

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,180	1,116	6%
	Admits	1,424	1,348	6%
	Discharges	1,398	1,350	4%
	Service Hours	1,051	4,912	-79% ▼
	Bed Days	5,543	5,244	6%

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

### Consumer Satisfaction Survey

(Based on 446 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		86%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ General Satisfaction		85%	80%	92%
✓ Respect		85%	80%	91%
✓ Overall		82%	80%	91%
● Access		77%	80%	88%
● Outcome		74%	80%	83%
● Recovery		71%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Residential Services	1,095	92.6%
	Medication Assisted Treatment	44	3.7%
<b>Mental Health</b>	Case Management	30	2.5%
	Social Rehabilitation	10	0.8%
<b>Forensic SA</b>	Case Management	4	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	92	8%	13%
26-34	374	32%	24%
35-44	279	24%	20%
45-54	262	22%	21%
55-64	155	13%	17%
65+	17	1%	5%

Gender	#	%	State Avg
Male	780	66%	60%
Female	400	34%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	962	82%	73%
Hisp-Puerto Rican	145	12%	12%
Hispanic-Other	62	5%	7%
Hispanic-Cuban	5	0%	0%
Unknown	4	0%	7%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	841	71%	64%
Other	164	14%	13%
Black/African American	154	13%	16%
Unknown	12	1%	4%
Asian	3	0%	1%
Multiple Races	3	0%	1%
Am. Indian/Native Alaskan	2	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	4		
Admits	4	-	
Discharges	-	-	
Service Hours	5	-	

### Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over     < 10% Under

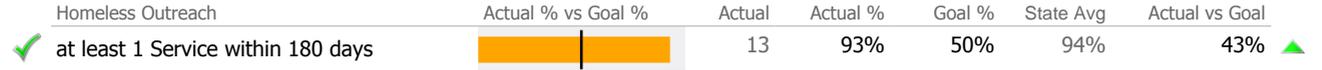
 Actual    |     Goal     Goal Met     Below Goal

\* State Avg based on 0 Active Outreach & Engagement Programs

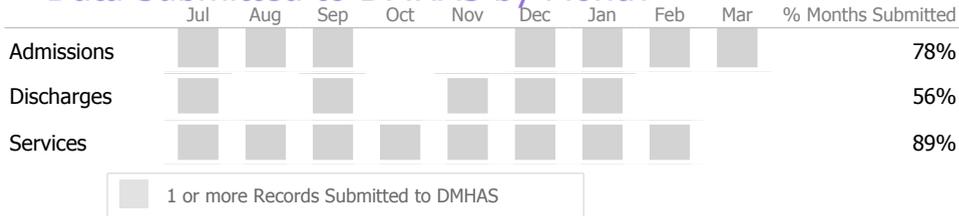
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	12	150% ▲
Admits	14	2	600% ▲
Discharges	8	3	167% ▲
Service Hours	254	254	0%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,095	1,088	1%
Admits	1,361	1,342	1%
Discharges	1,369	1,342	2%
Bed Days	5,543	5,244	6%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

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

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

### Discharge Outcomes

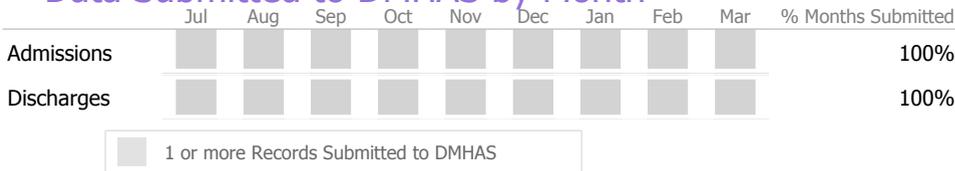
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,014	74%	80%	74%	-6%
No Re-admit within 30 Days of Discharge		1,117	82%	85%	82%	-3%
Follow-up within 30 Days of Discharge		628	62%	90%	54%	-28%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		24	4 days	0.0	84%	90%	91%	-6%



### Data Submitted to DMHAS by Month



\* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44		
Admits	44	-	
Discharges	12	-	
Service Hours	147	-	

### Data Submission Quality

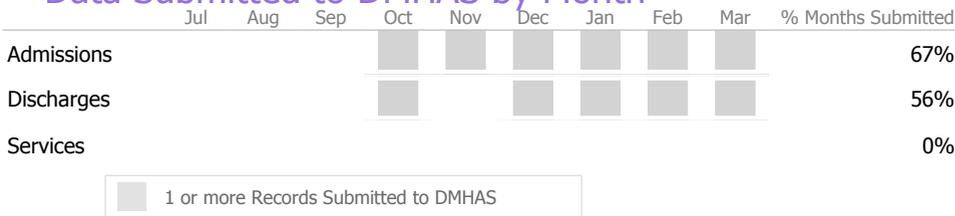
Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	93%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	73%	81%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 5 Active Buprenorphine Maintenance Programs

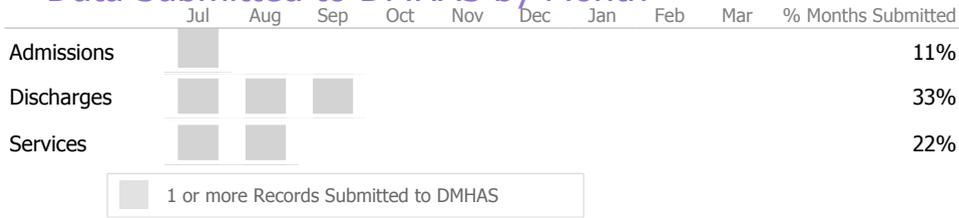
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	17	-41% ▼
Admits	1	4	-75% ▼
Discharges	9	5	80% ▲
Service Hours	645	4,658	-86% ▼
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	75%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active Social Rehabilitation Programs