

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,664	4,065	-10%
	Admits	1,385	1,638	-15% ▼
	Discharges	1,596	1,657	-4%
	Service Hours	7,089	11,587	-39% ▼
	S.Rehab/PHP/IOP	2,131	2,586	-18% ▼

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

Consumer Satisfaction Survey

(Based on 664 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Respect		89%	80%	91%
✓ Overall		89%	80%	91%
✓ Access		85%	80%	88%
● Recovery		78%	80%	79%
● Outcome		77%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	2,148	55.1%
	IOP	464	11.9%
	Case Management	43	1.1%
Forensic SA	Forensics Community-based	1,186	30.4%
	Case Management	60	1.5%

Client Demographics

Age	#	%	State Avg
18-25	714	20%	11%
26-34	1,157	32%	22%
35-44	809	22%	19%
45-54	527	14%	22%
55-64	354	10%	19%
65+	93	3%	6%

Gender	#	%	State Avg
Male	2,339	64%	58%
Female	1,323	36%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,509	68%	74%
Hisp-Puerto Rican	842	23%	13%
Unknown	161	4%	6%
Hispanic-Other	115	3%	7%
Hispanic-Mexican	27	1%	1%
Hispanic-Cuban	10	0%	0%

Race	#	%	State Avg
White/Caucasian	2,244	61%	65%
Black/African American	568	16%	16%
Multiple Races	463	13%	1%
Other	293	8%	13%
Asian	28	1%	1%
Am. Indian/Native Alaskan	27	1%	1%
Unknown	26	1%	3%
Hawaiian/Other Pacific Islander	15	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	29	-59% ▼
Admits	-	7	-100% ▼
Discharges	3	5	-40% ▼
Service Hours	26	88	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	82%
Valid TEDS Data	33%	17%

On-Time Periodic	Actual	State Avg
6 Month Updates	29%	78%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	89%

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		2	67%	75%	43%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	56%	90%	94%	-34% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	69%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 8 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	90	23% ▲
Admits	57	55	4%
Discharges	68	58	17% ▲
Service Hours	38	42	-9%
Social Rehab/PHP/IOP Days	402	563	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	99%	98%
On-Time Periodic		
6 Month Updates	8%	7%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
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		47	69%	50%	64%	19% ▲
● Follow-up within 30 Days of Discharge		21	45%	90%	54%	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		99	88%	75%	92%	13% ▲
✓ Self Help		82	73%	60%	48%	13% ▲
✓ Employed		58	52%	50%	35%	2%
✓ Abstinence/Reduced Drug Use		62	55%	55%	57%	0%
● Stable Living Situation		101	90%	95%	88%	-5%
✓ Improved/Maintained Axis V GAF Score		68	85%	75%	85%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		24	55%	90%	75%	-35% ▼

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	295	242	22% ▲
Admits	191	171	12% ▲
Discharges	205	173	18% ▲
Service Hours	185	187	-1%
Social Rehab/PHP/IOP Days	1,422	1,500	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	96%	98%
On-Time Periodic		
6 Month Updates	14%	7%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
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		138	67%	50%	64%	17% ▲
● Follow-up within 30 Days of Discharge		68	49%	90%	54%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		288	94%	75%	92%	19% ▲
✓ Self Help		189	61%	60%	48%	1%
● Stable Living Situation		264	86%	95%	88%	-9%
● Abstinence/Reduced Drug Use		135	44%	55%	57%	-11% ▼
✓ Improved/Maintained Axis V GAF Score		190	87%	75%	85%	12% ▲
● Employed		110	36%	50%	35%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		70	68%	90%	75%	-22% ▼

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	27	-56% ▼
Admits	-	6	-100% ▼
Discharges	4	8	-50% ▼
Service Hours	98	198	-51% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	100%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 6 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	74	-7%
Admits	35	56	-38% ▼
Discharges	43	46	-7%
Service Hours	32	62	-49% ▼
Social Rehab/PHP/IOP Days	307	523	-41% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	7%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%

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		35	81%	50%	64%	31% ▲
Follow-up within 30 Days of Discharge		17	49%	90%	54%	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		69	99%	75%	92%	24% ▲
Self Help		50	71%	60%	48%	11% ▲
Abstinence/Reduced Drug Use		43	61%	55%	57%	6%
Stable Living Situation		63	90%	95%	88%	-5%
Improved/Maintained Axis V GAF Score		44	85%	75%	85%	10%
Employed		20	29%	50%	35%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	48%	90%	75%	-42% ▼

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	122	-24% ▼
Admits	33	76	-57% ▼
Discharges	42	60	-30% ▼
Service Hours	255	824	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	94%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	30%	34%

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

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		33	79%	50%	55%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		88	95%	75%	82%	20% ▲
Abstinence/Reduced Drug Use		58	62%	55%	52%	7%
Self Help		58	62%	60%	33%	2%
Stable Living Situation		80	86%	95%	82%	-9%
Employed		32	34%	50%	39%	-16% ▼
Improved/Maintained Axis V GAF Score		43	69%	75%	49%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	69%	90%	60%	-21% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		31	94%	75%	74%	19% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	8	63% ▲
Admits	7	5	40% ▲
Discharges	3	5	-40% ▼
Service Hours	54	53	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	0%	15%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	60%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	92%	60%	70%	32% ▲
✓ Self Help		10	77%	60%	44%	17% ▲
✓ Stable Living Situation		11	85%	80%	34%	5%
✓ Employed		3	23%	20%	6%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	60%	90%	70%	-30% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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	54	49	10% ▲
Admits	19	28	-32% ▼
Discharges	21	11	91% ▲
Service Hours	72	67	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	0%	15%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	76%	50%	60%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	94%	60%	70%	34% ▲
● Self Help		26	48%	60%	44%	-12% ▼
● Employed		3	6%	20%	6%	-14% ▼
● Stable Living Situation		10	19%	80%	34%	-61% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	76%	90%	70%	-14% ▼

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	436	473	-8%
Admits	142	159	-11% ▼
Discharges	200	166	20% ▲

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 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	753	843	-11% ▼
Admits	153	187	-18% ▼
Discharges	147	231	-36% ▼

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 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	775	955	-19% ▼
Admits	293	407	-28% ▼
Discharges	390	417	-6%
Service Hours	1,990	3,723	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	90%	92%
On-Time Periodic		
6 Month Updates	33%	34%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
Diagnosis		
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		266	68%	50%	55%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		752	95%	75%	82%	20% ▲
Abstinence/Reduced Drug Use		414	52%	55%	52%	-3%
Stable Living Situation		709	90%	95%	82%	-5%
Employed		332	42%	50%	39%	-8%
Improved/Maintained Axis V GAF Score		400	81%	75%	49%	6%
Self Help		240	30%	60%	33%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		301	75%	90%	60%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		261	90%	75%	74%	15% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,279	1,361	-6%
Admits	448	470	-5%
Discharges	460	464	-1%
Service Hours	4,193	6,139	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	87%	92%
On-Time Periodic		
6 Month Updates	29%	34%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
Diagnosis		
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		249	54%	50%	55%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,198	91%	75%	82%	16% ▲
● Employed		640	49%	50%	39%	-1%
● Stable Living Situation		1,207	92%	95%	82%	-3%
● Abstinence/Reduced Drug Use		620	47%	55%	52%	-8%
● Self Help		618	47%	60%	33%	-13% ▼
● Improved/Maintained Axis V GAF Score		527	68%	75%	49%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		612	72%	90%	60%	-18% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		380	85%	75%	74%	10%

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	38	-18% ▼
Admits	7	11	-36% ▼
Discharges	10	13	-23% ▼
Service Hours	146	205	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	25%	52%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	70%	50%	75%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	90%	80%	84%	10%
● Employed		5	16%	20%	20%	-4%
● Self Help		14	45%	60%	68%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	67%	90%	70%	-23% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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