

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,428	6,898	-7%
	Admits	4,905	5,058	-3%
	Discharges	5,029	5,142	-2%
	Service Hours	30,240	37,540	-19% ▼
	S.Rehab/PHP/IOP	7,482	6,999	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	#	%
Addiction	Outpatient	3,997	56.9%
	IOP	884	12.6%
	Case Management	85	1.2%
Forensic SA	Forensics Community-based	1,976	28.1%
	Case Management	81	1.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,496	23%	14%	Male	4,110	64%	60%
26-34	2,007	31%	24%	Female	2,306	36%	40%
35-44	1,266	20%	20%	Transgender			0%
45-54	961	15%	22%				
55-64	540	8%	16%				
65+	139	2%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	4,152	65%	74%	White/Caucasian	3,735	58%	65%
Hisp-Puerto Rican	1,523	24%	▲ 12%	Black/African American	1,097	17%	17%
Unknown	520	8%	6%	Multiple Races	949	15%	▲ 1%
Hispanic-Other	158	2%	7%	Other	471	7%	13%
Hispanic-Mexican	51	1%	1%	Unknown	62	1%	3%
Hispanic-Cuban	24	0%	0%	Am. Indian/Native Alaskan	51	1%	1%
				Asian	46	1%	1%
				Hawaiian/Other Pacific Islander	17	0%	0%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	48	-33% ▼
Admits	13	18	-28% ▼
Discharges	24	22	9%
Service Hours	187	392	-52% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	75%	75%	86%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	80%	90%	93%	-10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
✓ Valid TEDS Data		31%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%

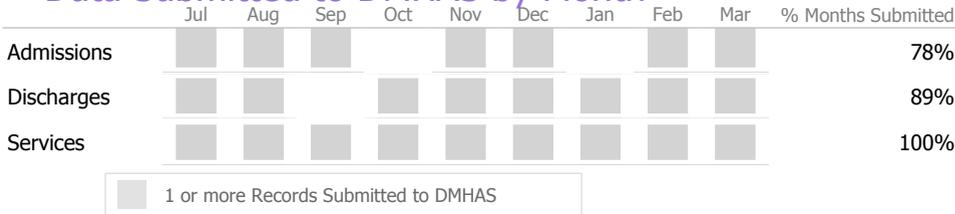
Cooccurring	Actual	State Avg
✓ MH Screen Complete		98%
✓ SA Screen Complete		99%

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	75%	75%	81%	0%

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	206	205	0%
Admits	181	197	-8%
Discharges	173	201	-14% ▼
Service Hours	140	186	-25% ▼
Social Rehab/PHP/IOP Days	1,676	1,812	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	3%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		112	65%	50%	59%	15% ▲
● Follow-up within 30 Days of Discharge		60	54%	90%	60%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		203	93%	75%	87%	18% ▲
✓ Abstinence/Reduced Drug Use		137	63%	55%	45%	8%
✓ Employed		118	54%	50%	34%	4%
✓ Stable Living Situation		209	95%	95%	86%	0%
✓ Improved/Maintained Axis V GAF Score		157	87%	75%	77%	12% ▲
● Self Help		69	32%	60%	30%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		36	78%	90%	72%	-12% ▼

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	533	503	6%
Admits	519	454	14% ▲
Discharges	502	458	10%
Service Hours	518	563	-8%
Social Rehab/PHP/IOP Days	4,281	3,683	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	25%	3%
Cooccurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		337	67%	50%	59%	17% ▲
● Follow-up within 30 Days of Discharge		173	51%	90%	60%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		578	95%	75%	87%	20% ▲
✓ Improved/Maintained Axis V GAF Score		445	88%	75%	77%	13% ▲
● Abstinence/Reduced Drug Use		303	50%	55%	45%	-5%
● Stable Living Situation		541	89%	95%	86%	-6%
● Employed		180	30%	50%	34%	-20% ▼
● Self Help		159	26%	60%	30%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	90%	90%	72%	0%

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

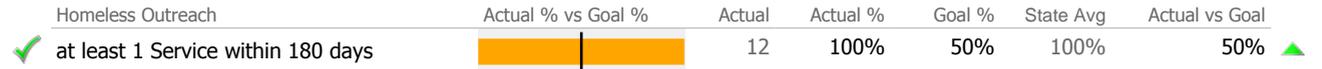
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs

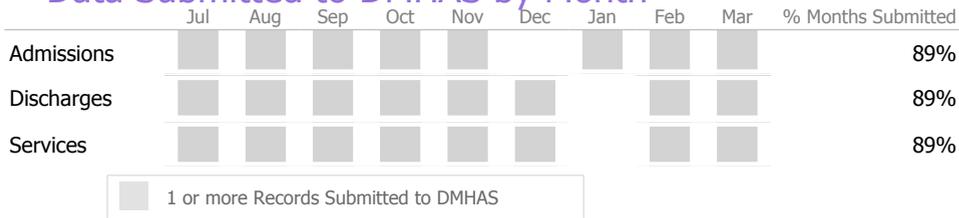
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	56	-43% ▼
Admits	12	34	-65% ▼
Discharges	18	46	-61% ▼
Service Hours	582	234	149% ▲

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	165	199	-17% ▼
Admits	171	178	-4%
Discharges	152	198	-23% ▼
Service Hours	189	194	-3%
Social Rehab/PHP/IOP Days	1,525	1,504	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	25%	3%
Cooccurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		134	88%	50%	59%	38% ▲
Follow-up within 30 Days of Discharge		68	51%	90%	60%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		181	94%	75%	87%	19% ▲
Self Help		146	76%	60%	30%	16% ▲
Abstinence/Reduced Drug Use		119	62%	55%	45%	7%
Improved/Maintained Axis V GAF Score		134	86%	75%	77%	11% ▲
Stable Living Situation		169	88%	95%	86%	-7%
Employed		45	23%	50%	34%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	84%	90%	72%	-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	166	1	16500% ▲
Admits	125	-	
Discharges	110	1	10900% ▲
Service Hours	1,265	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	90%	91%
On-Time Periodic		
6 Month Updates	6%	43%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		93	85%	50%	55%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		166	96%	75%	85%	21% ▲
✓ Abstinence/Reduced Drug Use		101	58%	55%	56%	3%
● Self Help		92	53%	60%	24%	-7%
● Stable Living Situation		149	86%	95%	87%	-9%
● Employed		59	34%	50%	43%	-16% ▼
● Improved/Maintained Axis V GAF Score		92	63%	75%	69%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	98%	90%	79%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		111	92%	75%	75%	17% ▲

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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	36	-19% ▼
Admits	26	28	-7%
Discharges	18	31	-42% ▼
Service Hours	271	230	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	N/A	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	72%	50%	71%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	97%	60%	72%	37% ▲
✓ Employed		12	41%	20%	15%	21% ▲
✓ Self Help		18	62%	60%	51%	2% ▲
● Stable Living Situation		20	69%	80%	50%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	77%	10%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	97	-20% ▼
Admits	58	70	-17% ▼
Discharges	50	62	-19% ▼
Service Hours	217	254	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	25%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		37	74%	50%	71%	24% ▲

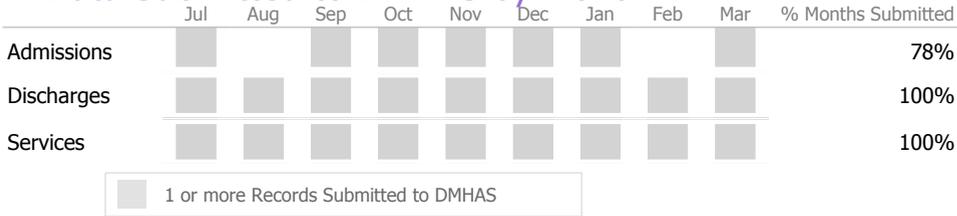
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		74	94%	60%	72%	34% ▲
● Employed		10	13%	20%	15%	-7%
● Self Help		34	43%	60%	51%	-17% ▼
● Stable Living Situation		31	39%	80%	50%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	69%	90%	77%	-21% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

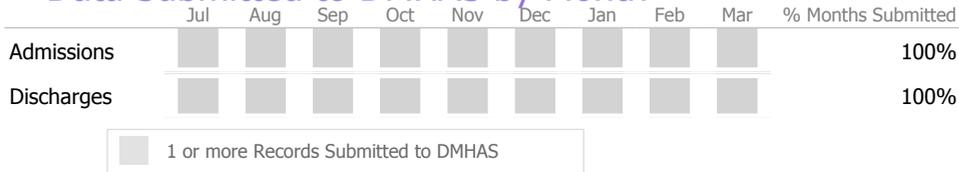
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	739	857	-14% ▼
Admits	450	512	-12% ▼
Discharges	501	554	-10%

Data Submitted to DMHAS by Month

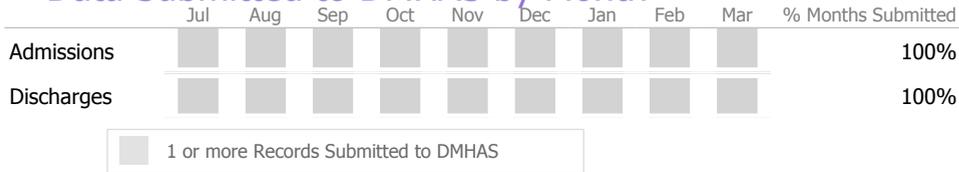


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,238	1,327	-7%
Admits	593	633	-6%
Discharges	700	660	6%

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	1,605	1,662	-3%
Admits	1,203	1,223	-2%
Discharges	1,219	1,213	0%
Service Hours	9,211	13,511	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	88%	91%
On-Time Periodic		
6 Month Updates	81%	43%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		697	57%	50%	55%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,726	96%	75%	85%	21% ▲
✓ Abstinence/Reduced Drug Use		986	55%	55%	56%	0%
● Stable Living Situation		1,638	92%	95%	87%	-3%
✓ Improved/Maintained Axis V GAF Score		1,213	89%	75%	69%	14% ▲
● Employed		766	43%	50%	43%	-7%
● Self Help		231	13%	60%	24%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		526	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		1,036	94%	75%	75%	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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,271	2,505	-9%
Admits	1,526	1,675	-9%
Discharges	1,528	1,657	-8%
Service Hours	17,041	21,153	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	85%	91%
On-Time Periodic		
6 Month Updates	73%	43%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		911	60%	50%	55%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		2,320	95%	75%	85%	20% ▲
Employed		1,300	53%	50%	43%	3%
Stable Living Situation		2,302	94%	95%	87%	-1%
Abstinence/Reduced Drug Use		1,253	51%	55%	56%	-4%
Improved/Maintained Axis V GAF Score		1,535	84%	75%	69%	9%
Self Help		691	28%	60%	24%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		810	88%	90%	79%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1,328	92%	75%	75%	17% ▲

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 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	62	-13% ▼
Admits	28	36	-22% ▼
Discharges	34	39	-13% ▼
Service Hours	620	823	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	64%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	56%	50%	52%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		51	93%	80%	83%	13% ▲
● Employed		10	18%	20%	22%	-2%
● Self Help		28	51%	60%	66%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	81%	90%	91%	-9%

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 17 Active Standard Case Management Programs