

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,298	2,435	-6%
	Admits	524	609	-14% ▼
	Discharges	555	642	-14% ▼
	Service Hours	8,068	10,240	-21% ▼
	Bed Days	10,568	10,065	5%

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

### Consumer Satisfaction Survey

(Based on 219 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		96%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Outcome		95%	80%	83%
✓ Recovery		93%	80%	79%
✓ Access		93%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	1,918	79.5%
	Residential Services	268	11.1%
	Outpatient	164	6.8%
<b>Mental Health</b>	Residential Services	62	2.6%

### Client Demographics

Age	#	%	State Avg
18-25	118	5%	10%
26-34	592	26%	22%
35-44	580	25%	20%
45-54	536	23%	21%
55-64	399	17%	19%
65+	71	3%	7%

Gender	#	%	State Avg
Male	1,472	64%	58%
Female	825	36%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,719	75%	71%
Hisp-Puerto Rican	356	15%	13%
Hispanic-Other	194	8%	7%
Unknown	15	1%	8%
Hispanic-Mexican	8	0%	1%
Hispanic-Cuban	6	0%	0%

Race	#	%	State Avg
White/Caucasian	1,495	65%	63%
Other	402	17%	13%
Black/African American	379	16%	16%
Multiple Races	7	0%	1%
Asian	6	0%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	3	0%	5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	-	
Discharges	-	-	
Bed Days	507	460	10%

### Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	99%
On-Time Periodic		Actual	State Avg
6 Month Updates		80%	80%
Cooccurring		Actual	State Avg
MH Screen Complete		100%	87%
SA Screen Complete		100%	86%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		100%	96%
Valid Axis V GAF Score		100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	80%	23% ▲	
Stable Living Situation		6	100%	95%	92%	5%	
Employed		0	0%	25%	11%	-25% ▼	
Improved/Maintained Axis V GAF Score		4	80%	95%	59%	-15% ▼	

### Bed Utilization

12 Months Trend		Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	6,999 days	1.2	79%	90%	95%	-11% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	32	-6%
Admits	-	-	
Discharges	1	2	-50% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	73%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		27	90%	60%	83%	30% ▲
✓ Stable Living Situation		30	100%	85%	95%	15% ▲
● Improved/Maintained Axis V GAF Score		27	93%	95%	63%	-2%
● Employed		4	13%	25%	12%	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		94%

Cooccurring	Actual	State Avg
MH Screen Complete		95%
SA Screen Complete		92%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		95%
✓ Valid Axis V GAF Score		94%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	2	1	100% ▲
Discharges	1	2	-50% ▼
Bed Days	630	638	-1%

### Data Submission Quality



### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	84%	-80% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	90%	N/A

### Recovery

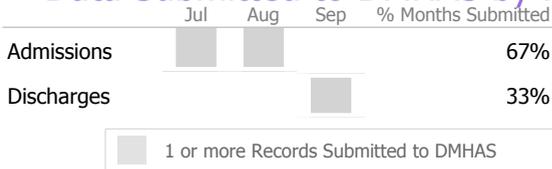
National Recovery Measures (NOMS)

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	75%	60%	79%	15% ▲
Stable Living Situation		8	100%	90%	93%	10%
Improved/Maintained Axis V GAF Score		6	100%	95%	64%	5%

### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	981	1,034	-5%
Admits	116	148	-22% ▼
Discharges	142	139	2%
Service Hours	3,295	4,051	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	100%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		72	51%	50%	49%	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		752	76%	50%	64%	26% ▲
Not Arrested		965	97%	75%	85%	22% ▲
Employed		547	55%	40%	41%	15% ▲
Self Help		714	72%	60%	44%	12% ▲
Improved/Maintained Axis V GAF Score		836	97%	75%	75%	22% ▲
Stable Living Situation		980	98%	90%	84%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		853	100%	90%	86%	10%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		694	71%	50%	74%	21% ▲

### 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	69	3%
Admits	57	56	2%
Discharges	56	56	0%
Bed Days	1,358	1,359	0%

### 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	100%	98%
SA Screen Complete	100%	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		41	73%	80%	80%	-7%
No Re-admit within 30 Days of Discharge		46	82%	85%	93%	-3%
Follow-up within 30 Days of Discharge		26	63%	90%	61%	-27%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		64	90%	60%	71%	30%
Abstinence/Reduced Drug Use		56	79%	70%	66%	9%
Improved/Maintained Axis V GAF Score		51	91%	75%	90%	16%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	24 days	0.2	98%	90%	100%	8%



