

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,321	1,018	30%	▲
	Admits	670	767	-13%	▼
	Discharges	262	673	-61%	▼
	Service Hours	3,046	2,687	13%	▲
	Bed Days	7,297	3,353	118%	▲
	S.Rehab/PHP/IOP	694	572	21%	▲

### Consumer Satisfaction Survey (Based on 158 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		93%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Respect		87%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	80%	79%
✓ Access		84%	80%	88%

▲ > 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	#	%
<b>Addiction</b>	Outpatient	1,032	63.0%
	Case Management	330	20.1%
	IOP	175	10.7%
	Residential Services	53	3.2%
<b>Mental Health</b>	Case Management	48	2.9%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	157	12%	11%	Male	725	55%	59%
26-34	348	27%	23%	Female	596	45%	41%
35-44	364	29%	21%	Transgender			0%
45-54	260	20%	21%				
55-64	131	10%	18%				
65+	16	1%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	918	69%	71%	White/Caucasian	974	74%	▲ 63%
Hisp-Puerto Rican	277	21%	13%	Other	214	16%	13%
Hispanic-Other	70	5%	7%	Black/African American	103	8%	16%
Unknown	39	3%	9%	Unknown	13	1%	5%
Hispanic-Mexican	15	1%	1%	Multiple Races	7	1%	1%
Hispanic-Cuban	2	0%	0%	Hawaiian/Other Pacific Islander	6	0%	0%
				Am. Indian/Native Alaskan	4	0%	1%
				Asian			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	721	518	39% ▲
Admits	255	352	-28% ▼
Discharges	73	245	-70% ▼
Service Hours	1,492	1,469	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
Valid TEDS Data	82%	88%
<b>On-Time Periodic</b>		
6 Month Updates	7%	21%
<b>Cooccurring</b>		
MH Screen Complete	98%	96%
SA Screen Complete	98%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		69	95%	50%	55%	45% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		518	69%	75%	84%	-6%
● Abstinence/Reduced Drug Use		331	44%	55%	48%	-11% ▼
● Employed		223	30%	50%	41%	-20% ▼
● Stable Living Situation		548	73%	95%	80%	-22% ▼
● Self Help		198	26%	60%	30%	-34% ▼
● Improved/Maintained Axis V GAF Score		126	23%	75%	50%	-52% ▼

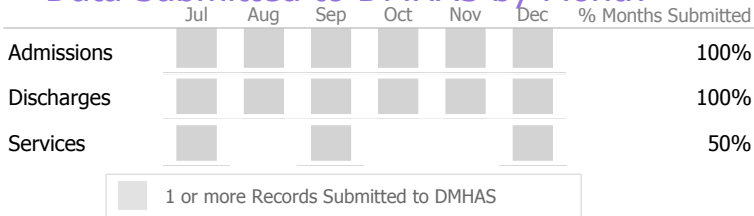
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		317	47%	90%	56%	-43% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		91	37%	75%	63%	-38% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

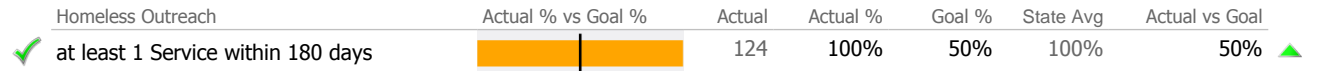
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

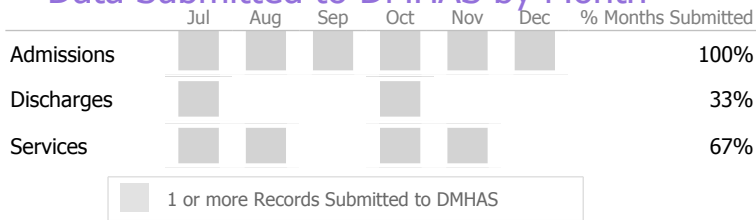
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	330	319	3%
Admits	124	107	16% ▲
Discharges	101	114	-11% ▼
Service Hours	690	548	26% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

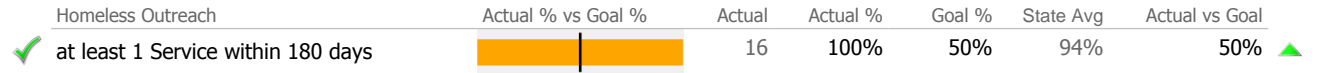
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 7 Active Outreach & Engagement Programs

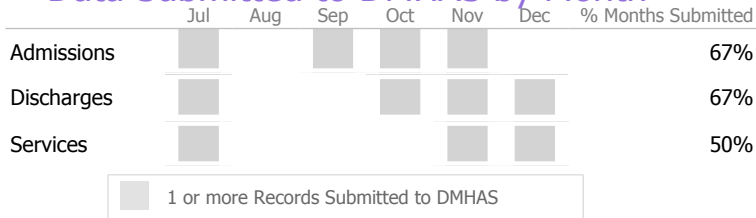
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	109	-56% ▼
Admits	16	38	-58% ▼
Discharges	18	106	-83% ▼
Service Hours	63	118	-47% ▼

### 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	30	29	3%
Admits	22	25	-12% ▼
Discharges	8	24	-67% ▼
Service Hours	30	8	
Social Rehab/PHP/IOP Days	173	124	40% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	93%	97%
<b>On-Time Periodic</b>		
6 Month Updates	0%	4%
<b>Cooccurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	92%
<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		8	100%	50%	59%	50% ▲
● Follow-up within 30 Days of Discharge		6	75%	90%	56%	-15% ▼

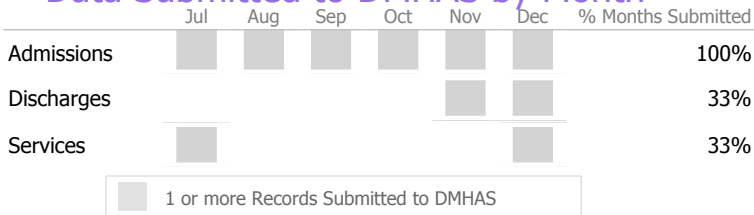
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		26	87%	75%	77%	12% ▲
✓ Abstinence/Reduced Drug Use		18	60%	55%	60%	5%
● Stable Living Situation		26	87%	95%	86%	-8%
● Employed		9	30%	50%	29%	-20% ▼
● Self Help		6	20%	60%	41%	-40% ▼
● Improved/Maintained Axis V GAF Score		7	47%	75%	55%	-28% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	68%	90%	65%	-22% ▼

### 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	317	205	55% ▲
Admits	137	108	27% ▲
Discharges	36	79	-54% ▼
Service Hours	663	516	28% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
Valid TEDS Data	83%	88%
<b>On-Time Periodic</b>		
6 Month Updates	2%	21%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	100%	50%	55%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		269	80%	75%	84%	5%
Abstinence/Reduced Drug Use		149	44%	55%	48%	-11% ▼
Employed		110	33%	50%	41%	-17% ▼
Stable Living Situation		255	76%	95%	80%	-19% ▼
Self Help		48	14%	60%	30%	-46% ▼
Improved/Maintained Axis V GAF Score		70	33%	75%	50%	-42% ▼

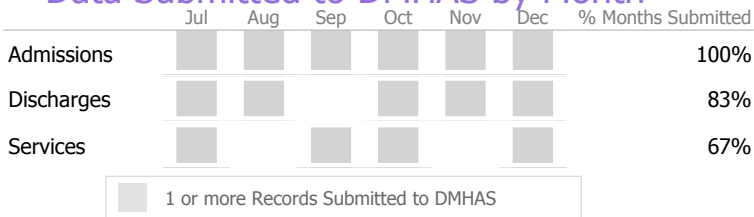
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	57%	90%	56%	-33% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		45	34%	75%	63%	-41% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

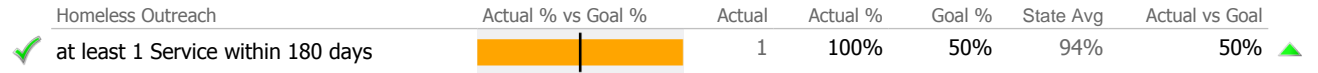
█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

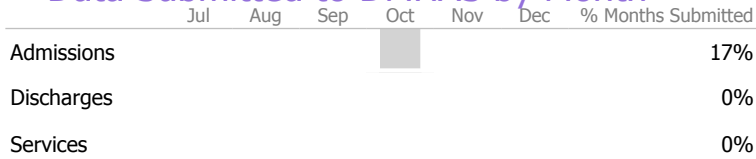
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	1	-	
Discharges	-	-	
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



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	29	21	38% ▲
Admits	16	14	14% ▲
Discharges	1	13	-92% ▼
Bed Days	3,776	1,305	189% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	94%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	4%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%

Diagnosis	Actual	State Avg
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		0	0%	70%	73%	-70% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	66%	N/A

### Recovery

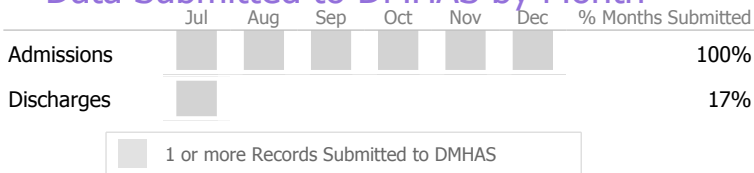
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	86%	70%	75%	16% ▲
Improved/Maintained Axis V GAF Score		1	8%	95%	73%	-87% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	225 days	0.2	205%	90%	113%	115% ▲

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	24	25	-4%
Admits	10	17	-41% ▼
Discharges	1	16	-94% ▼
Bed Days	3,521	2,048	72% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
Valid TEDS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	8%	4%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
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		1	100%	70%	73%	30% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	66%	10%

### Recovery

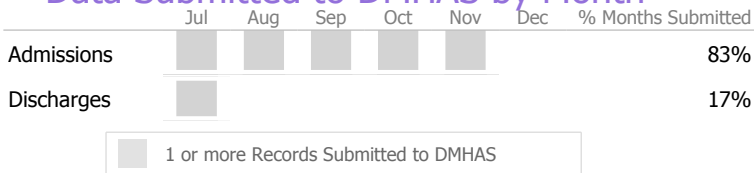
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		21	88%	70%	75%	18% ▲
○ Improved/Maintained Axis V GAF Score		4	29%	95%	73%	-66% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	265 days	0.2	191%	90%	113%	101% ▲

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	146	119	23% ▲
Admits	89	106	-16% ▼
Discharges	24	76	-68% ▼
Service Hours	108	28	
Social Rehab/PHP/IOP Days	521	448	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	96%	97%
<b>On-Time Periodic</b>		
6 Month Updates	0%	4%
<b>Cooccurring</b>		
MH Screen Complete	99%	91%
SA Screen Complete	100%	92%
<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		24	100%	50%	59%	50% ▲
Follow-up within 30 Days of Discharge		18	75%	90%	56%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		76	51%	55%	60%	-4%
Not Arrested		101	68%	75%	77%	-7%
Stable Living Situation		124	84%	95%	86%	-11% ▼
Self Help		67	45%	60%	41%	-15% ▼
Employed		27	18%	50%	29%	-32% ▼
Improved/Maintained Axis V GAF Score		18	24%	75%	55%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	52%	90%	65%	-38% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
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 50 Active Standard IOP Programs