

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	586	609	-4%
	Admits	319	312	2%
	Discharges	287	328	-13% ▼
	Service Hours	2,088	2,650	-21% ▼
	Bed Days	4,358	4,167	5%

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

### Consumer Satisfaction Survey

(Based on 105 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ Overall		95%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Access		93%	80%	88%
✓ Respect		92%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		77%	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>	Outpatient	459	65.2%
	Residential Services	137	19.5%
	Case Management	63	8.9%
	Medication Assisted Treatment	40	5.7%
<b>Mental Health</b>	Case Management	5	0.7%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	45	8%	10%	Male	374	64%	58%
26-34	187	32%	22%	Female	212	36%	41%
35-44	149	25%	20%	Transgender			0%
45-54	101	17%	21%				
55-64	91	16%	19%				
65+	13	2%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	553	94%	71% ▲	White/Caucasian	517	88%	63% ▲
Hisp-Puerto Rican	20	3%	13%	Black/African American	36	6%	16%
Hispanic-Other	6	1%	7%	Other	25	4%	13%
Unknown	6	1%	8%	Asian	4	1%	1%
Hispanic-Mexican	1	0%	1%	Unknown	3	1%	5%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	1	0%	1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	3	67% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	80%	85%	92%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	95%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		81%

### 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 52 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	449	457	-2%
Admits	177	180	-2%
Discharges	163	199	-18% ▼
Service Hours	1,905	2,116	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
Valid TEDS Data	95%	90%
<b>On-Time Periodic</b>		
6 Month Updates	79%	19%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		50	31%	50%	53%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		305	67%	55%	46%	12% ▲
Not Arrested		392	86%	75%	80%	11% ▲
Employed		203	45%	50%	39%	-5%
Stable Living Situation		389	86%	95%	77%	-9%
Self Help		164	36%	60%	28%	-24% ▼
Improved/Maintained Axis V GAF Score		230	73%	75%	37%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		250	86%	90%	48%	-4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		82	47%	75%	64%	-28% ▼

### 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	92	113	-19% ▼
Admits	73	94	-22% ▼
Discharges	73	94	-22% ▼
Bed Days	1,929	1,803	7%

### Data Submission Quality

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

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

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

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		60	82%	80%	80%	2%
✓ No Re-admit within 30 Days of Discharge		67	92%	85%	93%	7%
● Follow-up within 30 Days of Discharge		35	58%	90%	61%	-32% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		71	76%	70%	66%	6%
✓ Improved/Maintained Axis V GAF Score		72	99%	75%	90%	24% ▲
● Self Help		37	40%	60%	71%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	28 days	0.2	105%	90%	100%	15% ▲



### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

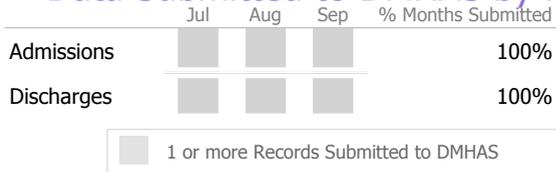


\* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	8	8	0%
Discharges	7	7	0%
Bed Days	1,152	1,082	6%

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	28	7%
Admits	16	14	14% ▲
Discharges	17	14	21% ▲
Bed Days	1,277	1,282	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	25%
<b>Cooccurring</b>		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	71%	85%	74%	-14% ▼
No Re-admit within 30 Days of Discharge		14	82%	85%	61%	-3%
Follow-up within 30 Days of Discharge		5	42%	90%	38%	-48% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		27	90%	70%	90%	20% ▲
Employed		13	43%	60%	32%	-17% ▼
Improved/Maintained Axis V GAF Score		14	82%	75%	75%	7%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	87 days	0.5	99%	90%	71%	9%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 11 Active Transitional/Halfway House 3.1 Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	100%
Valid TEDS Data	N/A	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%

### 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 Naltrexone Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40		
Admits	16	-	
Discharges	8	-	
Service Hours	1	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	67%	39%
<b>Cooccurring</b>		
MH Screen Complete	100%	86%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	93%

## Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 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	18	25	-28% ▼
Admits	-	-	
Discharges	-	4	-100% ▼
Service Hours	4	419	-99% ▼

### 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				0%
Services				67%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 7 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	1	4500% ▲
Admits	14	1	1300% ▲
Discharges	3	-	
Service Hours	95		

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	73%	51%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	55%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	37%	20%	25%	17% ▲
● Stable Living Situation		36	78%	80%	80%	-2%
● Self Help		22	48%	60%	64%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		32	74%	90%	78%	-16% ▼

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	40	-28% ▼
Admits	15	15	0%
Discharges	16	10	60% ▲
Service Hours	83	116	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
Valid TEDS Data	97%	90%
<b>On-Time Periodic</b>		
6 Month Updates	80%	19%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	38%	50%	53%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		27	93%	75%	80%	18% ▲
Abstinence/Reduced Drug Use		18	62%	55%	46%	7%
Stable Living Situation		25	86%	95%	77%	-9%
Employed		11	38%	50%	39%	-12% ▼
Improved/Maintained Axis V GAF Score		15	71%	75%	37%	-4%
Self Help		7	24%	60%	28%	-36% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	77%	90%	48%	-13% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	40%	75%	64%	-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 113 Active Standard Outpatient Programs