

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	364	426	-15% ▼
	Admits	377	376	0%
	Discharges	367	428	-14% ▼
	Service Hours	1,092	1,560	-30% ▼
	Bed Days	3,580	3,752	-5%

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

Consumer Satisfaction Survey

(Based on 612 FY18 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	269	57.2%
	Residential Services	129	27.4%
	Case Management	43	9.1%
Forensic SA	Case Management	29	6.2%

Client Demographics

Age	#	%	State Avg
18-25	39	11%	10%
26-34	138	38% ▲	22%
35-44	85	23%	20%
45-54	65	18%	21%
55-64	30	8% ▼	19%
65+	7	2%	7%

Gender	#	%	State Avg
Male	277	76% ▲	58%
Female	87	24% ▼	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	255	70%	71%
Hisp-Puerto Rican	79	22%	13%
Hispanic-Other	25	7%	7%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	2	1%	0%
Unknown			8%

Race	#	%	State Avg
White/Caucasian	177	49% ▼	63%
Black/African American	93	26%	16%
Other	89	24% ▲	13%
Am. Indian/Native Alaskan	2	1%	1%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%
Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	113	-62% ▼
Admits	31	57	-46% ▼
Discharges	10	85	-88% ▼
Service Hours	141	236	-40% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	50%	55%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		43	100%	60%	64%	40% ▲
✓ Employed		22	51%	20%	25%	31% ▲
✓ Stable Living Situation		42	98%	80%	80%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	97%	90%	78%	7% ▲

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

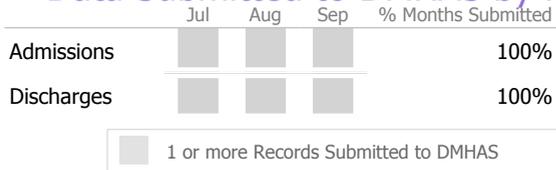
Actual | Goal ✓ Goal Met Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	7	5	40% ▲
Discharges	7	6	17% ▲
Bed Days	217	222	-2%

Data Submitted to DMHAS by Month

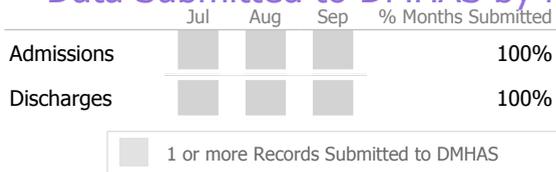


* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	62	11% ▲
Admits	59	55	7%
Discharges	64	55	16% ▲
Bed Days	956	974	-2%

Data Submitted to DMHAS by Month

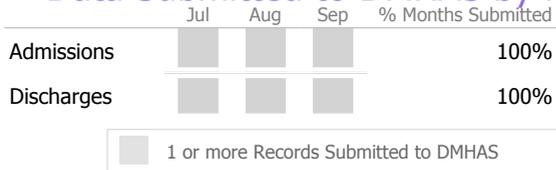


* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	41	10%
Admits	23	20	15% ▲
Discharges	26	20	30% ▲
Bed Days	1,806	1,910	-5%

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	10	11	-9%
Admits	8	7	14% ▲
Discharges	5	4	25% ▲
Service Hours	31	65	-51% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	N/A	21%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	50%	85%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	69%	30% ▲
✓ Employed		4	40%	20%	9%	20% ▲
✓ Stable Living Situation		10	100%	80%	36%	20% ▲
● Self Help		5	50%	60%	54%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	71%	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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	32	-16% ▼
Admits	16	13	23% ▲
Discharges	20	14	43% ▲
Service Hours	104	95	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	100%	21%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	95%	50%	85%	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	67%	60%	69%	7%
Employed		5	19%	20%	9%	-1%
Self Help		15	56%	60%	54%	-4%
Stable Living Situation		19	70%	80%	36%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	100%	90%	71%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	269	250	8%
Admits	221	195	13% ▲
Discharges	224	188	19% ▲
Service Hours	816	925	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	88%	90%
On-Time Periodic		
6 Month Updates	N/A	19%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	100%
Diagnosis		
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		162	72%	50%	53%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		265	94%	75%	80%	19% ▲
✓ Abstinence/Reduced Drug Use		170	60%	55%	46%	5%
● Stable Living Situation		249	89%	95%	77%	-6%
● Employed		100	36%	50%	39%	-14% ▼
● Self Help		101	36%	60%	28%	-24% ▼
● Improved/Maintained Axis V GAF Score		103	46%	75%	37%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		210	97%	75%	64%	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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	13	38% ▲
Admits	12	6	100% ▲
Discharges	11	7	57% ▲
Bed Days	601	646	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	64%	70%	70%	-6%
No Re-admit within 30 Days of Discharge		10	91%	85%	94%	6%
Follow-up within 30 Days of Discharge		4	57%	90%	61%	-33%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		10	56%	70%	68%	-14%
Improved/Maintained Axis V GAF Score		10	91%	95%	68%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	78 days	0.4	82%	90%	99%	-8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs