

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,193	5,593	-7%
	Admits	3,111	3,302	-6%
	Discharges	3,144	3,469	-9%
	Service Hours	21,023	24,552	-14% ▼
	S.Rehab/PHP/IOP	4,962	4,624	7%

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

### Consumer Satisfaction Survey

(Based on 675 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		86%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ Overall		83%	80%	91%
✓ Respect		82%	80%	91%
● General Satisfaction		79%	80%	92%
● Outcome		76%	80%	83%
● Recovery		75%	80%	79%
● Access		75%	80%	88%

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	3,196	57.3%
	IOP	634	11.4%
	Case Management	76	1.4%
<b>Forensic SA</b>	Forensics Community-based	1,607	28.8%
	Case Management	64	1.1%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,198	23%	13%	Male	3,326	64%	59%
26-34	1,591	31%	23%	Female	1,855	36%	41%
35-44	1,029	20%	19%	Transgender			0%
45-54	803	16%	22%				
55-64	438	8%	17%				
65+	118	2%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	3,321	64%	74%	White/Caucasian	3,023	58%	65%
Hisp-Puerto Rican	1,245	24%	▲ 12%	Black/African American	860	17%	16%
Unknown	417	8%	6%	Multiple Races	771	15%	▲ 1%
Hispanic-Other	151	3%	7%	Other	384	7%	13%
Hispanic-Mexican	42	1%	1%	Unknown	56	1%	3%
Hispanic-Cuban	17	0%	0%	Am. Indian/Native Alaskan	43	1%	1%
				Asian	38	1%	1%
				Hawaiian/Other Pacific Islander	18	0%	0%

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	43	-30% ▼
Admits	9	13	-31% ▼
Discharges	11	14	-21% ▼
Service Hours	140	275	-49% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	73%	75%	87%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	84%	90%	93%	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
✓ Valid TEDS Data		27%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

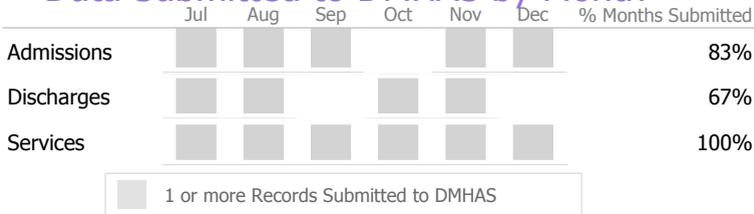
Cooccurring	Actual	State Avg
✓ MH Screen Complete		95%
✓ SA Screen Complete		97%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		87%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	78%	75%	81%	3%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 9 Active Gambling Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	154	-2%
Admits	114	137	-17% ▼
Discharges	108	131	-18% ▼
Service Hours	88	135	-35% ▼
Social Rehab/PHP/IOP Days	1,146	1,214	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	2%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	90%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		77	71%	50%	61%	21% ▲
● Follow-up within 30 Days of Discharge		38	49%	90%	55%	-41% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		145	92%	75%	93%	17% ▲
✓ Employed		91	58%	50%	34%	8%
✓ Abstinence/Reduced Drug Use		88	56%	55%	54%	1%
✓ Stable Living Situation		151	96%	95%	91%	1%
✓ Improved/Maintained Axis V GAF Score		100	83%	75%	76%	8%
● Self Help		50	32%	60%	35%	-28% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		35	71%	90%	64%	-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 51 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	381	370	3%
Admits	323	296	9%
Discharges	305	295	3%
Service Hours	336	384	-12% ▼
Social Rehab/PHP/IOP Days	2,799	2,422	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	2%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	90%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		197	65%	50%	61%	15% ▲
● Follow-up within 30 Days of Discharge		105	53%	90%	55%	-37% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		401	94%	75%	93%	19% ▲
● Stable Living Situation		374	88%	95%	91%	-7%
● Abstinence/Reduced Drug Use		192	45%	55%	54%	-10% ▼
✓ Improved/Maintained Axis V GAF Score		275	85%	75%	76%	10%
● Employed		124	29%	50%	34%	-21% ▼
● Self Help		83	19%	60%	35%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		99	82%	90%	64%	-8%

### 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

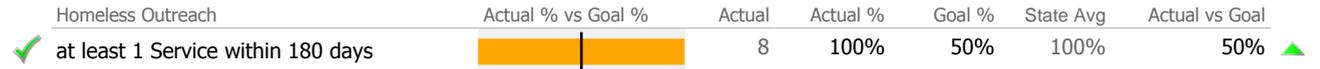
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 51 Active Standard IOP Programs

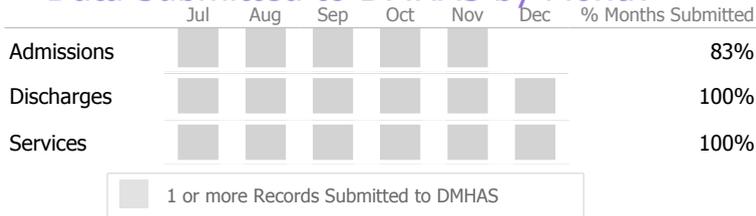
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	49	-41% ▼
Admits	8	25	-68% ▼
Discharges	14	26	-46% ▼
Service Hours	408	166	146% ▲

### 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	114	148	-23% ▼
Admits	104	114	-9%
Discharges	89	129	-31% ▼
Service Hours	118	130	-9%
Social Rehab/PHP/IOP Days	1,017	988	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	96%	99%
<b>On-Time Periodic</b>		
6 Month Updates	20%	2%
<b>Cooccurring</b>		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	90%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		81	91%	50%	61%	41% ▲
Follow-up within 30 Days of Discharge		42	52%	90%	55%	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		121	94%	75%	93%	19% ▲
Self Help		88	68%	60%	35%	8%
Abstinence/Reduced Drug Use		65	50%	55%	54%	-5%
Stable Living Situation		115	89%	95%	91%	-6%
Improved/Maintained Axis V GAF Score		78	83%	75%	76%	8%
Employed		32	25%	50%	34%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	78%	90%	64%	-12% ▼

