

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,737	1,795	-3%
	Admits	1,013	1,059	-4%
	Discharges	986	1,070	-8%
	Service Hours	22,130	21,537	3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	1,496	85.8%
	Other	247	14.2%

Consumer Satisfaction Survey (Based on 142 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Respect		98%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		94%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	198	11%	13%	Male	1,067	61%	59%
26-34	543	31%	23%	Female	670	39%	41%
35-44	416	24%	19%	Transgender			0%
45-54	442	25%	23%				
55-64	135	8%	16%				
65+	3	0%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,441	83%	75%	White/Caucasian	1,359	78%	▲ 65%
Hispanic-Other	207	12%	6%	Black/African American	250	14%	17%
Unknown	51	3%	6%	Multiple Races	55	3%	1%
Hisp-Puerto Rican	35	2%	12%	Unknown	48	3%	3%
Hispanic-Cuban	2	0%	0%	Other	14	1%	▼ 13%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	6	0%	0%
				Hawaiian/Other Pacific Islander	4	0%	0%
				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	618	546	13% ▲
Admits	354	316	12% ▲
Discharges	344	296	16% ▲
Service Hours	7,527	6,123	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		158	46%	50%	53%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		576	91%	60%	75%	31% ▲
Employed		173	27%	20%	22%	7%
Stable Living Situation		508	80%	80%	82%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		273	95%	90%	87%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	901	985	-9%
Admits	550	617	-11% ▼
Discharges	537	626	-14% ▼
Service Hours	14,603	15,414	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		775	81%	60%	83%	21% ▲
✓ Abstinence/Reduced Drug Use		654	69%	50%	71%	19% ▲
● Employed		123	13%	20%	14%	-7%
● Stable Living Situation		640	67%	80%	69%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		384	93%	90%	93%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	 96%	96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	 80%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

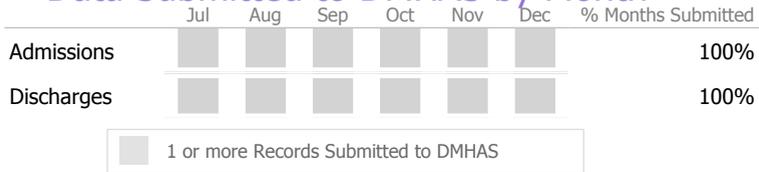
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Intensive Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	247	303	-18% ▼
Admits	109	126	-13% ▼
Discharges	105	148	-29% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Conversion Programs