

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,017	830	23%	▲
	Admits	765	672	14%	▲
	Discharges	658	617	7%	
	Service Hours	2,687	4,004	-33%	▼
	Bed Days	3,353	3,507	-4%	
	S.Rehab/PHP/IOP	571	500	14%	▲

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%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	712	53.4%
	Case Management	319	23.9%
	IOP	147	11.0%
	Residential Services	46	3.5%
Mental Health	Case Management	109	8.2%

Client Demographics

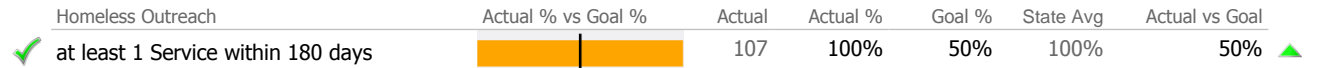
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	124	13%	12%	Male	571	56%	59%
26-34	300	30%	23%	Female	446	44%	41%
35-44	267	27%	20%	Transgender			0%
45-54	199	20%	22%				
55-64	88	9%	18%				
65+	11	1%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	708	70%	74%	White/Caucasian	775	76%	▲ 65%
Hisp-Puerto Rican	212	21%	13%	Other	114	11%	13%
Unknown	57	6%	6%	Black/African American	86	8%	16%
Hispanic-Other	30	3%	7%	Unknown	21	2%	3%
Hispanic-Mexican	9	1%	1%	Multiple Races	15	1%	1%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	4	0%	1%
				Asian	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

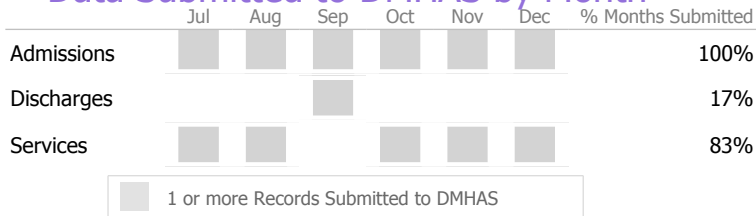
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	319	236	35% ▲
Admits	107	121	-12% ▼
Discharges	114	83	37% ▲
Service Hours	548	584	-6%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

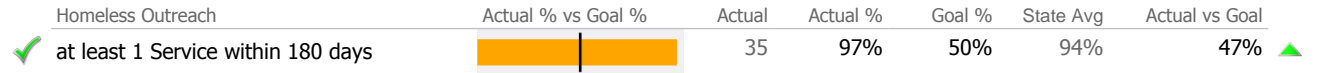
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Outreach & Engagement Programs

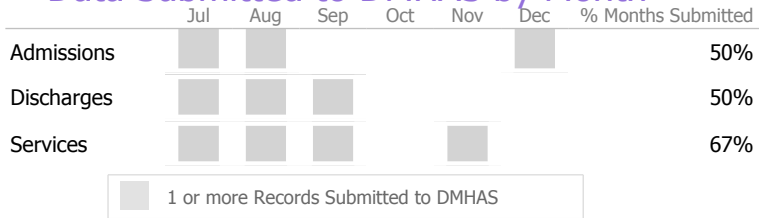
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	136	-20% ▼
Admits	38	74	-49% ▼
Discharges	106	59	80% ▲
Service Hours	118	290	-59% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 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	29	30	-3%
Admits	25	26	-4%
Discharges	24	30	-20% ▼
Service Hours	8	7	8%
Social Rehab/PHP/IOP Days	124	135	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	0%
Cooccurring		
MH Screen Complete	100%	97%
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		23	96%	50%	63%	46% ▲
● Follow-up within 30 Days of Discharge		18	78%	90%	60%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		30	94%	75%	92%	19% ▲
✓ Stable Living Situation		32	100%	95%	88%	5%
✓ Improved/Maintained Axis V GAF Score		22	88%	75%	84%	13% ▲
● Employed		14	44%	50%	33%	-6%
● Abstinence/Reduced Drug Use		13	41%	55%	66%	-14% ▼
● Self Help		12	38%	60%	43%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	83%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	204	194	5%
Admits	107	136	-21% ▼
Discharges	75	139	-46% ▼
Service Hours	516	1,213	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	98%	93%
On-Time Periodic		
6 Month Updates	3%	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		62	83%	50%	51%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		199	94%	75%	84%	19% ▲
Stable Living Situation		200	94%	95%	83%	-1%
Abstinence/Reduced Drug Use		113	53%	55%	54%	-2%
Employed		99	47%	50%	41%	-3%
Improved/Maintained Axis V GAF Score		81	57%	75%	53%	-18% ▼
Self Help		36	17%	60%	33%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		113	82%	90%	69%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		41	39%	75%	71%	-36% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	515	336	53% ▲
Admits	351	207	70% ▲
Discharges	235	197	19% ▲
Service Hours	1,469	1,892	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	94%	93%
On-Time Periodic		
6 Month Updates	5%	27%
Cooccurring		
MH Screen Complete	99%	99%
SA Screen Complete	99%	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		204	87%	50%	51%	37% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		546	95%	75%	84%	20% ▲
Abstinence/Reduced Drug Use		350	61%	55%	54%	6%
Stable Living Situation		491	86%	95%	83%	-9%
Employed		220	38%	50%	41%	-12% ▼
Self Help		228	40%	60%	33%	-20% ▼
Improved/Maintained Axis V GAF Score		169	44%	75%	53%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		247	73%	90%	69%	-17% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		108	35%	75%	71%	-40% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	Oct	Nov	Dec	% 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	21	22	-5%
Admits	14	15	-7%
Discharges	13	12	8%
Bed Days	1,305	1,741	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		6	46%	70%	75%	-24% ▼
No Re-admit within 30 Days of Discharge		13	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		4	67%	90%	62%	-23% ▼

Recovery

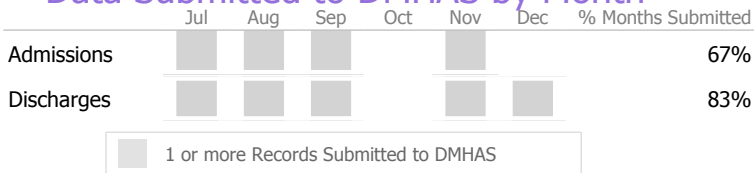
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		21	100%	70%	78%	30% ▲
Improved/Maintained Axis V GAF Score		13	93%	95%	87%	-2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	116 days	0.3	71%	90%	89%	-19% ▼

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	25	31	-19% ▼
Admits	17	25	-32% ▼
Discharges	16	25	-36% ▼
Bed Days	2,048	1,766	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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		12	75%	70%	75%	5%
● No Re-admit within 30 Days of Discharge		13	81%	85%	89%	-4%
✓ Follow-up within 30 Days of Discharge		12	100%	90%	62%	10%

Recovery

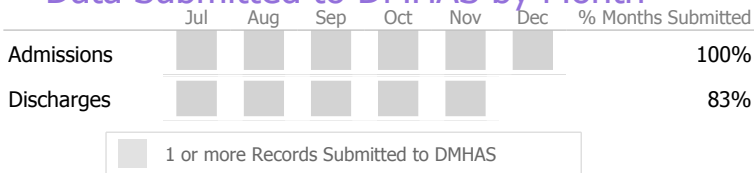
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		17	61%	70%	78%	-9%
● Improved/Maintained Axis V GAF Score		14	82%	95%	87%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	111 days	0.3	111%	90%	89%	21% ▲

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	119	74	61% ▲
Admits	106	68	56% ▲
Discharges	75	72	4%
Service Hours	28	18	61% ▲
Social Rehab/PHP/IOP Days	447	365	22% ▲

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		67	89%	50%	63%	39% ▲
Follow-up within 30 Days of Discharge		54	81%	90%	60%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		118	95%	75%	92%	20% ▲
Abstinence/Reduced Drug Use		84	68%	55%	66%	13% ▲
Self Help		83	67%	60%	43%	7%
Stable Living Situation		98	79%	95%	88%	-16% ▼
Improved/Maintained Axis V GAF Score		70	86%	75%	84%	11% ▲
Employed		35	28%	50%	33%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	69%	90%	83%	-21% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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