### 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	138	1	13700% ▲
Admits	94	-	
Discharges	71	-	
Service Hours	1,040	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
Valid TEDS Data	88%	92%
<b>On-Time Periodic</b>		
6 Month Updates	11%	40%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
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		58	82%	50%	53%	32% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		130	92%	75%	84%	17% ▲
✓ Abstinence/Reduced Drug Use		78	55%	55%	53%	0%
● Stable Living Situation		127	90%	95%	85%	-5%
● Employed		55	39%	50%	42%	-11% ▼
● Self Help		70	50%	60%	24%	-10%
● Improved/Maintained Axis V GAF Score		64	72%	75%	60%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	99%	90%	74%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		86	91%	75%	76%	16% ▲

### 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	14	26	-46% ▼
Admits	10	18	-44% ▼
Discharges	7	23	-70% ▼
Service Hours	112	164	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		4	57%	50%	66%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	100%	60%	68%	40% ▲
✓ Employed		7	50%	20%	12%	30% ▲
✓ Self Help		11	79%	60%	47%	19% ▲
● Stable Living Situation		8	57%	80%	44%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	86%	90%	74%	-4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■		■	■	83%
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	60	80	-25% ▼
Admits	40	53	-25% ▼
Discharges	29	36	-19% ▼
Service Hours	154	167	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	38%	29%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	69%	50%	66%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		56	92%	60%	68%	32% ▲
● Employed		8	13%	20%	12%	-7%
● Self Help		26	43%	60%	47%	-17% ▼
● Stable Living Situation		16	26%	80%	44%	-54% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		19	59%	90%	74%	-31% ▼

### 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

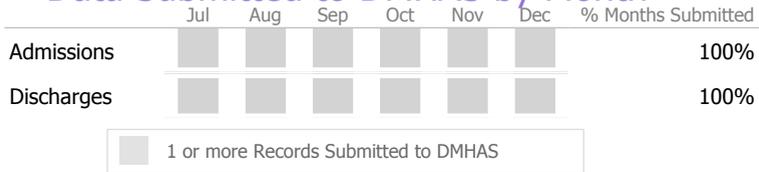
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	598	705	-15% ▼
Admits	304	359	-15% ▼
Discharges	319	375	-15% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

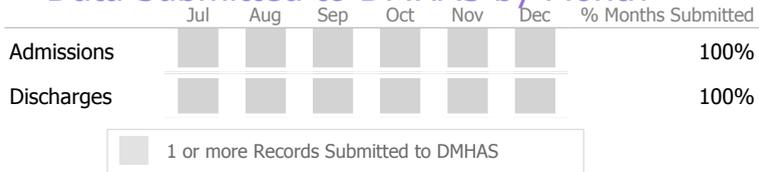
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,010	1,112	-9%
Admits	365	412	-11% ▼
Discharges	432	443	-2%

### 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	1,262	1,301	-3%
Admits	769	786	-2%
Discharges	797	847	-6%
Service Hours	6,618	8,865	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Valid TEDS Data	88%	92%
<b>On-Time Periodic</b>		
6 Month Updates	79%	40%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
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		453	57%	50%	53%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,300	96%	75%	84%	21% ▲
Abstinence/Reduced Drug Use		699	51%	55%	53%	-4%
Stable Living Situation		1,245	92%	95%	85%	-3%
Employed		584	43%	50%	42%	-7%
Improved/Maintained Axis V GAF Score		825	87%	75%	60%	12% ▲
Self Help		126	9%	60%	24%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		505	90%	90%	74%	0%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		701	95%	75%	76%	20% ▲

### 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	1,821	1,999	-9%
Admits	950	1,063	-11% ▼
Discharges	947	1,125	-16% ▼
Service Hours	11,510	13,655	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
Valid TEDS Data	84%	92%
<b>On-Time Periodic</b>		
6 Month Updates	65%	40%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
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		568	60%	50%	53%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,777	93%	75%	84%	18% ▲
Employed		1,016	53%	50%	42%	3%
Stable Living Situation		1,793	94%	95%	85%	-1%
Abstinence/Reduced Drug Use		952	50%	55%	53%	-5%
Improved/Maintained Axis V GAF Score		1,017	76%	75%	60%	1%
Self Help		454	24%	60%	24%	-36% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		770	80%	90%	74%	-10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		854	93%	75%	76%	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	48	53	-9%
Admits	21	26	-19% ▼
Discharges	15	25	-40% ▼
Service Hours	497	610	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic 6 Month Updates	61%	68%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	60%	50%	51%	10% ▲

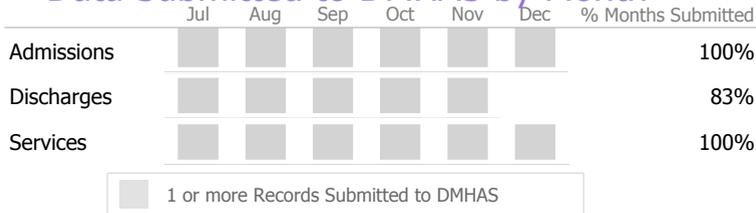
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		45	92%	80%	84%	12% ▲
● Employed		9	18%	20%	20%	-2%
● Self Help		22	45%	60%	66%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		26	76%	90%	88%	-14% ▼

### 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