

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,423	960	48%	▲
	Admits	618	510	21%	▲
	Discharges	618	512	21%	▲
	Service Hours	9,538	9,950	-4%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	1,054	73.3%
	Intake	383	26.7%

Consumer Satisfaction Survey

(Based on 107 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ General Satisfaction		99%	80%	92%
✓ Access		99%	80%	88%
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		90%	80%	83%
✓ Recovery		90%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	103	7%	11%
26-34	463	33%	23%
35-44	360	25%	21%
45-54	342	24%	21%
55-64	145	10%	18%
65+	10	1%	6%

Gender	#	%	State Avg
Male	850	60%	59%
Female	573	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	829	58%	▲ 9%
Non-Hispanic	526	37%	▼ 71%
Hisp-Puerto Rican	44	3%	13%
Hispanic-Other	22	2%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

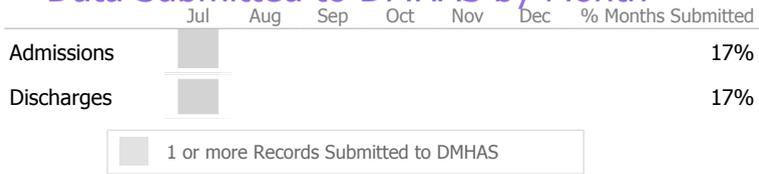
Race	#	%	State Avg
Unknown	840	59%	▲ 5%
White/Caucasian	426	30%	▼ 63%
Black/African American	108	8%	16%
Other	37	3%	13%
Asian	9	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	383	6	6283% ▲
Admits	98	6	1533% ▲
Discharges	98	-	

Data Submitted to DMHAS by Month



▲ > 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	410	357	15% ▲
Admits	217	198	10%
Discharges	219	199	10%
Service Hours	3,613	3,905	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	58%	45%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		84	38%	50%	59%	-12% ▼

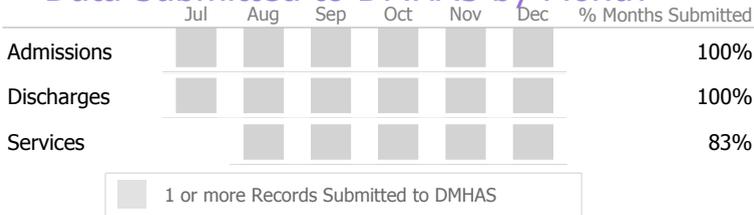
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		111	26%	20%	28%	6%
✔ Self Help		263	63%	60%	61%	3%
● Stable Living Situation		298	71%	80%	78%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		183	90%	90%	80%	0%

Data Submitted to DMHAS by Month



▲ > 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	492	422	17% ▲
Admits	238	228	4%
Discharges	234	241	-3%
Service Hours	5,925	6,045	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		390	78%	50%	78%	28% ▲
● Self Help		283	56%	60%	57%	-4%
● Employed		55	11%	20%	11%	-9%
● Stable Living Situation		323	64%	80%	65%	-16% ▼

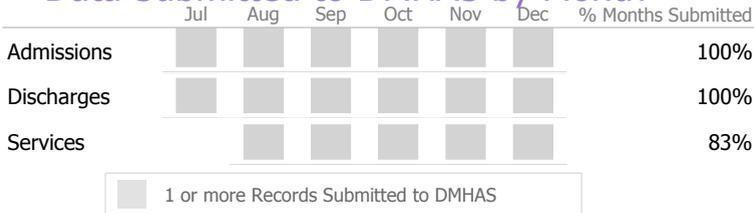
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		223	82%	90%	82%	-8%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		87%	87%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		43%	43%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Intensive Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	185	-6%
Admits	65	78	-17% ▼
Discharges	67	72	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	16%	50%	59%	-34% ▼

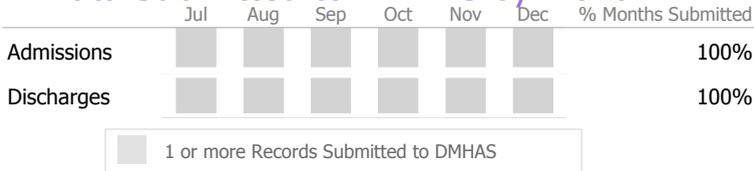
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		21	12%	20%	28%	-8%
● Stable Living Situation		122	71%	80%	78%	-9%
● Self Help		71	41%	60%	61%	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	89%	45%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 14 Active Standard Case Management Programs