### 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	955	993	-4%
Admits	135	158	-15% ▼
Discharges	143	198	-28% ▼
Service Hours	3,917	4,823	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	99%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	98%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		54	38%	50%	49%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		945	98%	75%	85%	23% ▲
Abstinence/Reduced Drug Use		682	71%	50%	64%	21% ▲
Employed		441	46%	40%	41%	6%
Stable Living Situation		920	95%	90%	84%	5%
Improved/Maintained Axis V GAF Score		765	95%	75%	75%	20% ▲
Self Help		387	40%	60%	44%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		816	99%	90%	86%	9%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		601	63%	50%	74%	13% ▲

### 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	103	-2%
Admits	81	84	-4%
Discharges	78	82	-5%
Bed Days	2,074	2,014	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
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%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		66	85%	50%	83%	35% ▲
No Re-admit within 30 Days of Discharge		60	77%	85%	82%	-8%
Follow-up within 30 Days of Discharge		49	74%	90%	72%	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		81	80%	70%	75%	10% ▲
Improved/Maintained Axis V GAF Score		78	100%	75%	69%	25% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		23	26 days	0.2	98%	90%	99%	8%

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

### Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 2 Active SA Intensive Residential - Enhanced Programs

### 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 4 Active Shelter Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	175	-30% ▼
Admits	37	68	-46% ▼
Discharges	48	71	-32% ▼
Service Hours	441	760	-42% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	94%	90%
<b>On-Time Periodic</b>		
6 Month Updates	100%	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		32	67%	50%	53%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		98	79%	55%	46%	24% ▲
Not Arrested		120	97%	75%	80%	22% ▲
Self Help		85	69%	60%	28%	9%
Stable Living Situation		119	96%	95%	77%	1%
Employed		51	41%	50%	39%	-9%
Improved/Maintained Axis V GAF Score		79	100%	75%	37%	25% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	99%	90%	48%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		31	84%	75%	64%	9%

### 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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	82	-49% ▼
Admits	21	42	-50% ▼
Discharges	25	44	-43% ▼
Service Hours	186	423	-56% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	96%	90%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	19%

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

Diagnosis	Actual	State Avg
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		14	56%	50%	53%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		38	90%	75%	80%	15% ▲
✓ Employed		23	55%	50%	39%	5%
✓ Stable Living Situation		41	98%	95%	77%	3%
● Abstinence/Reduced Drug Use		21	50%	55%	46%	-5%
● Self Help		20	48%	60%	28%	-12% ▼
✓ Improved/Maintained Axis V GAF Score		25	100%	75%	37%	25% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	82%	90%	48%	-8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		18	86%	75%	64%	11% ▲

### 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

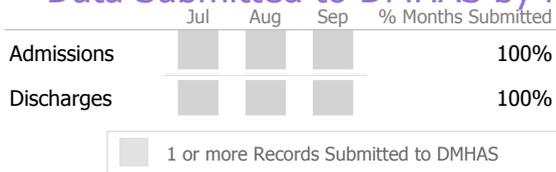
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	68	24% ▲
Admits	48	30	60% ▲
Discharges	38	26	46% ▲
Bed Days	3,990	3,625	10%

### Data Submitted to DMHAS by Month

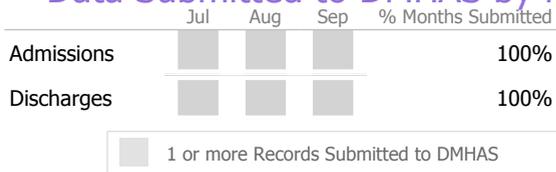


\* State Avg based on 4 Active Shelter Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	15	16	-6%
Discharges	15	16	-6%
Bed Days	950	1,019	-7%

### 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	11	10	10%
Admits	3	3	0%
Discharges	3	2	50% ▲
Service Hours	229	184	24% ▲
Bed Days	700	694	1%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	63%	40% ▲
● Follow-up within 30 Days of Discharge		2	67%	90%	80%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	80%	40% ▲
✓ Stable Living Situation		11	100%	95%	92%	5%
● Employed		1	9%	25%	11%	-16% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	198 days	0.7	95%	90%	95%	5%



\* State Avg based on 62 Active Supervised Apartments Programs

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	6	67% ▲
Admits	6	3	100% ▲
Discharges	5	4	25% ▲
Bed Days	359	256	40% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	100%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	93%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	80%	95%	86%	-15% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		4	100%	90%	94%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		5	100%	75%	68%	25% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	57 days	0.5	78%	90%	83%	-12% ▼

Legend: ■ < 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 9 Active Transitional Programs