

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	4,769	3,532	35%	▲
	Admits	1,086	1,231	-12%	▼
	Discharges	827	1,313	-37%	▼
	Service Hours	4,672	7,182	-35%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	3,303	67.1%
	Medication Assisted Treatment	139	2.8%
	Intake	121	2.5%
	Case Management	36	0.7%
	IOP	29	0.6%
Forensic SA	Forensics Community-based	1,246	25.3%
	Case Management	49	1.0%

Consumer Satisfaction Survey

(Based on 228 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		91%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		84%	80%	92%
✓ Overall		83%	80%	91%
✓ Access		81%	80%	88%
● Outcome		70%	80%	83%
● Recovery		69%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	852	18%	10%	Male	2,935	62%	58%
26-34	1,445	30%	22%	Female	1,831	38%	41%
35-44	1,063	22%	20%	Transgender			0%
45-54	737	15%	21%				
55-64	509	11%	19%				
65+	152	3%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,840	39%	▼ 71%	White/Caucasian	2,697	57%	63%
Unknown	1,813	38%	▲ 8%	Black/African American	717	15%	16%
Hisp-Puerto Rican	916	19%	13%	Other	666	14%	13%
Hispanic-Other	160	3%	7%	Unknown	297	6%	5%
Hispanic-Mexican	28	1%	1%	Multiple Races	285	6%	1%
Hispanic-Cuban	12	0%	0%	Asian	48	1%	1%
				Am. Indian/Native Alaskan	37	1%	1%
				Hawaiian/Other Pacific Islander	22	0%	0%

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

Access Line

Wheeler Clinic

Addiction - Intake - Central Intake

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121		
Admits	122	-	
Discharges	120	-	

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	13	-23% ▼
Admits	-	1	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	30	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
Valid TEDS Data	N/A	28%
On-Time Periodic		
6 Month Updates	Actual	State Avg
	0%	81%
Cooccurring		
MH Screen Complete	Actual	State Avg
	N/A	100%
SA Screen Complete	Actual	State Avg
	N/A	100%
Diagnosis		
Valid Axis I Diagnosis	Actual	State Avg
✓	100%	100%
Valid Axis V GAF Score	Actual	State Avg
✓	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	80%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	93%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	93%	-75% ▼

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 8 Active Gambling Outpatient Programs

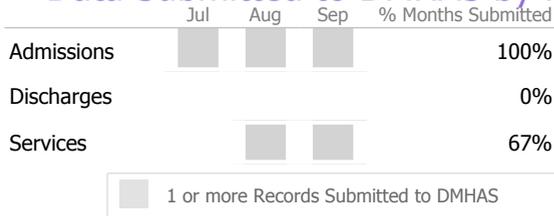
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	12	200%	▲
Admits	15	-		
Discharges	-	4	-100%	▼
Service Hours	206	98	111%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		15	100%	50%	100%	50% ▲

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	71	-59% ▼
Admits	-	37	-100% ▼
Discharges	-	43	-100% ▼
Service Hours	-	36	-100% ▼
Social Rehab/PHP/IOP Days	0	328	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
Valid TEDS Data	N/A	97%
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On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
<hr/>		
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%
<hr/>		
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		N/A	N/A	50%	52%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		16	55%	75%	82%	-20% ▼
Self Help		7	24%	60%	42%	-36% ▼
Employed		4	14%	50%	22%	-36% ▼
Abstinence/Reduced Drug Use		5	17%	55%	47%	-38% ▼
Stable Living Situation		13	45%	95%	80%	-50% ▼
Improved/Maintained Axis V GAF Score		2	7%	75%	46%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	34%	N/A ▼

Data Submitted to DMHAS by Month

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

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	53	95	-44% ▼
Admits	-	35	-100% ▼
Discharges	-	42	-100% ▼
Service Hours	-	260	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
Valid TEDS Data	N/A	90%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	19%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	96%
SA Screen Complete	N/A	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		N/A	N/A	50%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		13	25%	55%	46%	-30% ▼
● Not Arrested		23	43%	75%	80%	-32% ▼
● Employed		9	17%	50%	39%	-33% ▼
● Self Help		13	25%	60%	28%	-35% ▼
● Stable Living Situation		22	42%	95%	77%	-53% ▼
● Improved/Maintained Axis V GAF Score		3	6%	75%	37%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	48%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	64%	-75% ▼

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 113 Active Standard Outpatient 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	139	6	2217% ▲
Admits	29	5	480% ▲
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	99%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	39%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
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 5 Active Buprenorphine Maintenance 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 0 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	14	86% ▲
Admits	7	8	-13% ▼
Discharges	2	3	-33% ▼
Service Hours	59	58	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	0%	21%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	85%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	85%	60%	69%	25% ▲
● Self Help		15	58%	60%	54%	-2%
● Employed		4	15%	20%	9%	-5%
● Stable Living Situation		16	62%	80%	36%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	33%	90%	71%	-57% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				33%

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	30	54	-44% ▼
Admits	3	19	-84% ▼
Discharges	15	21	-29% ▼
Service Hours	59	72	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	0%	21%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	100%	50%	85%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	83%	60%	69%	23% ▲
● Self Help		13	43%	60%	54%	-17% ▼
● Employed		0	0%	20%	9%	-20% ▼
● Stable Living Situation		0	0%	80%	36%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	73%	90%	71%	-17% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				33%

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	430	453	-5%
Admits	161	142	13% ▲
Discharges	181	174	4%

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	818	769	6%
Admits	171	153	12% ▲
Discharges	187	143	31% ▲

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	1,242	800	55% ▲
Admits	246	318	-23% ▼
Discharges	142	390	-64% ▼
Service Hours	1,793	2,060	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
Valid TEDS Data	81%	90%
On-Time Periodic		
6 Month Updates	2%	19%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		66	46%	50%	53%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,042	84%	75%	80%	9%
Employed		462	37%	50%	39%	-13% ▼
Abstinence/Reduced Drug Use		501	40%	55%	46%	-15% ▼
Stable Living Situation		944	76%	95%	77%	-19% ▼
Self Help		316	25%	60%	28%	-35% ▼
Improved/Maintained Axis V GAF Score		183	22%	75%	37%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		402	37%	90%	48%	-53% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		209	85%	75%	64%	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	2,015	1,332	51% ▲
Admits	328	505	-35% ▼
Discharges	180	465	-61% ▼
Service Hours	2,537	4,415	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
Valid TEDS Data	73%	90%
On-Time Periodic		
6 Month Updates	3%	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		114	63%	50%	53%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,491	74%	75%	80%	-1%
Employed		829	41%	50%	39%	-9%
Stable Living Situation		1,508	75%	95%	77%	-20% ▼
Abstinence/Reduced Drug Use		677	34%	55%	46%	-21% ▼
Self Help		715	35%	60%	28%	-25% ▼
Improved/Maintained Axis V GAF Score		251	16%	75%	37%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		535	29%	90%	48%	-61% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		287	88%	75%	64%	13% ▲

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	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 7 Active Outreach & Engagement Programs