

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	735	863	-15%	▼
	Admits	234	324	-28%	▼
	Discharges	266	285	-7%	
	Service Hours	5,020	5,963	-16%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	570	77.6%
	Other	150	20.4%
Mental Health	Case Management	15	2.0%

Consumer Satisfaction Survey

(Based on 146 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Access		99%	80%	88%
✓ Participation in Treatment		98%	80%	92%
✓ Respect		98%	80%	91%
✓ Outcome		95%	80%	83%
✓ Recovery		94%	80%	79%

Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	67	9%	11%
26-34	251	34%	▲ 22%
35-44	171	23%	19%
45-54	172	23%	22%
55-64	70	10%	19%
65+	4	1%	6%

Gender	#	%	State Avg
Male	386	53%	58%
Female	346	47%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	616	84%	74%
Hispanic-Other	83	11%	7%
Hisp-Puerto Rican	19	3%	13%
Unknown	17	2%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	569	77%	▲ 65%
Black/African American	107	15%	16%
Unknown	29	4%	3%
Multiple Races	18	2%	1%
Other	7	1%	▼ 13%
Asian	3	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	267	231	16% ▲
Admits	99	75	32% ▲
Discharges	116	72	61% ▲
Service Hours	1,960	1,675	17% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		78	67%	50%	75%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		248	92%	60%	68%	32% ▲
✓ Employed		74	27%	20%	20%	7%
✓ Stable Living Situation		234	87%	80%	84%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		149	97%	90%	70%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

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 Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	306	435	-30% ▼
Admits	102	200	-49% ▼
Discharges	112	178	-37% ▼
Service Hours	3,060	4,288	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	76%	76%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		211	69%	50%	69%	19% ▲
Self Help		235	76%	60%	76%	16% ▲
Employed		52	17%	20%	17%	-3%
Stable Living Situation		212	69%	80%	69%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		161	82%	90%	82%	-8%

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 1 Active Intensive Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	12	25% ▲
Admits	-	3	-100% ▼
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	70%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	100%	80%	81%	20% ▲
Employed		1	7%	20%	8%	-13% ▼
Social Support		4	27%	60%	68%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	58%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 29 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	190	-21% ▼
Admits	33	46	-28% ▼
Discharges	38	35	9%

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 1 Active Conversion Programs