

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,412	4,145	6%
	Admits	1,715	1,611	6%
	Discharges	1,860	1,468	27% ▲
	Service Hours	12,240	8,483	44% ▲
	S.Rehab/PHP/IOP	2,289	1,992	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	2,589	56.0%
	IOP	339	7.3%
	PHP	96	2.1%
	Case Management	82	1.8%
Forensic SA	Forensics Community-based	1,464	31.7%
	Case Management	55	1.2%

Client Demographics

Age	#	%	State Avg
18-25	1,061	24%	▲ 13%
26-34	1,326	30%	22%
35-44	818	19%	19%
45-54	718	16%	24%
55-64	364	8%	17%
65+	106	2%	5%

Gender	#	%	State Avg
Male	2,816	64%	58%
Female	1,595	36%	42%

Ethnicity	#	%	State Avg
Non-Hispanic	2,876	65%	75%
Hisp-Puerto Rican	900	20%	12%
Unknown	383	9%	5%
Hispanic-Other	208	5%	6%
Hispanic-Mexican	30	1%	1%
Hispanic-Cuban	15	0%	0%

Race	#	%	State Avg
White/Caucasian	2,849	65%	66%
Black/African American	702	16%	16%
Multiple Races	433	10%	1%
Other	324	7%	13%
Unknown	60	1%	3%
Asian	28	1%	1%
Am. Indian/Native Alaskan	12	0%	0%
Hawaiian/Other Pacific Islander	4	0%	0%

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

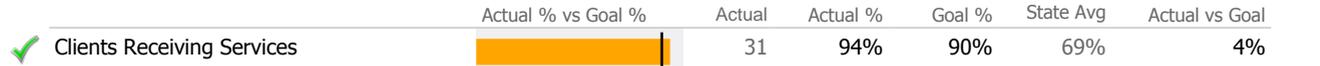
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	29	38% ▲
Admits	9	8	13% ▲
Discharges	7	7	0%
Service Hours	142	86	65% ▲

Discharge Outcomes



Service Utilization



Service Engagement



Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
✓ Valid TEDS Data		34%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		59%

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		87%

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 10 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	109	-13% ▼
Admits	68	64	6%
Discharges	63	71	-11% ▼
Service Hours	66	60	10%
Social Rehab/PHP/IOP Days	606	634	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	0%	33%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		44	70%	50%	61%	20% ▲
● Follow-up within 30 Days of Discharge		23	52%	90%	51%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		85	89%	75%	87%	14% ▲
✓ Employed		60	62%	50%	34%	12% ▲
✓ Stable Living Situation		95	99%	95%	88%	4%
● Abstinence/Reduced Drug Use		45	47%	55%	46%	-8%
✓ Improved/Maintained Axis V GAF Score		59	92%	75%	81%	17% ▲
● Self Help		15	16%	60%	32%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	92%	90%	74%	2%

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	247	173	43% ▲
Admits	154	108	43% ▲
Discharges	142	81	75% ▲
Service Hours	193	145	34% ▲
Social Rehab/PHP/IOP Days	1,224	888	38% ▲

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%	33%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		100	70%	50%	61%	20% ▲
● Follow-up within 30 Days of Discharge		46	46%	90%	51%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		224	90%	75%	87%	15% ▲
● Stable Living Situation		215	86%	95%	88%	-9%
● Abstinence/Reduced Drug Use		102	41%	55%	46%	-14% ▼
● Employed		86	34%	50%	34%	-16% ▼
✓ Improved/Maintained Axis V GAF Score		124	82%	75%	81%	7%
● Self Help		55	22%	60%	32%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		108	89%	90%	74%	-1%

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	45	-16% ▼
Admits	13	-	
Discharges	1	-	
Service Hours	71	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		13	100%	50%	96%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

> 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	96	77	25% ▲
Admits	55	54	2%
Discharges	62	33	88% ▲
Service Hours	62	58	8%
Social Rehab/PHP/IOP Days	459	470	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	50%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	73%
SA Screen Complete	100%	73%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	52%	50%	74%	2%
No Re-admit within 30 Days of Discharge		50	81%	85%	84%	-4%
Follow-up within 30 Days of Discharge		9	28%	90%	75%	-62%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		84	84%	95%	73%	-11%
Self Help		39	39%	60%	61%	-21%
Employed		19	19%	50%	14%	-31%
Improved/Maintained Axis V GAF Score		36	55%	75%	81%	-20%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	79%	90%	81%	-11%

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 14 Active Partial Hospitalization Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	13	14	-7%
Discharges	10	15	-33% ▼
Service Hours	110	126	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic 6 Month Updates	N/A	33%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	70%	50%	72%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	95%	60%	63%	35% ▲
✓ Employed		9	43%	20%	14%	23% ▲
✓ Self Help		15	71%	60%	59%	11% ▲
● Stable Living Situation		9	43%	80%	35%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	78%	10%

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	46	54	-15% ▼
Admits	19	24	-21% ▼
Discharges	17	23	-26% ▼
Service Hours	81	98	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic 6 Month Updates	0%	33%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	88%	50%	72%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		30	65%	60%	63%	5%
● Employed		6	13%	20%	14%	-7%
● Self Help		13	28%	60%	59%	-32% ▼
● Stable Living Situation		0	0%	80%	35%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	78%	7%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	584	623	-6%
Admits	192	168	14% ▲
Discharges	199	193	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	881	902	-2%
Admits	196	184	7%
Discharges	308	206	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	995	907	10%
Admits	410	425	-4%
Discharges	442	367	20% ▲
Service Hours	4,529	3,514	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	88%	93%
On-Time Periodic		
6 Month Updates	90%	41%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		263	60%	50%	56%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		964	93%	75%	84%	18% ▲
Abstinence/Reduced Drug Use		567	55%	55%	50%	0%
Stable Living Situation		934	90%	95%	83%	-5%
Employed		443	43%	50%	39%	-7%
Improved/Maintained Axis V GAF Score		462	77%	75%	53%	2%
Self Help		111	11%	60%	19%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		545	85%	90%	74%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		371	92%	75%	76%	17% ▲

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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,585	1,403	13% ▲
Admits	569	558	2%
Discharges	599	471	27% ▲
Service Hours	6,636	4,319	54% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	82%	93%
On-Time Periodic		
6 Month Updates	94%	41%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		327	55%	50%	56%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,527	94%	75%	84%	19% ▲
Employed		857	53%	50%	39%	3%
Stable Living Situation		1,504	93%	95%	83%	-2%
Abstinence/Reduced Drug Use		807	50%	55%	50%	-5%
Improved/Maintained Axis V GAF Score		620	64%	75%	53%	-11% ▼
Self Help		197	12%	60%	19%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		862	83%	90%	74%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		537	95%	75%	76%	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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	13	238% ▲
Admits	17	4	325% ▲
Discharges	10	1	900% ▲
Service Hours	350	78	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic		
6 Month Updates	78%	74%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	70%	50%	44%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	20%	20%	17%	0%
● Stable Living Situation		34	77%	80%	81%	-3%
● Self Help		10	23%	60%	73%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		31	86%	90%	76%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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