

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,857	6,475	-10%
	Admits	427	1,176	-64% ▼
	Discharges	639	1,382	-54% ▼
	Service Hours	10,185	9,341	9%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	5,847	99.1%
	Case Management	56	0.9%

### Consumer Satisfaction Survey

(Based on 626 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ Respect		91%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Outcome		87%	80%	83%
✓ Access		82%	80%	88%
✓ Recovery		82%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	187	3%	11%
26-34	1,535	26%	23%
35-44	1,576	27%	21%
45-54	1,316	22%	21%
55-64	992	17%	18%
65+	251	4%	6%

Gender	#	%	State Avg
Male	3,560	61%	59%
Female	2,293	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,415	75%	71%
Hisp-Puerto Rican	1,293	22%	13%
Unknown	80	1%	9%
Hispanic-Other	55	1%	7%
Hispanic-Mexican	10	0%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	4,477	76%	▲ 63%
Other	1,031	18%	13%
Black/African American	299	5%	▼ 16%
Unknown	22	0%	5%
Am. Indian/Native Alaskan	15	0%	1%
Hawaiian/Other Pacific Islander	7	0%	0%
Asian	6	0%	1%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	587	620	-5%
Admits	36	107	-66% ▼
Discharges	46	96	-52% ▼
Service Hours	1,000	890	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	27%	56%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		17	37%	50%	48%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		345	59%	50%	66%	9%
Not Arrested		447	76%	75%	87%	1%
Employed		233	40%	40%	42%	0%
Stable Living Situation		453	77%	90%	87%	-13% ▼
Self Help		269	46%	60%	45%	-14% ▼
Improved/Maintained Axis V GAF Score		309	55%	75%	77%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		423	78%	90%	86%	-12% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		486	83%	50%	75%	33% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							83%
Services							67%

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	823	892	-8%
Admits	45	119	-62% ▼
Discharges	35	136	-74% ▼
Service Hours	1,059	975	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	24%	56%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	37%	50%	48%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		419	51%	50%	66%	1%
Not Arrested		539	65%	75%	87%	-10%
Employed		174	21%	40%	42%	-19% ▼
Stable Living Situation		539	65%	90%	87%	-25% ▼
Improved/Maintained Axis V GAF Score		379	48%	75%	77%	-27% ▼
Self Help		188	23%	60%	45%	-37% ▼

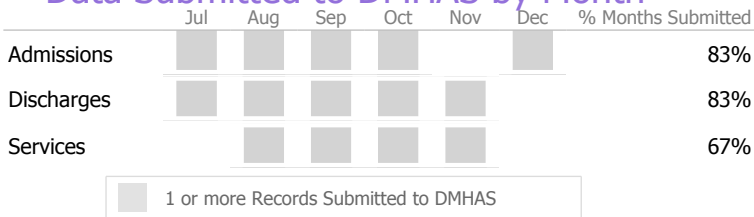
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		534	68%	90%	86%	-22% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		716	87%	50%	75%	37% ▲

### Data Submitted to DMHAS by Month



▲ > 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	852	1,020	-16% ▼
Admits	89	161	-45% ▼
Discharges	167	253	-34% ▼
Service Hours	1,384	1,737	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	63%	56%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		96	57%	50%	48%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		663	77%	50%	66%	27% ▲
Not Arrested		830	97%	75%	87%	22% ▲
Stable Living Situation		850	99%	90%	87%	9%
Employed		364	42%	40%	42%	2%
Improved/Maintained Axis V GAF Score		626	78%	75%	77%	3%
Self Help		484	56%	60%	45%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		657	95%	90%	86%	5%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		649	76%	50%	75%	26% ▲

### 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	56	143	-61% ▼
Admits	5	31	-84% ▼
Discharges	14	95	-85% ▼
Service Hours	116	186	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic 6 Month Updates	29%	45%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	29%	50%	59%	-21% ▼

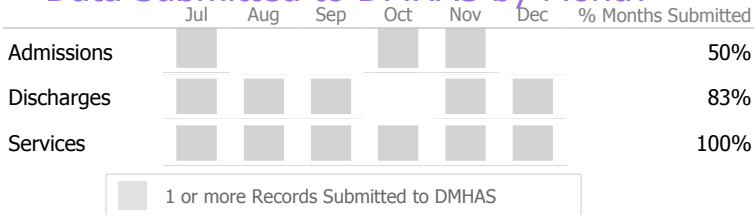
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		38	68%	60%	61%	8%
Employed		11	20%	20%	28%	0%
Stable Living Situation		44	79%	80%	78%	-1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	45%	90%	80%	-45% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 14 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	771	930	-17% ▼
Admits	42	135	-69% ▼
Discharges	61	169	-64% ▼
Service Hours	1,465	1,210	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	26%	56%
<b>Cooccurring</b>		
MH Screen Complete	90%	97%
SA Screen Complete	90%	97%
<b>Diagnosis</b>		
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		29	48%	50%	48%	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		468	60%	50%	66%	10%
Employed		355	46%	40%	42%	6%
Not Arrested		610	79%	75%	87%	4%
Self Help		399	52%	60%	45%	-8%
Stable Living Situation		621	80%	90%	87%	-10%
Improved/Maintained Axis V GAF Score		438	59%	75%	77%	-16% ▼

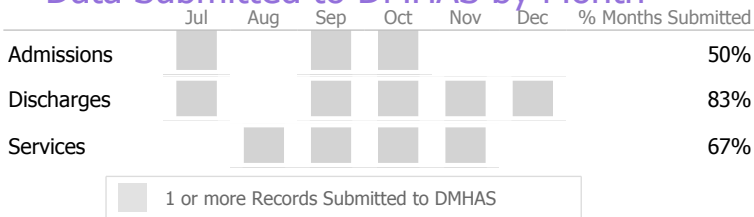
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		583	82%	90%	86%	-8%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		660	86%	50%	75%	36% ▲

### Data Submitted to DMHAS by Month



▲ > 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	832	857	-3%
Admits	78	191	-59% ▼
Discharges	59	153	-61% ▼
Service Hours	1,552	1,189	31% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	28%	56%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	36%	50%	48%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		545	65%	50%	66%	15% ▲
Not Arrested		725	87%	75%	87%	12% ▲
Employed		360	43%	40%	42%	3%
Stable Living Situation		724	87%	90%	87%	-3%
Self Help		437	52%	60%	45%	-8%
Improved/Maintained Axis V GAF Score		553	72%	75%	77%	-3%

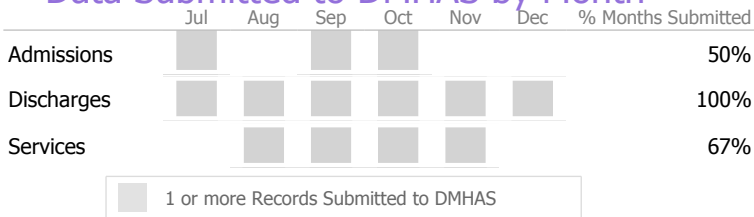
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		674	87%	90%	86%	-3%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		631	76%	50%	75%	26% ▲

### Data Submitted to DMHAS by Month



▲ > 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	478	575	-17% ▼
Admits	26	66	-61% ▼
Discharges	38	103	-63% ▼
Service Hours	806	804	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	0%	56%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		12	32%	50%	48%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		227	47%	50%	66%	-3%
Employed		166	35%	40%	42%	-5%
Not Arrested		311	65%	75%	87%	-10%
Stable Living Situation		315	66%	90%	87%	-24% ▼
Improved/Maintained Axis V GAF Score		232	51%	75%	77%	-24% ▼
Self Help		57	12%	60%	45%	-48% ▼

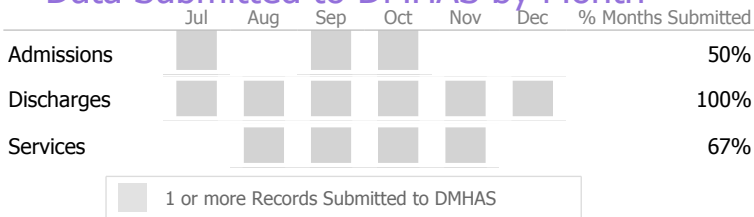
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		356	81%	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		422	88%	50%	75%	38% ▲

### Data Submitted to DMHAS by Month



▲ > 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	537	674	-20% ▼
Admits	13	135	-90% ▼
Discharges	81	181	-55% ▼
Service Hours	932	843	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	26%	56%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		41	51%	50%	48%	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		461	86%	75%	87%	11% ▲
✓ Abstinence/Reduced Drug Use		297	55%	50%	66%	5%
✓ Employed		232	43%	40%	42%	3%
● Stable Living Situation		467	87%	90%	87%	-3%
● Improved/Maintained Axis V GAF Score		368	70%	75%	77%	-5%
● Self Help		171	32%	60%	45%	-28% ▼

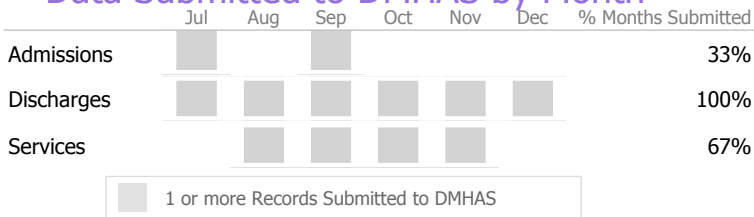
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		400	87%	90%	86%	-3%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		446	83%	50%	75%	33% ▲

### Data Submitted to DMHAS by Month



▲ > 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	509	499	2%
Admits	67	113	-41% ▼
Discharges	103	108	-5%
Service Hours	893	600	49% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	23%	56%
<b>Cooccurring</b>		
MH Screen Complete	91%	97%
SA Screen Complete	94%	97%
<b>Diagnosis</b>		
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		29	28%	50%	48%	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		442	86%	75%	87%	11% ▲
Employed		233	46%	40%	42%	6%
Abstinence/Reduced Drug Use		273	53%	50%	66%	3%
Stable Living Situation		454	89%	90%	87%	-1%
Improved/Maintained Axis V GAF Score		301	67%	75%	77%	-8%
Self Help		111	22%	60%	45%	-38% ▼

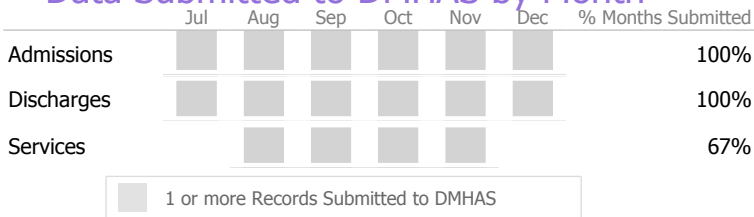
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		306	75%	90%	86%	-15% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		337	66%	50%	75%	16% ▲

### Data Submitted to DMHAS by Month



▲ > 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	509	553	-8%
Admits	26	118	-78% ▼
Discharges	35	88	-60% ▼
Service Hours	978	906	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	28%	56%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		9	26%	50%	48%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		396	77%	50%	66%	27% ▲
Not Arrested		454	89%	75%	87%	14% ▲
Employed		259	51%	40%	42%	11% ▲
Stable Living Situation		461	90%	90%	87%	0%
Improved/Maintained Axis V GAF Score		381	78%	75%	77%	3%
Self Help		44	9%	60%	45%	-51% ▼

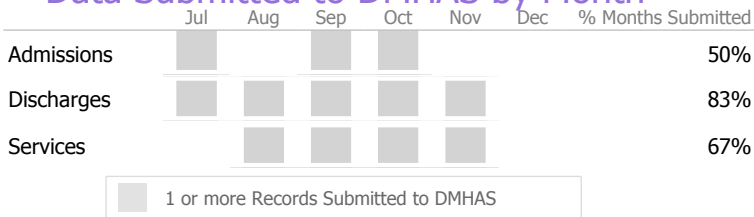
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		423	89%	90%	86%	-1%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		416	82%	50%	75%	32% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 27 Active Methadone Maintenance Programs