

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,959	6,546	6%
	Admits	5,015	4,659	8%
	Discharges	5,092	4,699	8%
	Service Hours	36,895	26,230	41% ▲
	S.Rehab/PHP/IOP	6,809	5,917	15% ▲

▲ > 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	4,169	55.4%
	IOP	894	11.9%
	Case Management	116	1.5%
Forensic SA	Forensics Community-based	2,242	29.8%
	Case Management	106	1.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,746	25%	15%	Male	4,424	64%	60%
26-34	2,090	30%	24%	Female	2,533	36%	40%
35-44	1,305	19%	19%	Transgender			0%
45-54	1,114	16%	23%				
55-64	528	8%	15%				
65+	150	2%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	4,490	65%	75%	White/Caucasian	4,295	62%	65%
Hisp-Puerto Rican	1,470	21%	12%	Black/African American	1,154	17%	17%
Unknown	665	10%	5%	Multiple Races	851	12%	1%
Hispanic-Other	270	4%	7%	Other	481	7%	13%
Hispanic-Mexican	40	1%	1%	Unknown	94	1%	3%
Hispanic-Cuban	24	0%	0%	Asian	47	1%	1%
				Am. Indian/Native Alaskan	27	0%	0%
				Hawaiian/Other Pacific Islander	10	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	38	26% ▲
Admits	18	17	6%
Discharges	22	15	47% ▲
Service Hours	391	308	27% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	68%	75%	63%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	73%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	94%	75%	75%	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
✓ Valid TEDS Data		30%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		67%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		88%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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	204	204	0%
Admits	195	171	14% ▲
Discharges	191	184	4%
Service Hours	179	177	1%
Social Rehab/PHP/IOP Days	1,775	1,718	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	0%	16%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		134	70%	50%	60%	20% ▲
● Follow-up within 30 Days of Discharge		76	57%	90%	52%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		206	93%	75%	90%	18% ▲
✓ Abstinence/Reduced Drug Use		146	66%	55%	48%	11% ▲
✓ Employed		127	57%	50%	31%	7% ▲
✓ Improved/Maintained Axis V GAF Score		178	92%	75%	82%	17% ▲
✓ Stable Living Situation		211	95%	95%	87%	0% ▲
● Self Help		41	18%	60%	31%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		27	84%	90%	64%	-6% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	504	367	37% ▲
Admits	447	325	38% ▲
Discharges	433	317	37% ▲
Service Hours	543	454	20% ▲
Social Rehab/PHP/IOP Days	3,571	2,880	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	70%	16%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		290	67%	50%	60%	17% ▲
● Follow-up within 30 Days of Discharge		143	49%	90%	52%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		490	91%	75%	90%	16% ▲
✓ Improved/Maintained Axis V GAF Score		394	89%	75%	82%	14% ▲
● Abstinence/Reduced Drug Use		249	46%	55%	48%	-9%
● Stable Living Situation		462	85%	95%	87%	-10%
● Employed		171	32%	50%	31%	-18% ▼
● Self Help		125	23%	60%	31%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		97	90%	90%	64%	0%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

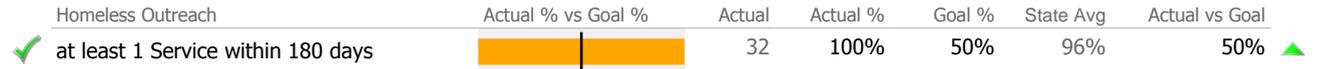
■ 1 or more Records Submitted to DMHAS

* State Avg based on 51 Active Standard IOP Programs

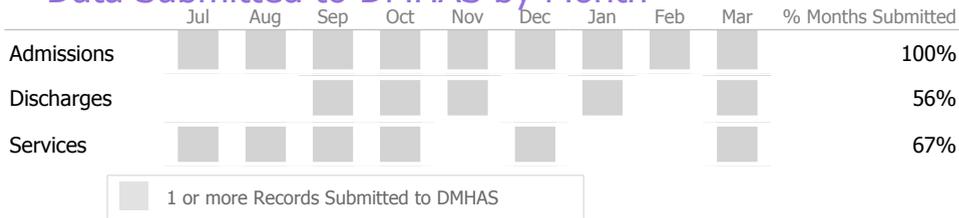
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	47	17% ▲
Admits	33	2	1550% ▲
Discharges	46	45	2%
Service Hours	234	4	

