

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,107	1,139	-3%
	Admits	1,626	1,677	-3%
	Discharges	1,700	1,607	6%
	Service Hours	4,842	5,835	-17% ▼
	Bed Days	11,234	10,512	7%
	S.Rehab/PHP/IOP	4,443	4,756	-7%

Consumer Satisfaction Survey

(Based on 527 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Overall		96%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Outcome		92%	80%	83%
✓ Access		92%	80%	88%
✓ Recovery		90%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	571	35.3%
	IOP	520	32.2%
	Residential Services	242	15.0%
	Case Management	201	12.4%
Forensic SA	Case Management	82	5.1%

Client Demographics

Age	#	%	State Avg
18-25	145	13%	13%
26-34	341	31%	24%
35-44	279	25%	20%
45-54	241	22%	21%
55-64	93	8%	17%
65+	7	1%	5%

Gender	#	%	State Avg
Male	843	76%	▲ 60%
Female	263	24%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	801	72%	73%
Hisp-Puerto Rican	240	22%	12%
Hispanic-Other	59	5%	7%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	3	0%	0%
Unknown			7%

Race	#	%	State Avg
White/Caucasian	548	50%	▼ 64%
Black/African American	306	28%	▲ 16%
Other	241	22%	13%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Asian	1	0%	1%
Multiple Races			1%
Unknown			4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	164	159	3%
Admits	109	141	-23% ▼
Discharges	133	103	29% ▲
Service Hours	536	850	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	30%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		105	79%	50%	71%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		154	93%	80%	75%	13% ▲
✓ Employed		46	28%	20%	22%	8%
✓ Self Help		110	67%	60%	63%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	79%	10%

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

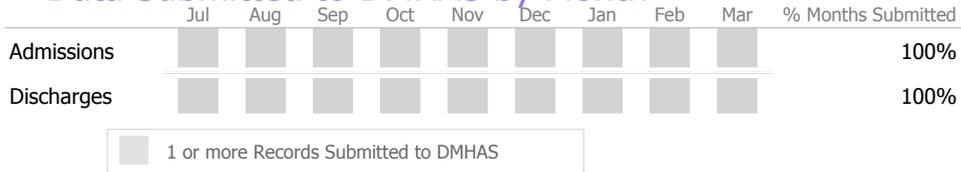
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	17	35% ▲
Admits	20	14	43% ▲
Discharges	20	15	33% ▲
Bed Days	673	718	-6%

Data Submitted to DMHAS by Month

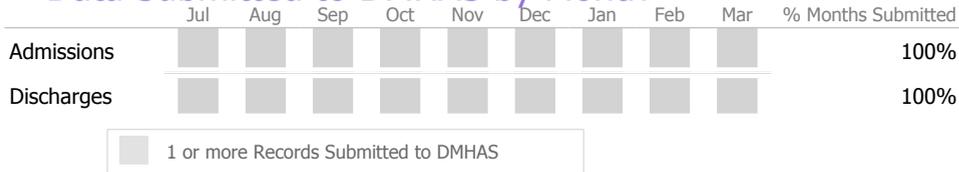


* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	159	145	10%
Admits	176	150	17% ▲
Discharges	171	146	17% ▲
Bed Days	3,116	2,440	28% ▲

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	63	-41% ▼
Admits	13	39	-67% ▼
Discharges	38	39	-3%
Service Hours	157	205	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	30%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		31	82%	50%	71%	32% ▲

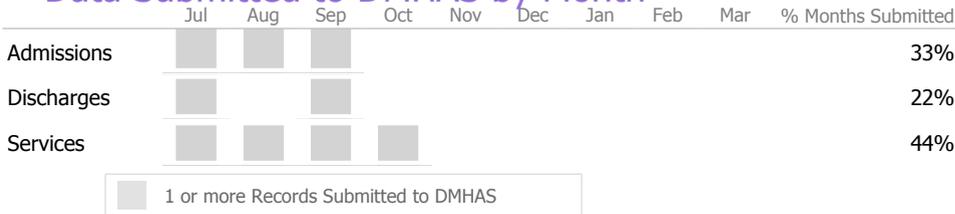
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		30	81%	60%	63%	21% ▲
✓ Employed		13	35%	20%	22%	15% ▲
● Stable Living Situation		29	78%	80%	75%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	79%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 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	84	87	-3%
Admits	67	82	-18% ▼
Discharges	67	77	-13% ▼
Bed Days	5,637	5,483	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	18	28% ▲
Admits	19	11	73% ▲
Discharges	23	14	64% ▲
Service Hours	118	148	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	87%	50%	69%	37% ▲

