

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	8,071	7,726	4%
	Admits	6,587	6,267	5%
	Discharges	6,760	6,101	11% ▲
	Service Hours	50,050	38,093	31% ▲
	S.Rehab/PHP/IOP	9,084	8,248	10%

▲ > 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	4,870	55.2%
	IOP	1,104	12.5%
	Case Management	139	1.6%
Forensic SA	Forensics Community-based	2,601	29.5%
	Case Management	111	1.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	2,075	26%	▲ 15%	Male	5,145	64%	60%
26-34	2,431	30%	24%	Female	2,920	36%	40%
35-44	1,497	19%	19%	Transgender			0%
45-54	1,279	16%	22%				
55-64	598	7%	15%				
65+	160	2%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	5,157	64%	▼ 75%	White/Caucasian	4,895	61%	65%
Hisp-Puerto Rican	1,747	22%	12%	Black/African American	1,353	17%	16%
Unknown	791	10%	6%	Multiple Races	1,035	13%	▲ 1%
Hispanic-Other	299	4%	7%	Other	570	7%	13%
Hispanic-Mexican	52	1%	1%	Unknown	103	1%	3%
Hispanic-Cuban	25	0%	0%	Asian	58	1%	1%
				Am. Indian/Native Alaskan	36	0%	1%
				Hawaiian/Other Pacific Islander	21	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	48	6%
Admits	21	28	-25% ▼
Discharges	31	18	72% ▲
Service Hours	488	460	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	39%	31%
On-Time Periodic		
6 Month Updates	94%	69%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	71%	75%	60%	-4%

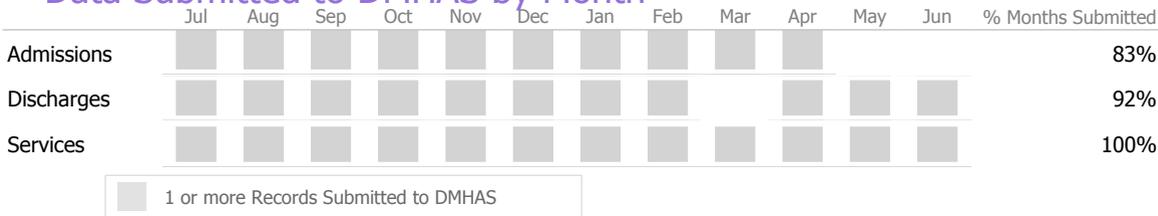
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	95%	90%	73%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		20	95%	75%	68%	20% ▲

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	259	252	3%
Admits	258	234	10%
Discharges	242	257	-6%
Service Hours	236	254	-7%
Social Rehab/PHP/IOP Days	2,323	2,304	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	99%	99%
On-Time Periodic 6 Month Updates	0%	6%
Cooccurring MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis Valid Axis I Diagnosis	100%	91%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		167	69%	50%	59%	19% ▲
Follow-up within 30 Days of Discharge		93	56%	90%	51%	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		262	92%	75%	94%	17% ▲
Abstinence/Reduced Drug Use		180	63%	55%	61%	8%
Employed		166	58%	50%	32%	8%
Improved/Maintained Axis V GAF Score		223	91%	75%	84%	16% ▲
Stable Living Situation		271	95%	95%	91%	0%
Self Help		69	24%	60%	44%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	91%	90%	59%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	632	477	32% ▲
Admits	610	450	36% ▲
Discharges	582	426	37% ▲
Service Hours	756	595	27% ▲
Social Rehab/PHP/IOP Days	4,867	4,110	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	40%	6%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	91%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		367	63%	50%	59%	13% ▲
● Follow-up within 30 Days of Discharge		171	47%	90%	51%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		649	92%	75%	94%	17% ▲
✓ Improved/Maintained Axis V GAF Score		522	88%	75%	84%	13% ▲
● Abstinence/Reduced Drug Use		333	47%	55%	61%	-8%
● Stable Living Situation		611	87%	95%	91%	-8%
● Employed		213	30%	50%	32%	-20% ▼
● Self Help		139	20%	60%	44%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		113	93%	90%	59%	3%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

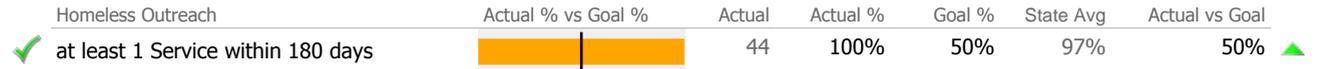
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs

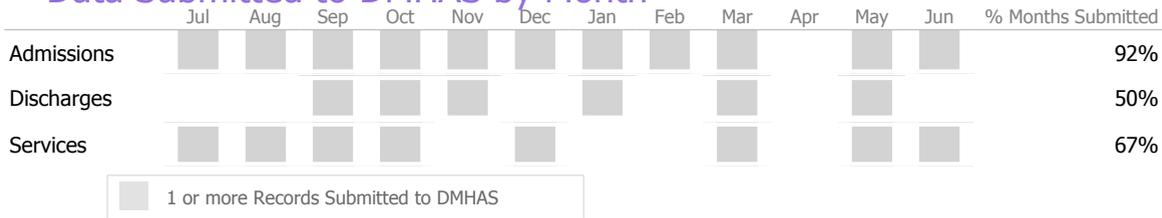
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	70	-4%
Admits	45	25	80% ▲
Discharges	49	45	9%
Service Hours	299	103	191% ▲

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	233	228	2%
Admits	219	223	-2%
Discharges	235	209	12% ▲
Service Hours	222	290	-23% ▼
Social Rehab/PHP/IOP Days	1,894	1,834	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	50%	6%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	91%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		169	72%	50%	59%	22% ▲
● Follow-up within 30 Days of Discharge		67	40%	90%	51%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		250	96%	75%	94%	21% ▲
✓ Abstinence/Reduced Drug Use		159	61%	55%	61%	6%
● Self Help		148	57%	60%	44%	-3%
✓ Improved/Maintained Axis V GAF Score		188	79%	75%	84%	4%
● Stable Living Situation		226	87%	95%	91%	-8%
● Employed		63	24%	50%	32%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		23	85%	90%	59%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	51	1	5000% ▲
Admits	50	-	
Discharges	4	-	
Service Hours	160	30	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	91%	93%
On-Time Periodic		
6 Month Updates	N/A	49%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	53%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		43	84%	75%	90%	9%
✓ Employed		27	53%	50%	44%	3%
● Stable Living Situation		47	92%	95%	90%	-3%
● Abstinence/Reduced Drug Use		26	51%	55%	59%	-4%
● Self Help		16	31%	60%	24%	-29% ▼
✓ Improved/Maintained Axis V GAF Score		4	100%	75%	68%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	94%	90%	83%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		45	90%	75%	80%	15% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	46	-9%
Admits	34	39	-13% ▼
Discharges	38	40	-5%
Service Hours	293	466	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic 6 Month Updates	N/A	25%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	63%	50%	67%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		41	98%	60%	74%	38% ▲
✓ Employed		21	50%	20%	15%	30% ▲
✓ Self Help		31	74%	60%	60%	14% ▲
● Stable Living Situation		24	57%	80%	50%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	90%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	■	■	■	92%
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	102	105	-3%
Admits	75	75	0%
Discharges	81	79	3%
Service Hours	317	266	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic 6 Month Updates	0%	25%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		62	77%	50%	67%	27% ▲

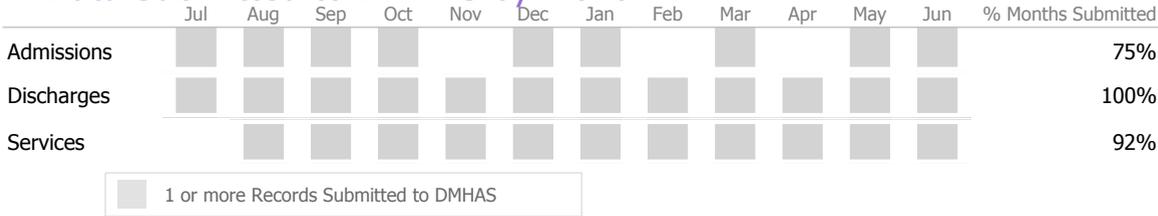
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		81	79%	60%	74%	19% ▲
● Employed		11	11%	20%	15%	-9%
● Self Help		40	39%	60%	60%	-21% ▼
● Stable Living Situation		13	13%	80%	50%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	81%	90%	90%	-9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

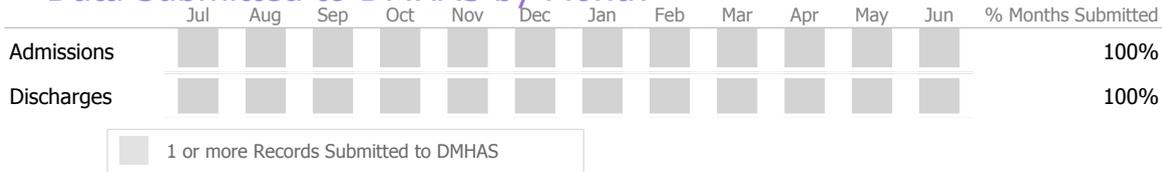
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,075	1,121	-4%
Admits	676	683	-1%
Discharges	754	731	3%

Data Submitted to DMHAS by Month

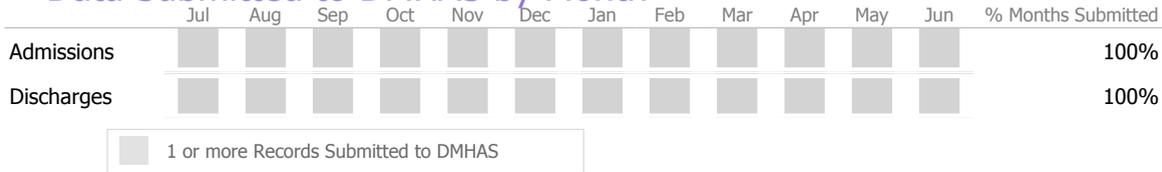


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,527	1,527	0%
Admits	835	822	2%
Discharges	931	835	11% ▲

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	1,966	1,947	1%
Admits	1,580	1,654	-4%
Discharges	1,577	1,578	0%
Service Hours	17,976	14,949	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	88%	93%
On-Time Periodic		
6 Month Updates	86%	49%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		848	54%	50%	53%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		2,099	96%	75%	90%	21% ▲
✓ Abstinence/Reduced Drug Use		1,312	60%	55%	59%	5%
✓ Improved/Maintained Axis V GAF Score		1,566	89%	75%	68%	14% ▲
● Stable Living Situation		2,001	91%	95%	90%	-4%
● Employed		986	45%	50%	44%	-5%
● Self Help		230	10%	60%	24%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		583	95%	90%	83%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1,384	95%	75%	80%	20% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,874	2,621	10%
Admits	2,137	2,002	7%
Discharges	2,191	1,869	17% ▲
Service Hours	28,266	20,193	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	83%	93%
On-Time Periodic		
6 Month Updates	84%	49%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1,283	59%	50%	53%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		3,026	95%	75%	90%	20% ▲
✓ Employed		1,692	53%	50%	44%	3%
✓ Abstinence/Reduced Drug Use		1,788	56%	55%	59%	1%
● Stable Living Situation		2,984	94%	95%	90%	-1%
✓ Improved/Maintained Axis V GAF Score		2,151	84%	75%	68%	9%
● Self Help		562	18%	60%	24%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		901	91%	90%	83%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1,864	95%	75%	80%	20% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	39	87% ▲
Admits	47	32	47% ▲
Discharges	45	14	221% ▲
Service Hours	1,037	487	113% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	58%	50%	56%	8%

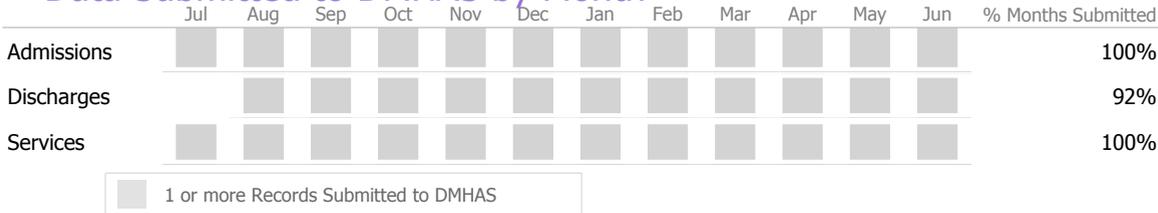
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		63	85%	80%	85%	5%
✓ Employed		17	23%	20%	26%	3%
● Self Help		17	23%	60%	75%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	92%	7%

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