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	198	179	11% ▲
Admits	175	170	3%
Discharges	191	162	18% ▲
Service Hours	191	227	-16% ▼
Social Rehab/PHP/IOP Days	1,463	1,319	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	100%	16%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	99%	95%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		126	66%	50%	60%	16% ▲
● Follow-up within 30 Days of Discharge		44	35%	90%	52%	-55% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		209	96%	75%	90%	21% ▲
✓ Abstinence/Reduced Drug Use		124	57%	55%	48%	2%
✓ Improved/Maintained Axis V GAF Score		150	77%	75%	82%	2%
● Self Help		109	50%	60%	31%	-10%
● Stable Living Situation		187	86%	95%	87%	-9%
● Employed		45	21%	50%	31%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		23	79%	90%	64%	-11% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	1	1	0%
Admits	-	-	
Discharges	1	-	
Service Hours	-	30	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	97%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	N/A	57%
Cooccurring		
MH Screen Complete	N/A	96%
SA Screen Complete	N/A	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	54%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		1	100%	50%	42%	50% ▲
✓ Abstinence/Reduced Drug Use		1	100%	55%	58%	45% ▲
✓ Improved/Maintained Axis V GAF Score		1	100%	75%	67%	25% ▲
✓ Not Arrested		1	100%	75%	90%	25% ▲
✓ Stable Living Situation		1	100%	95%	89%	5% ▲
● Self Help		0	0%	60%	22%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	82%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	78%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%
Services										0%

■ 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	36	36	0%
Admits	28	29	-3%
Discharges	31	31	0%
Service Hours	230	340	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
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		19	61%	50%	70%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		35	97%	60%	74%	37% ▲
✓ Employed		20	56%	20%	14%	36% ▲
✓ Self Help		27	75%	60%	62%	15% ▲
● Stable Living Situation		21	58%	80%	45%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	81%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
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	97	86	13% ▲
Admits	70	56	25% ▲
Discharges	62	64	-3%
Service Hours	254	208	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic 6 Month Updates	0%	29%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		50	81%	50%	70%	31% ▲

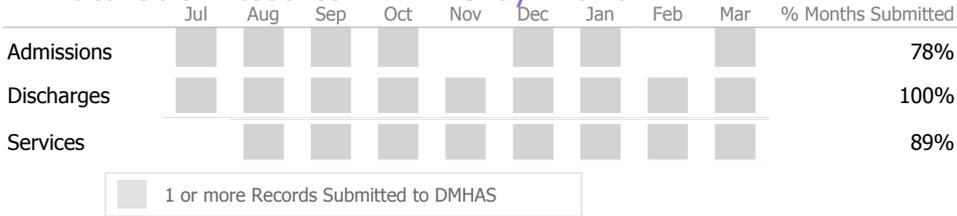
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		76	78%	60%	74%	18% ▲
● Employed		8	8%	20%	14%	-12% ▼
● Self Help		38	39%	60%	62%	-21% ▼
● Stable Living Situation		6	6%	80%	45%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		29	83%	90%	81%	-7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

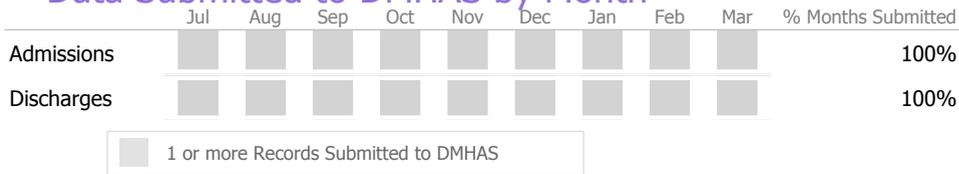
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	916	934	-2%
Admits	512	488	5%
Discharges	582	552	5%