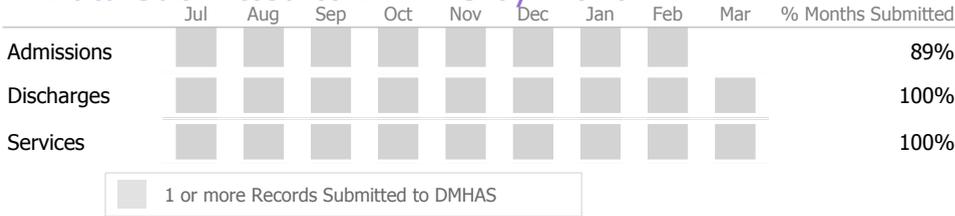
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	91%	60%	73%	31% ▲
✓ Employed		10	43%	20%	10%	23% ▲
✓ Stable Living Situation		21	91%	80%	45%	11% ▲
✓ Self Help		16	70%	60%	47%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	84%	N/A ▼

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	77	33	133% ▲
Admits	58	27	115% ▲
Discharges	47	29	62% ▲
Service Hours	295	95	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		43	91%	50%	69%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		66	86%	60%	73%	26% ▲
● Employed		4	5%	20%	10%	-15% ▼
● Self Help		25	32%	60%	47%	-28% ▼
● Stable Living Situation		36	47%	80%	45%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	84%	7% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■		■	■	89%
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	520	550	-5%
Admits	549	565	-3%
Discharges	547	569	-4%
Service Hours	1,080	1,451	-26% ▼
Social Rehab/PHP/IOP Days	4,443	4,756	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	2%
Cooccurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
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		324	59%	50%	63%	9%
● Follow-up within 30 Days of Discharge		178	55%	90%	61%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		447	73%	55%	60%	18% ▲
✓ Not Arrested		597	98%	75%	88%	23% ▲
✓ Improved/Maintained Axis V GAF Score		494	90%	75%	85%	15% ▲
● Stable Living Situation		560	92%	95%	88%	-3%
● Employed		186	30%	50%	34%	-20% ▼
● Self Help		225	37%	60%	37%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	98%	90%	81%	8%

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	571	566	1%
Admits	591	594	-1%
Discharges	603	565	7%
Service Hours	2,573	2,775	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	91%	93%
On-Time Periodic		
6 Month Updates	N/A	23%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		438	73%	50%	52%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		641	98%	75%	85%	23% ▲
Abstinence/Reduced Drug Use		405	62%	55%	55%	7%
Stable Living Situation		595	91%	95%	84%	-4%
Employed		212	32%	50%	42%	-18% ▼
Improved/Maintained Axis V GAF Score		314	52%	75%	54%	-23% ▼
Self Help		243	37%	60%	33%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	100%	90%	72%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		496	97%	75%	69%	22% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	19	19	0%
Discharges	24	19	26% ▲
Bed Days	1,808	1,871	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	15%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	79%	70%	76%	9%
✓ No Re-admit within 30 Days of Discharge		22	92%	85%	91%	7%
● Follow-up within 30 Days of Discharge		11	58%	90%	65%	-32% ▼

Recovery

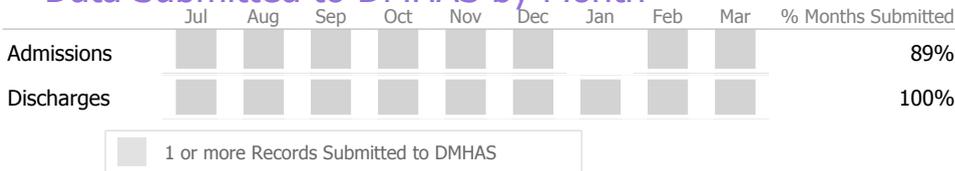
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		24	89%	70%	81%	19% ▲
✓ Improved/Maintained Axis V GAF Score		23	96%	95%	86%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	96 days	0.2	82%	90%	88%	-8%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs