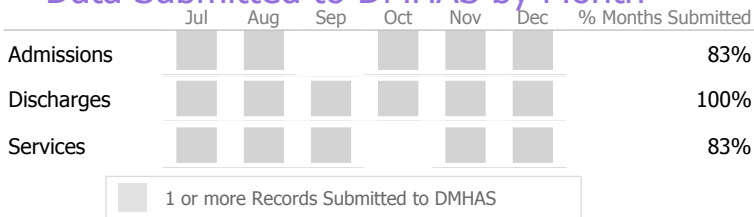
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	69%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		14	88%	75%	71%	13% ▲

Data Submitted to DMHAS by Month



▲ > 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	19	23	-17% ▼
Admits	11	17	-35% ▼
Discharges	11	15	-27% ▼
Bed Days	1,680	1,472	14% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	82%	70%	75%	12% ▲
✓ No Re-admit within 30 Days of Discharge		11	100%	85%	89%	15% ▲
● Follow-up within 30 Days of Discharge		5	56%	90%	62%	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
✓ Valid TEDS Data	100%	97%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		11	58%	70%	78%	-12% ▼
● Improved/Maintained Axis V GAF Score		11	92%	95%	87%	-3%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	19%

Bed Utilization

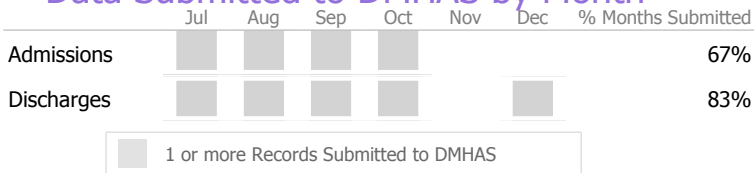
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	132 days	0.3	91%	90%	89%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

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%	94%

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	27	32	-16% ▼
Admits	12	20	-40% ▼
Discharges	14	12	17% ▲
Service Hours	131	230	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	0%	27%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
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		5	36%	50%	51%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		21	75%	75%	84%	0%
Stable Living Situation		25	89%	95%	83%	-6%
Abstinence/Reduced Drug Use		13	46%	55%	54%	-9%
Employed		10	36%	50%	41%	-14% ▼
Improved/Maintained Axis V GAF Score		14	74%	75%	53%	-1%
Self Help		3	11%	60%	33%	-49% ▼

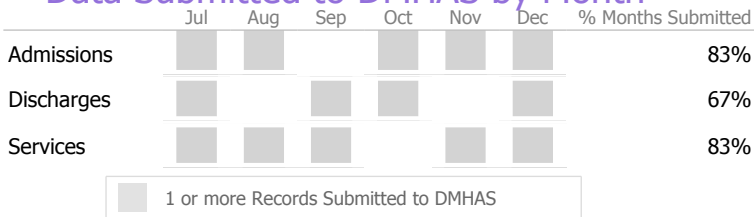
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	93%	90%	69%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	67%	75%	71%	-8%

Data Submitted to DMHAS by Month



▲ > 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	85	148	-43% ▼
Admits	52	86	-40% ▼
Discharges	54	106	-49% ▼
Service Hours	1,031	1,266	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	0%	27%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
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		40	74%	50%	51%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		71	83%	50%	41%	33% ▲
Not Arrested		83	97%	75%	84%	22% ▲
Abstinence/Reduced Drug Use		62	72%	55%	54%	17% ▲
Stable Living Situation		79	92%	95%	83%	-3%
Improved/Maintained Axis V GAF Score		51	86%	75%	53%	11% ▲
Self Help		21	24%	60%	33%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	94%	90%	69%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		44	85%	75%	71%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	83%

■ 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	54	53	2%
Admits	36	34	6%
Discharges	32	33	-3%
Bed Days	3,810	3,669	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Valid TEDS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	19%

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%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	78%	70%	75%	8%
No Re-admit within 30 Days of Discharge		31	97%	85%	89%	12%
Follow-up within 30 Days of Discharge		15	60%	90%	62%	-30%

