

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,574	1,274	24%	▲
	Admits	1,162	1,196	-3%	
	Discharges	476	987	-52%	▼
	Service Hours	5,517	3,813	45%	▲
	Bed Days	12,370	5,106	142%	▲
	S.Rehab/PHP/IOP	1,746	783	123%	▲

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

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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,274	62.2%
	Case Management	365	17.8%
	IOP	270	13.2%
	Residential Services	83	4.1%
Mental Health	Case Management	57	2.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	196	13%	12%	Male	876	56%	60%
26-34	428	28%	24%	Female	697	44%	40%
35-44	415	27%	21%	Transgender			0%
45-54	297	20%	20%				
55-64	156	10%	17%				
65+	21	1%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,114	71%	71%	White/Caucasian	1,168	74%	▲ 63%
Hisp-Puerto Rican	319	20%	13%	Other	234	15%	14%
Hispanic-Other	80	5%	7%	Black/African American	134	9%	16%
Unknown	39	2%	9%	Unknown	19	1%	5%
Hispanic-Mexican	19	1%	1%	Multiple Races	7	0%	1%
Hispanic-Cuban	3	0%	0%	Hawaiian/Other Pacific Islander	6	0%	0%
				Am. Indian/Native Alaskan	5	0%	1%
				Asian	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	884	683	29% ▲
Admits	452	560	-19% ▼
Discharges	159	375	-58% ▼
Service Hours	2,807	2,064	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
Valid TEDS Data	82%	88%
On-Time Periodic		
6 Month Updates	1%	25%
Cooccurring		
MH Screen Complete	98%	95%
SA Screen Complete	98%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		151	95%	50%	54%	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		698	73%	75%	83%	-2%
● Abstinence/Reduced Drug Use		454	48%	55%	51%	-7%
● Stable Living Situation		734	77%	95%	81%	-18% ▼
● Employed		269	28%	50%	41%	-22% ▼
● Self Help		255	27%	60%	31%	-33% ▼
● Improved/Maintained Axis V GAF Score		195	27%	75%	57%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		427	54%	90%	60%	-36% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		178	43%	75%	65%	-32% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■		■			■	■	■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

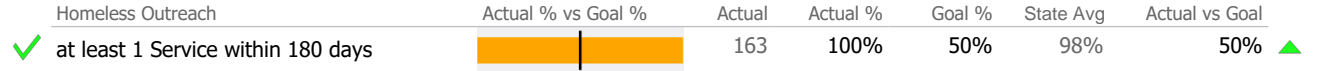
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

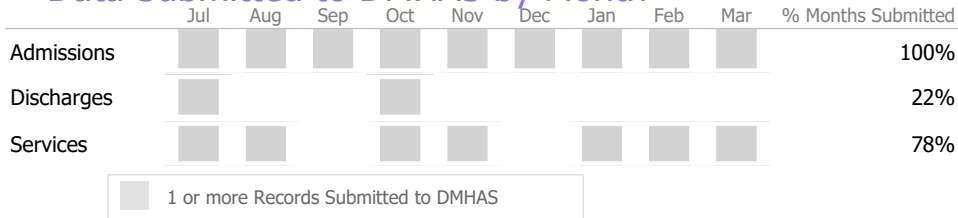
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	365	378	-3%
Admits	163	168	-3%
Discharges	101	190	-47% ▼
Service Hours	997	840	19% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

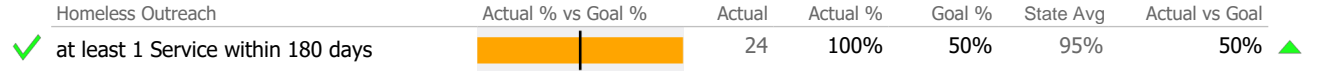
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Outreach & Engagement Programs

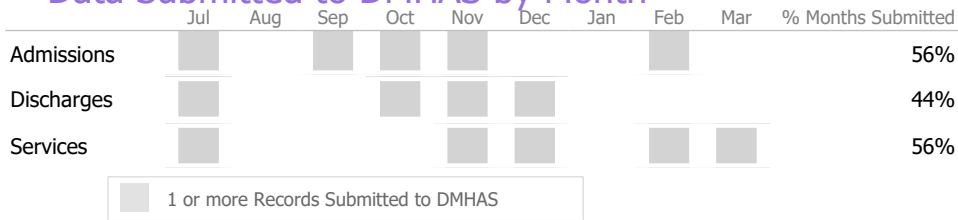
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	128	-56% ▼
Admits	24	58	-59% ▼
Discharges	18	109	-83% ▼
Service Hours	91	173	-48% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	40	45% ▲
Admits	51	41	24% ▲
Discharges	27	40	-33% ▼
Service Hours	81	17	
Social Rehab/PHP/IOP Days	428	156	174% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	97%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
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		27	100%	50%	66%	50% ▲
● Follow-up within 30 Days of Discharge		23	85%	90%	62%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		53	90%	75%	77%	15% ▲
✓ Abstinence/Reduced Drug Use		37	63%	55%	64%	8%
● Stable Living Situation		51	86%	95%	87%	-9%
● Employed		15	25%	50%	28%	-25% ▼
● Improved/Maintained Axis V GAF Score		22	58%	75%	59%	-17% ▼
● Self Help		10	17%	60%	42%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	66%	90%	63%	-24% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges			■	■	■	■	■	■	■	78%
Services	■					■		■	■	44%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	402	245	64% ▲
Admits	253	163	55% ▲
Discharges	87	105	-17% ▼
Service Hours	1,291	670	93% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	84%	88%
On-Time Periodic		
6 Month Updates	0%	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		85	98%	50%	54%	48% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		376	83%	75%	83%	8%
● Abstinence/Reduced Drug Use		200	44%	55%	51%	-11% ▼
● Employed		153	34%	50%	41%	-16% ▼
● Stable Living Situation		356	79%	95%	81%	-16% ▼
● Self Help		64	14%	60%	31%	-46% ▼
● Improved/Maintained Axis V GAF Score		97	30%	75%	57%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		243	66%	90%	60%	-24% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		111	48%	75%	65%	-27% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■		■	■		■		■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

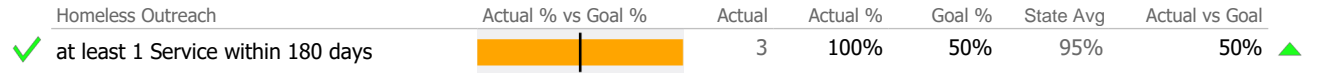
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

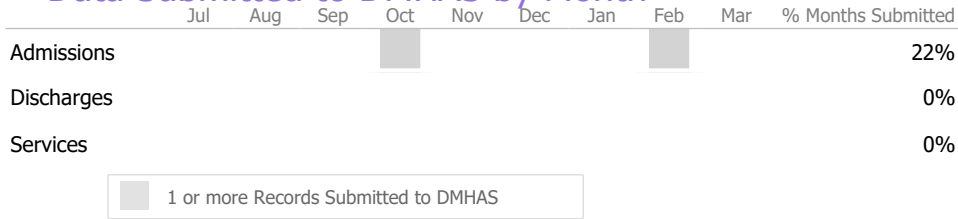
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	30	47% ▲
Admits	31	23	35% ▲
Discharges	5	21	-76% ▼
Bed Days	6,778	2,036	233% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
Valid TEDS Data	92%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	3%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
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		3	60%	70%	75%	-10% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	68%	-90% ▼

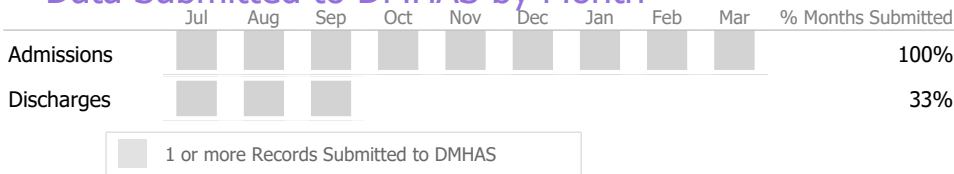
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		37	84%	70%	80%	14% ▲
Improved/Maintained Axis V GAF Score		7	26%	95%	78%	-69% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	267 days	0.1	247%	90%	103%	157% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	32	22% ▲
Admits	25	25	0%
Discharges	5	27	-81% ▼
Bed Days	5,592	3,070	82% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	70%	75%	10% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	68%	-15% ▼

Data Submission Quality

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		28	72%	70%	80%	2%
● Improved/Maintained Axis V GAF Score		10	48%	95%	78%	-47% ▼

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	3%

Bed Utilization

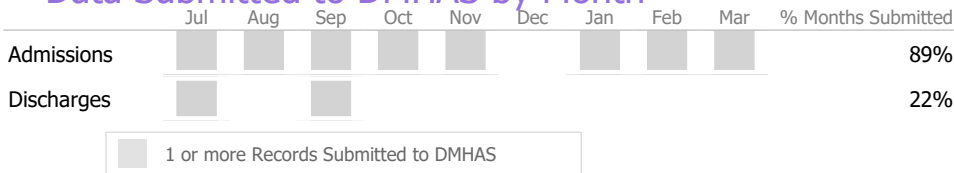
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	289 days	0.1	204%	90%	103%	114% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	99%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	213	164	30% ▲
Admits	160	158	1%
Discharges	74	120	-38% ▼
Service Hours	250	48	
Social Rehab/PHP/IOP Days	1,318	627	110% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	97%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Cooccurring		
MH Screen Complete	98%	91%
SA Screen Complete	99%	91%
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		74	100%	50%	66%	50% ▲
● Follow-up within 30 Days of Discharge		56	76%	90%	62%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		126	58%	55%	64%	3%
✓ Not Arrested		167	76%	75%	77%	1%
● Stable Living Situation		191	87%	95%	87%	-8%
● Self Help		104	47%	60%	42%	-13% ▼
● Employed		43	20%	50%	28%	-30% ▼
● Improved/Maintained Axis V GAF Score		55	40%	75%	59%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		83	57%	90%	63%	-33% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■		■	■	■	■	■	■	■	89%
Services	■		■		■	■	■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Standard IOP Programs