Data Submitted to DMHAS by Month

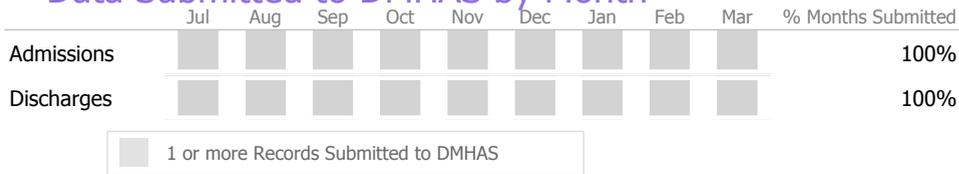


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,327	1,315	1%
Admits	633	602	5%
Discharges	726	629	15% ▲

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	1,663	1,650	1%
Admits	1,216	1,291	-6%
Discharges	1,172	1,208	-3%
Service Hours	13,265	10,294	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Valid TEDS Data	88%	93%
On-Time Periodic		
6 Month Updates	89%	57%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		644	55%	50%	54%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,734	95%	75%	90%	20% ▲
✓ Abstinence/Reduced Drug Use		1,069	58%	55%	58%	3%
● Employed		817	45%	50%	42%	-5%
● Stable Living Situation		1,657	91%	95%	89%	-4%
✓ Improved/Maintained Axis V GAF Score		1,197	89%	75%	67%	14% ▲
● Self Help		198	11%	60%	22%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		621	94%	90%	82%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1,066	94%	75%	78%	19% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	2,506	2,207	14% ▲
Admits	1,653	1,492	11% ▲
Discharges	1,599	1,481	8%
Service Hours	20,807	13,889	50% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	83%	93%
On-Time Periodic		
6 Month Updates	88%	57%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		914	57%	50%	54%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		2,563	95%	75%	90%	20% ▲
Employed		1,421	53%	50%	42%	3%
Abstinence/Reduced Drug Use		1,471	55%	55%	58%	0%
Stable Living Situation		2,529	94%	95%	89%	-1%
Improved/Maintained Axis V GAF Score		1,651	83%	75%	67%	8%
Self Help		387	14%	60%	22%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,004	91%	90%	82%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1,481	95%	75%	78%	20% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	61	24	154% ▲
Admits	35	16	119% ▲
Discharges	36	11	227% ▲
Service Hours	801	298	169% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	77%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	64%	50%	54%	14% ▲

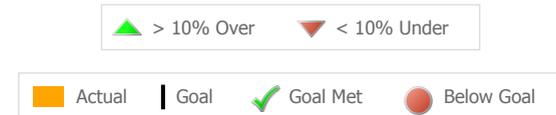
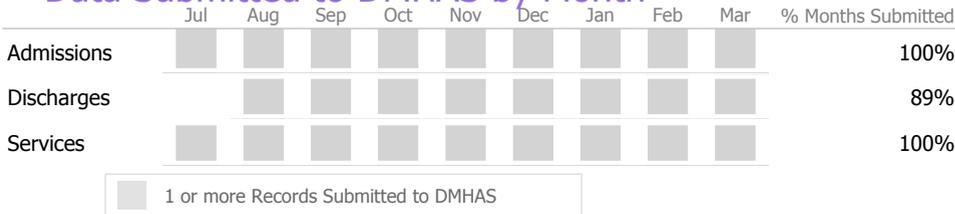
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		51	82%	80%	84%	2%
✓ Employed		14	23%	20%	24%	3%
● Self Help		11	18%	60%	77%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	92%	90%	93%	2%

Data Submitted to DMHAS by Month



* State Avg based on 17 Active Standard Case Management Programs