

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,640	5,689	-1%
	Admits	719	488	47% ▲
	Discharges	711	495	44% ▲
	Service Hours	10,789	14,197	-24% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	5,623	98.5%
	Case Management	83	1.5%

Consumer Satisfaction Survey

(Based on 639 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		89%	80%	91%
✓ Outcome		87%	80%	83%
✓ General Satisfaction		84%	80%	92%
✓ Recovery		82%	80%	79%
✓ Access		80%	80%	88%

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

Client Demographics

Age	#	%	State Avg
18-25	158	3%	9%
26-34	1,482	26%	22%
35-44	1,570	28%	21%
45-54	1,235	22%	20%
55-64	934	17%	20%
65+	261	5%	7%

Gender	#	%	State Avg
Male	3,420	61%	59%
Female	2,213	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,285	76%	71%
Hisp-Puerto Rican	1,171	21%	12%
Hispanic-Other	104	2%	7%
Unknown	64	1%	9%
Hispanic-Cuban	8	0%	0%
Hispanic-Mexican	8	0%	1%

Race	#	%	State Avg
White/Caucasian	4,342	77%	▲ 64%
Other	944	17%	13%
Black/African American	305	5%	▼ 16%
Am. Indian/Native Alaskan	19	0%	1%
Unknown	18	0%	5%
Asian	7	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	556	531	5%
Admits	62	44	41% ▲
Discharges	54	52	4%
Service Hours	674	1,377	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	97%	88%
Co-occurring		
MH Screen Complete	97%	98%
SA Screen Complete	97%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	26%	50%	43%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		548	98%	75%	94%	23% ▲
Abstinence/Reduced Drug Use		384	68%	50%	71%	18% ▲
Employed		295	53%	40%	46%	13% ▲
Stable Living Situation		551	98%	90%	93%	8%
Self Help		165	29%	60%	44%	-31% ▼
Improved/Maintained Axis V GAF Score		149	32%	75%	56%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		473	93%	90%	93%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		374	67%	50%	69%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	656	708	-7%
Admits	85	75	13% ▲
Discharges	90	57	58% ▲
Service Hours	1,325	1,620	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	88%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	21%	50%	43%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		644	98%	75%	94%	23% ▲
Abstinence/Reduced Drug Use		432	65%	50%	71%	15% ▲
Stable Living Situation		635	96%	90%	93%	6%
Employed		229	35%	40%	46%	-5%
Self Help		239	36%	60%	44%	-24% ▼
Improved/Maintained Axis V GAF Score		146	27%	75%	56%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		569	100%	90%	93%	10%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		416	63%	50%	69%	13% ▲

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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	863	842	2%
Admits	124	75	65% ▲
Discharges	123	105	17% ▲
Service Hours	1,889	1,932	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	88%
Co-occurring		
MH Screen Complete	99%	98%
SA Screen Complete	99%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		58	47%	50%	43%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		638	73%	50%	71%	23% ▲
Not Arrested		847	97%	75%	94%	22% ▲
Stable Living Situation		851	98%	90%	93%	8%
Employed		349	40%	40%	46%	0%
Self Help		439	50%	60%	44%	-10%
Improved/Maintained Axis V GAF Score		239	32%	75%	56%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		744	99%	90%	93%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		535	62%	50%	69%	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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	50	66% ▲
Admits	18	2	800% ▲
Discharges	21	10	110% ▲
Service Hours	206	59	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	81%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	67%	50%	79%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	20%	20%	27%	0%
● Stable Living Situation		64	77%	80%	84%	-3%
● Self Help		36	43%	60%	66%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	98%	90%	76%	8%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	729	801	-9%
Admits	72	63	14% ▲
Discharges	83	64	30% ▲
Service Hours	1,326	1,958	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	97%	88%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	35%	50%	43%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		543	74%	50%	71%	24% ▲
Not Arrested		717	97%	75%	94%	22% ▲
Employed		396	54%	40%	46%	14% ▲
Stable Living Situation		724	98%	90%	93%	8%
Self Help		416	56%	60%	44%	-4%
Improved/Maintained Axis V GAF Score		118	18%	75%	56%	-57% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		639	97%	90%	93%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		528	72%	50%	69%	22% ▲

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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	824	778	6%
Admits	128	72	78% ▲
Discharges	107	54	98% ▲
Service Hours	1,129	2,101	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	98%	88%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	24%	50%	43%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		817	98%	75%	94%	23% ▲
Abstinence/Reduced Drug Use		539	64%	50%	71%	14% ▲
Employed		392	47%	40%	46%	7%
Stable Living Situation		808	97%	90%	93%	7%
Self Help		443	53%	60%	44%	-7%
Improved/Maintained Axis V GAF Score		227	33%	75%	56%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		722	99%	90%	93%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		546	66%	50%	69%	16% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	557	522	7%
Admits	75	44	70% ▲
Discharges	75	20	275% ▲
Service Hours	1,081	1,178	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	96%	88%
Co-occurring		
MH Screen Complete	96%	98%
SA Screen Complete	96%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	39%	50%	43%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		432	77%	50%	71%	27% ▲
Not Arrested		541	97%	75%	94%	22% ▲
Employed		291	52%	40%	46%	12% ▲
Stable Living Situation		543	97%	90%	93%	7%
Self Help		71	13%	60%	44%	-47% ▼
Improved/Maintained Axis V GAF Score		69	15%	75%	56%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		468	97%	90%	93%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		388	70%	50%	69%	20% ▲

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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	553	575	-4%
Admits	53	37	43% ▲
Discharges	61	60	2%
Service Hours	1,121	1,360	-18% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		34	56%	50%	43%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		431	77%	50%	71%	27% ▲
✓ Not Arrested		542	97%	75%	94%	22% ▲
✓ Employed		306	55%	40%	46%	15% ▲
✓ Stable Living Situation		546	98%	90%	93%	8%
○ Self Help		98	18%	60%	44%	-42% ▼
○ Improved/Maintained Axis V GAF Score		143	29%	75%	56%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		491	99%	90%	93%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		402	73%	50%	69%	23% ▲

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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	468	477	-2%
Admits	52	41	27% ▲
Discharges	41	44	-7%
Service Hours	854	1,205	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	99%	100%
On-Time Periodic		
6 Month Updates	90%	88%
Co-occurring		
MH Screen Complete	98%	98%
SA Screen Complete	98%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	34%	50%	43%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		437	93%	75%	94%	18% ▲
Abstinence/Reduced Drug Use		310	66%	50%	71%	16% ▲
Employed		253	54%	40%	46%	14% ▲
Stable Living Situation		437	93%	90%	93%	3%
Self Help		133	28%	60%	44%	-32% ▼
Improved/Maintained Axis V GAF Score		105	27%	75%	56%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		416	97%	90%	93%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		317	68%	50%	69%	18% ▲

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 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	529	517	2%
Admits	50	35	43% ▲
Discharges	56	29	93% ▲
Service Hours	1,184	1,406	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	99%	88%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	29%	50%	43%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		445	84%	50%	71%	34% ▲
Not Arrested		521	98%	75%	94%	23% ▲
Employed		271	51%	40%	46%	11% ▲
Stable Living Situation		521	98%	90%	93%	8%
Improved/Maintained Axis V GAF Score		168	37%	75%	56%	-38% ▼
Self Help		45	8%	60%	44%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		471	99%	90%	93%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		375	71%	50%	69%	21% ▲

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 35 Active Methadone Maintenance Programs