

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,134	1,145	-1%
	Admits	247	259	-5%
	Discharges	213	240	-11% ▼
	Service Hours	3,668	4,184	-12% ▼
	Bed Days	5,533	5,592	-1%
	S.Rehab/PHP/IOP	926	491	89% ▲

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

Consumer Satisfaction Survey (Based on 186 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		88%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		83%	80%	79%
✓ Access		82%	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	983	78.0%
	Residential Services	116	9.2%
	IOP	97	7.7%
	Outpatient	65	5.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	29	3%	10%	Male	754	67%	58%
26-34	195	17%	22%	Female	379	33%	41%
35-44	281	25%	20%	Transgender			0%
45-54	291	26%	21%				
55-64	269	24%	19%				
65+	55	5%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	779	69%	71%	White/Caucasian	898	79%	▲ 63%
Hisp-Puerto Rican	271	24%	▲ 13%	Black/African American	216	19%	16%
Hispanic-Other	76	7%	7%	Hawaiian/Other Pacific Islander	10	1%	0%
Hispanic-Mexican	5	0%	1%	Am. Indian/Native Alaskan	6	1%	1%
Hispanic-Cuban	3	0%	0%	Asian	4	0%	1%
Unknown			8%	Multiple Races			1%
				Other			▼ 13%
				Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	21	110% ▲
Admits	32	11	191% ▲
Discharges	17	14	21% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	407	242	68% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	97%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%

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		4	24%	50%	52%	-26% ▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		3	75%	90%	67%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		40	91%	75%	82%	16% ▲
Stable Living Situation		41	93%	95%	80%	-2%
Abstinence/Reduced Drug Use		23	52%	55%	47%	-3%
Employed		5	11%	50%	22%	-39% ▼
Self Help		7	16%	60%	42%	-44% ▼
Improved/Maintained Axis V GAF Score		11	61%	75%	46%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	78%	90%	34%	-12% ▼

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	629	613	3%
Admits	47	68	-31% ▼
Discharges	43	52	-17% ▼
Service Hours	2,191	2,137	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	93%	69%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	56%	50%	49%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		510	81%	50%	64%	31% ▲
Not Arrested		615	98%	75%	85%	23% ▲
Stable Living Situation		612	97%	90%	84%	7%
Improved/Maintained Axis V GAF Score		511	92%	75%	75%	17% ▲
Employed		268	43%	40%	41%	3%
Self Help		256	41%	60%	44%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		584	99%	90%	86%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		470	75%	50%	74%	25% ▲

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 27 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	16	-50% ▼
Admits	5	7	-29% ▼
Discharges	3	8	-63% ▼
Service Hours	44	171	-74% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	90%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
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		1	33%	50%	53%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		7	88%	75%	80%	13% ▲
Stable Living Situation		8	100%	95%	77%	5%
Abstinence/Reduced Drug Use		4	50%	55%	46%	-5%
Employed		3	38%	50%	39%	-12% ▼
Self Help		1	12%	60%	28%	-48% ▼
Improved/Maintained Axis V GAF Score		2	50%	75%	37%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	80%	75%	64%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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	16	16	0%
Admits	6	8	-25% ▼
Discharges	6	6	0%
Bed Days	909	812	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	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	100%	99%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

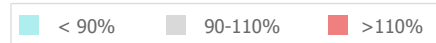
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	70%	70%	13% ▲
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	61%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		7	44%	70%	68%	-26% ▼
● Improved/Maintained Axis V GAF Score		6	86%	95%	68%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	117 days	0.6	99%	90%	99%	9%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	3	2	50% ▲
Discharges	6	9	-33% ▼
Service Hours	80	70	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	90%
On-Time Periodic		
6 Month Updates	0%	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		5	83%	50%	53%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	95%	77%	5%
✓ Not Arrested		14	78%	75%	80%	3%
● Abstinence/Reduced Drug Use		9	50%	55%	46%	-5%
● Self Help		8	44%	60%	28%	-16% ▼
● Employed		4	22%	50%	39%	-28% ▼
● Improved/Maintained Axis V GAF Score		6	67%	75%	37%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	48%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	100%	75%	64%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	39	64	-39% ▼
Admits	19	32	-41% ▼
Discharges	14	27	-48% ▼
Service Hours	301	480	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
Valid TEDS Data	100%	90%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
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		9	64%	50%	53%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		37	95%	75%	80%	20% ▲
✓ Employed		24	62%	50%	39%	12% ▲
● Stable Living Situation		36	92%	95%	77%	-3%
● Abstinence/Reduced Drug Use		19	49%	55%	46%	-6%
● Improved/Maintained Axis V GAF Score		14	74%	75%	37%	-1%
● Self Help		7	18%	60%	28%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	89%	75%	64%	14% ▲

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	34	36	-6%
Admits	14	18	-22% ▼
Discharges	14	15	-7%
Bed Days	1,914	1,834	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	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	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		13	93%	70%	70%	23% ▲
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	94%	8%
● Follow-up within 30 Days of Discharge		7	54%	90%	61%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		24	71%	70%	68%	1%
● Improved/Maintained Axis V GAF Score		14	88%	95%	68%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		22	104 days	0.6	95%	90%	99%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

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	66	69	-4%
Admits	35	38	-8%
Discharges	32	36	-11% ▼
Bed Days	2,710	2,946	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	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	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		18	56%	70%	70%	-14% ▼
No Re-admit within 30 Days of Discharge		29	91%	85%	94%	6%
Follow-up within 30 Days of Discharge		9	50%	90%	61%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		37	56%	70%	68%	-14% ▼
Improved/Maintained Axis V GAF Score		31	91%	95%	68%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	94 days	0.5	95%	90%	99%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

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	53	42	26% ▲
Admits	33	27	22% ▲
Discharges	35	23	52% ▲
Social Rehab/PHP/IOP Days	519	249	108% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	54%	50%	52%	4%
● Follow-up within 30 Days of Discharge		15	79%	90%	67%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		42	78%	75%	82%	3%
● Abstinence/Reduced Drug Use		28	52%	55%	47%	-3%
● Self Help		25	46%	60%	42%	-14% ▼
● Stable Living Situation		41	76%	95%	80%	-19% ▼
● Employed		16	30%	50%	22%	-20% ▼
● Improved/Maintained Axis V GAF Score		27	63%	75%	46%	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	95%
✓ Valid TEDS Data	100%	97%

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

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	91%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				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	363	364	0%
Admits	53	48	10%
Discharges	43	50	-14% ▼
Service Hours	1,053	1,099	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	96%	69%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	47%	50%	49%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		299	82%	50%	64%	32% ▲
Not Arrested		334	91%	75%	85%	16% ▲
Employed		153	42%	40%	41%	2%
Stable Living Situation		320	87%	90%	84%	-3%
Improved/Maintained Axis V GAF Score		255	86%	75%	75%	11% ▲
Self Help		103	28%	60%	44%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		322	100%	90%	86%	10%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		232	64%	50%	74%	14% ▲

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 27 Active Methadone Maintenance Programs