Recovery

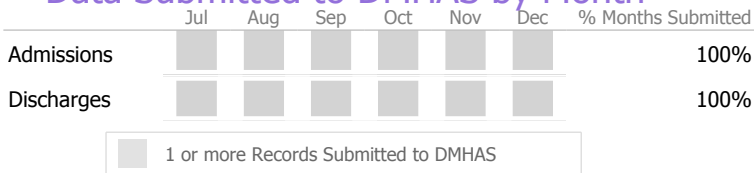
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		49	91%	70%	78%	21%
Improved/Maintained Axis V GAF Score		31	97%	95%	87%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	109 days	0.3	94%	90%	89%	4%

Legend: ■ < 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	94	77	22% ▲
Admits	65	52	25% ▲
Discharges	64	50	28% ▲
Bed Days	5,856	4,949	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Valid TEDS Data	100%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	19%

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%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		50	78%	70%	75%	8%
No Re-admit within 30 Days of Discharge		61	95%	85%	89%	10%
Follow-up within 30 Days of Discharge		34	68%	90%	62%	-22%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		72	75%	70%	78%	5%
Improved/Maintained Axis V GAF Score		63	95%	95%	87%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	99 days	0.2	103%	90%	89%	13% ▲

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	64	52	23% ▲
Admits	50	41	22% ▲
Discharges	44	37	19% ▲
Social Rehab/PHP/IOP Days	592	508	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	99%

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

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%

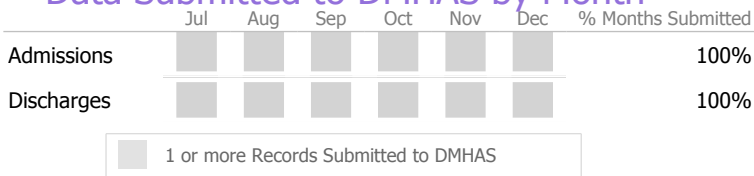
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	57%	50%	63%	7%
● Follow-up within 30 Days of Discharge		19	76%	90%	60%	-14%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		57	86%	75%	92%	11%
✓ Abstinence/Reduced Drug Use		36	55%	55%	66%	0%
● Self Help		25	38%	60%	43%	-22%
● Stable Living Situation		47	71%	95%	88%	-24%
● Employed		15	23%	50%	33%	-27%
● Improved/Maintained Axis V GAF Score		28	54%	75%	84%	-21%

Data Submitted to DMHAS by Month



▲ > 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	402	403	0%
Admits	93	88	6%
Discharges	95	91	4%
Service Hours	1,927	2,156	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	53%	68%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	97%
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		48	51%	50%	47%	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		335	82%	50%	71%	32% ▲
✓ Not Arrested		372	91%	75%	94%	16% ▲
✓ Employed		169	41%	40%	44%	1%
✓ Improved/Maintained Axis V GAF Score		292	84%	75%	85%	9%
● Stable Living Situation		347	85%	90%	93%	-5%
● Self Help		119	29%	60%	51%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		301	96%	90%	76%	6%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		251	62%	50%	68%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	61	-10%
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	411	475	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	33%	27%
Cooccurring		
MH Screen Complete	N/A	99%
SA Screen Complete	N/A	99%
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		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		49	89%	55%	54%	34% ▲
✓ Not Arrested		50	91%	75%	84%	16% ▲
✓ Improved/Maintained Axis V GAF Score		47	85%	75%	53%	10%
● Stable Living Situation		48	87%	95%	83%	-8%
● Self Help		25	45%	60%	33%	-15% ▼
● Employed		8	15%	50%	41%	-35% ▼

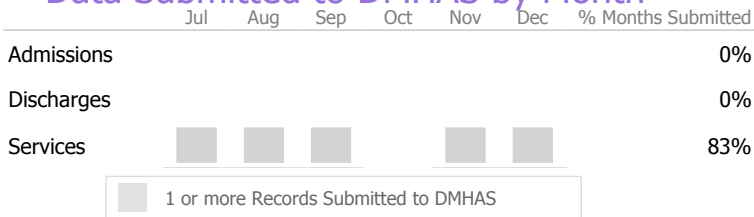
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		49	89%	90%	69%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	71%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs