

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,682	5,336	6%
	Admits	3,292	3,091	7%
	Discharges	3,483	3,007	16% ▲
	Service Hours	24,196	16,541	46% ▲
	S.Rehab/PHP/IOP	4,552	4,105	11% ▲

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

Consumer Satisfaction Survey

(Based on 639 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Overall		85%	80%	91%
✓ General Satisfaction		83%	80%	92%
✓ Respect		81%	80%	91%
● Access		78%	80%	88%
● Outcome		78%	80%	83%
● Recovery		75%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	3,336	55.0%
	IOP	672	11.1%
	Case Management	102	1.7%
Forensic SA	Forensics Community-based	1,867	30.8%
	Case Management	89	1.5%

Client Demographics

Age	#	%	State Avg
18-25	1,386	24%	▲ 13%
26-34	1,708	30%	23%
35-44	1,085	19%	19%
45-54	903	16%	23%
55-64	450	8%	16%
65+	130	2%	5%

Gender	#	%	State Avg
Male	3,631	64%	59%
Female	2,050	36%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,685	65%	75%
Hisp-Puerto Rican	1,183	21%	12%
Unknown	525	9%	6%
Hispanic-Other	239	4%	6%
Hispanic-Mexican	32	1%	1%
Hispanic-Cuban	18	0%	0%

Race	#	%	State Avg
White/Caucasian	3,609	64%	65%
Black/African American	911	16%	17%
Multiple Races	614	11%	1%
Other	401	7%	13%
Unknown	85	1%	3%
Asian	39	1%	1%
Am. Indian/Native Alaskan	18	0%	0%
Hawaiian/Other Pacific Islander	5	0%	0%

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

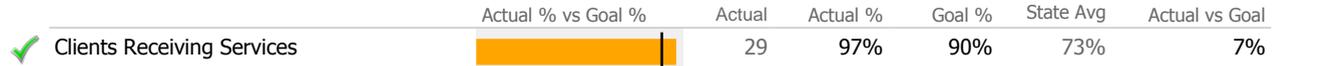
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	35	23% ▲
Admits	13	14	-7%
Discharges	14	12	17% ▲
Service Hours	275	208	33% ▲

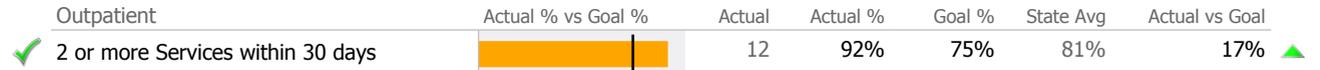
Discharge Outcomes



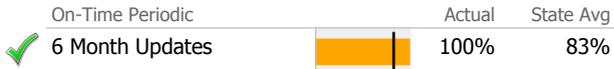
Service Utilization



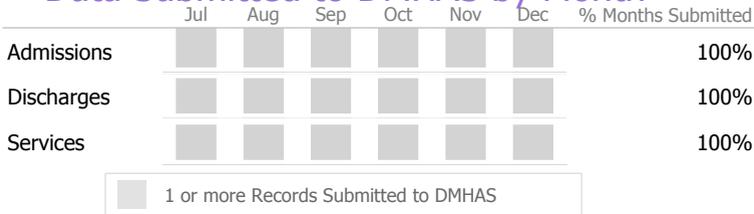
Service Engagement



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 10 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	154	1%
Admits	135	114	18% ▲
Discharges	127	135	-6%
Service Hours	130	116	13% ▲
Social Rehab/PHP/IOP Days	1,195	1,208	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	98%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	24%

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

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		89	70%	50%	59%	20% ▲
● Follow-up within 30 Days of Discharge		49	55%	90%	48%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		147	90%	75%	93%	15% ▲
✓ Employed		95	58%	50%	32%	8%
✓ Abstinence/Reduced Drug Use		93	57%	55%	57%	2%
✓ Stable Living Situation		157	96%	95%	90%	1%
✓ Improved/Maintained Axis V GAF Score		118	92%	75%	84%	17% ▲
● Self Help		25	15%	60%	39%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		32	89%	90%	72%	-1%

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 51 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	374	275	36% ▲
Admits	297	218	36% ▲
Discharges	286	184	55% ▲
Service Hours	378	310	22% ▲
Social Rehab/PHP/IOP Days	2,383	1,986	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	88%	24%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		198	69%	50%	59%	19% ▲
● Follow-up within 30 Days of Discharge		96	48%	90%	48%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		354	90%	75%	93%	15% ▲
● Abstinence/Reduced Drug Use		183	47%	55%	57%	-8%
✓ Improved/Maintained Axis V GAF Score		261	89%	75%	84%	14% ▲
● Stable Living Situation		328	84%	95%	90%	-11% ▼
● Employed		135	34%	50%	32%	-16% ▼
● Self Help		85	22%	60%	39%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		98	92%	90%	72%	2%

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

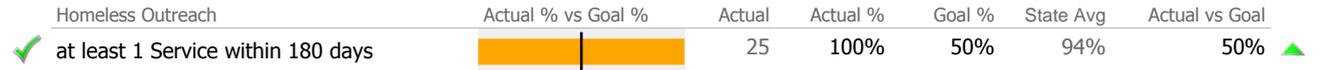
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs

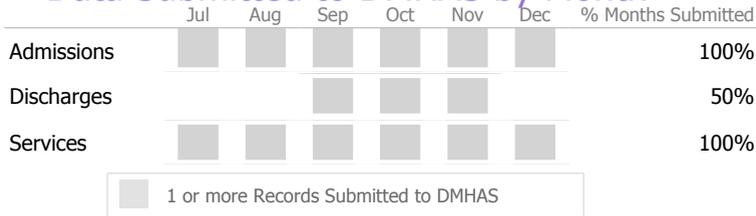
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	45	9%
Admits	25	-	
Discharges	26	-	
Service Hours	125	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	129	17% ▲
Admits	115	111	4%
Discharges	125	91	37% ▲
Service Hours	128	140	-8%
Social Rehab/PHP/IOP Days	974	911	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	60%	24%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	94%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		68	54%	50%	59%	4%
● Follow-up within 30 Days of Discharge		25	37%	90%	48%	-53% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		151	95%	75%	93%	20% ▲
● Abstinence/Reduced Drug Use		83	52%	55%	57%	-3%
● Stable Living Situation		136	86%	95%	90%	-9%
● Self Help		62	39%	60%	39%	-21% ▼
● Improved/Maintained Axis V GAF Score		85	65%	75%	84%	-10%
● Employed		30	19%	50%	32%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		27	77%	90%	72%	-13% ▼

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 51 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	18	20	-10%
Discharges	23	21	10%
Service Hours	164	247	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic 6 Month Updates	N/A	29%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	61%	50%	72%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	65%	20%	14%	45% ▲
✓ Social Support		25	96%	60%	71%	36% ▲
✓ Self Help		20	77%	60%	59%	17% ▲
● Stable Living Situation		14	54%	80%	40%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	80%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■	■	83%
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	80	68	18% ▲
Admits	53	38	39% ▲
Discharges	36	40	-10%
Service Hours	167	144	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic 6 Month Updates	11%	29%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	83%	50%	72%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		61	76%	60%	71%	16% ▲
● Employed		6	8%	20%	14%	-12% ▼
● Self Help		32	40%	60%	59%	-20% ▼
● Stable Living Situation		0	0%	80%	40%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		36	82%	90%	80%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■		■	83%
Discharges	■	■	■	■	■	■	100%
Services		■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

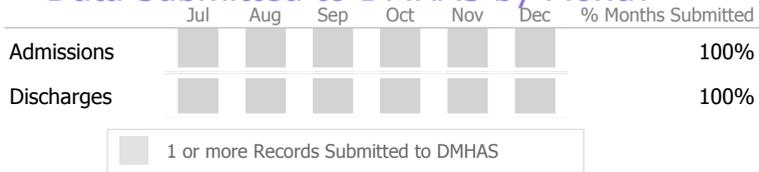
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	761	780	-2%
Admits	359	331	8%
Discharges	415	377	10%

Data Submitted to DMHAS by Month

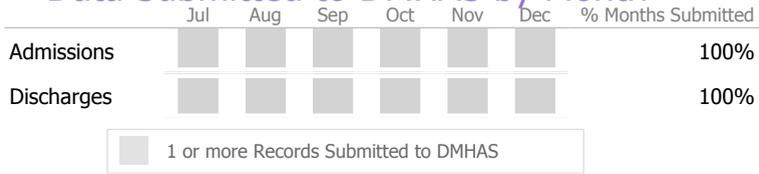


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,107	1,112	0%
Admits	412	395	4%
Discharges	493	418	18% ▲

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,311	1,270	3%
Admits	780	841	-7%
Discharges	818	740	11% ▲
Service Hours	8,737	6,549	33% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	88%	93%
On-Time Periodic		
6 Month Updates	88%	54%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		459	56%	50%	56%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,321	94%	75%	89%	19% ▲
✓ Abstinence/Reduced Drug Use		806	57%	55%	56%	2%
● Stable Living Situation		1,268	90%	95%	88%	-5%
● Employed		626	45%	50%	42%	-5%
✓ Improved/Maintained Axis V GAF Score		854	88%	75%	61%	13% ▲
● Self Help		143	10%	60%	22%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		537	92%	90%	79%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		699	93%	75%	79%	18% ▲

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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,022	1,794	13% ▲
Admits	1,059	999	6%
Discharges	1,096	983	11% ▲
Service Hours	13,482	8,632	56% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	83%	93%
On-Time Periodic		
6 Month Updates	90%	54%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		610	56%	50%	56%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,998	94%	75%	89%	19% ▲
Employed		1,126	53%	50%	42%	3%
Abstinence/Reduced Drug Use		1,137	54%	55%	56%	-1%
Stable Living Situation		1,972	93%	95%	88%	-2%
Improved/Maintained Axis V GAF Score		1,201	80%	75%	61%	5%
Self Help		265	13%	60%	22%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		872	85%	90%	79%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		975	94%	75%	79%	19% ▲

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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	19	179% ▲
Admits	26	10	160% ▲
Discharges	24	6	300% ▲
Service Hours	610	197	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic		
6 Month Updates	87%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	71%	50%	53%	21% ▲

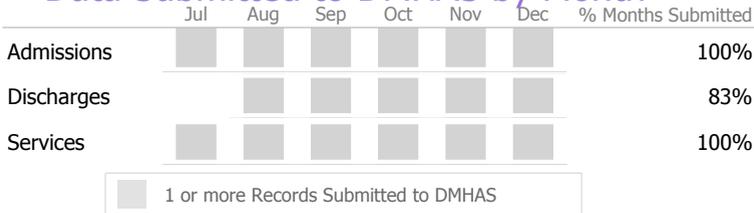
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	23%	20%	22%	3%
✓ Stable Living Situation		43	81%	80%	82%	1%
● Self Help		11	21%	60%	75%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	90%	90%	87%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs