

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,764	4,458	29% ▲
	Admits	2,314	2,328	-1%
	Discharges	2,023	1,727	17% ▲
	Service Hours	9,779	10,525	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	3,737	62.7%
	Intake	353	5.9%
	Medication Assisted Treatment	161	2.7%
	Case Management	49	0.8%
	IOP	21	0.4%
	Consultation	10	0.2%
Forensic SA	Forensics Community-based	1,562	26.2%
	Case Management	65	1.1%

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	1,061	18%	11%	Male	3,583	62%	59%
26-34	1,760	31%	23%	Female	2,167	38%	41%
35-44	1,263	22%	21%	Transgender			0%
45-54	903	16%	21%				
55-64	592	10%	18%				
65+	172	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	2,349	41% ▲	9%	White/Caucasian	3,162	55%	63%
Non-Hispanic	2,158	37% ▼	71%	Other	872	15%	13%
Hisp-Puerto Rican	1,020	18%	13%	Black/African American	849	15%	16%
Hispanic-Other	188	3%	7%	Unknown	463	8%	5%
Hispanic-Mexican	34	1%	1%	Multiple Races	290	5%	1%
Hispanic-Cuban	15	0%	0%	Asian	58	1%	1%
				Am. Indian/Native Alaskan	42	1%	1%
				Hawaiian/Other Pacific Islander	28	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	353		
Admits	381	-	
Discharges	381	-	

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	9	12	-25% ▼
Admits	-	1	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	30	-100% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	87%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	91%	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%	83%	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 95%
Valid TEDS Data		N/A 34%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% 86%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

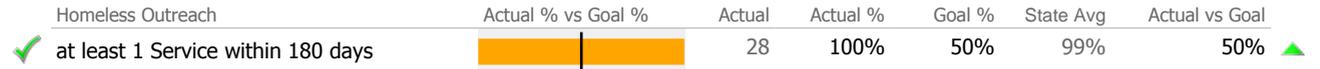
Actual Goal Goal Met Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

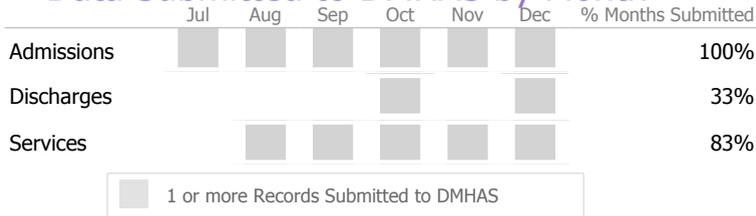
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	19	158% ▲
Admits	28	7	300% ▲
Discharges	5	6	-17% ▼
Service Hours	384	244	58% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 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	21	64	-67% ▼
Admits	-	37	-100% ▼
Discharges	-	44	-100% ▼
Service Hours	-	37	-100% ▼
Social Rehab/PHP/IOP Days	0	332	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
Valid TEDS Data	N/A	97%
On-Time Periodic		
6 Month Updates	0%	4%
Cooccurring		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	92%
Diagnosis		
Valid Axis I Diagnosis	95%	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%	60%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	56%	N/A

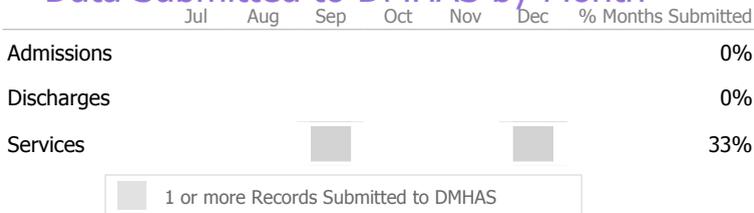
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		15	71%	75%	77%	-4%
Self Help		7	33%	60%	41%	-27% ▼
Abstinence/Reduced Drug Use		5	24%	55%	61%	-31% ▼
Employed		3	14%	50%	29%	-36% ▼
Stable Living Situation		12	57%	95%	86%	-38% ▼
Improved/Maintained Axis V GAF Score		3	14%	75%	55%	-61% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	65%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 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	56	89	-37% ▼
Admits	11	35	-69% ▼
Discharges	-	44	-100% ▼
Service Hours	25	266	-91% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		33	59%	75%	84%	-16% ▼
Employed		17	30%	50%	41%	-20% ▼
Self Help		20	36%	60%	30%	-24% ▼
Abstinence/Reduced Drug Use		16	29%	55%	48%	-26% ▼
Stable Living Situation		33	59%	95%	80%	-36% ▼
Improved/Maintained Axis V GAF Score		7	16%	75%	50%	-59% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100% 93%
Valid TEDS Data		82% 88%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	21%	90%	56%	-69% ▼

On-Time Periodic	Actual	State Avg
6 Month Updates		0% 21%

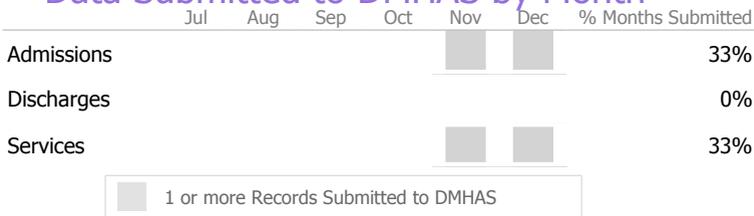
Cooccurring	Actual	State Avg
MH Screen Complete		100% 96%
SA Screen Complete		100% 99%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	91%	75%	63%	16% ▲

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100% 99%
Valid Axis V GAF Score		100% 97%

Data Submitted to DMHAS by Month



▲ > 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	72%
Valid TEDS Data	N/A	100%
On-Time Periodic		
6 Month Updates	Actual	State Avg
6 Month Updates	N/A	0%
Cooccurring		
MH Screen Complete	Actual	State Avg
MH Screen Complete	N/A	67%
SA Screen Complete	Actual	State Avg
SA Screen Complete	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	17%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	68%	-55% ▼
Employed		N/A	N/A	50%	14%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	50%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	50%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	161	44	266% ▲
Admits	45	43	5%
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	0%	45%
Cooccurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	98%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

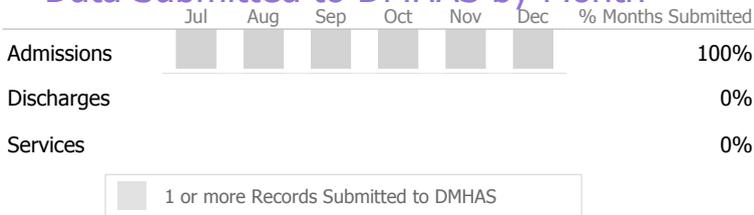
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		152	94%	75%	92%	19% ▲
Abstinence/Reduced Drug Use		81	50%	55%	62%	-5%
Stable Living Situation		142	88%	95%	90%	-7%
Employed		68	42%	50%	35%	-8%
Self Help		77	48%	60%	31%	-12% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	52%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	62%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

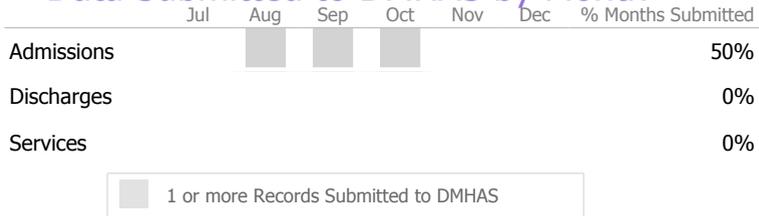
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	6	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 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	22	20	10%
Admits	7	16	-56% ▼
Discharges	2	6	-67% ▼
Service Hours	93	120	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic 6 Month Updates	0%	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	81%	50% ▲

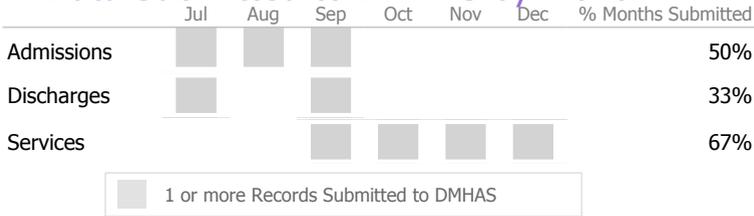
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	95%	60%	84%	35% ▲
✓ Self Help		14	64%	60%	69%	4%
● Employed		4	18%	20%	8%	-2%
● Stable Living Situation		14	64%	80%	35%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	40%	90%	54%	-50% ▼

Data Submitted to DMHAS by Month



▲ > 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	50	59	-15% ▼
Admits	23	24	-4%
Discharges	26	45	-42% ▼
Service Hours	128	118	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	14%	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	85%	50%	81%	35% ▲

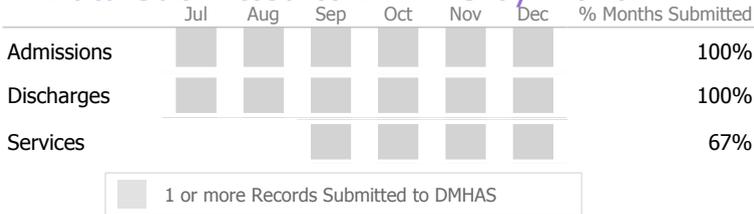
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	84%	60%	84%	24% ▲
● Employed		0	0%	20%	8%	-20% ▼
● Self Help		18	36%	60%	69%	-24% ▼
● Stable Living Situation		0	0%	80%	35%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	50%	90%	54%	-40% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

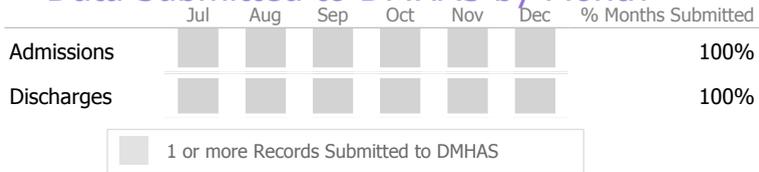
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	584	597	-2%
Admits	315	285	11% ▲
Discharges	338	303	12% ▲

Data Submitted to DMHAS by Month

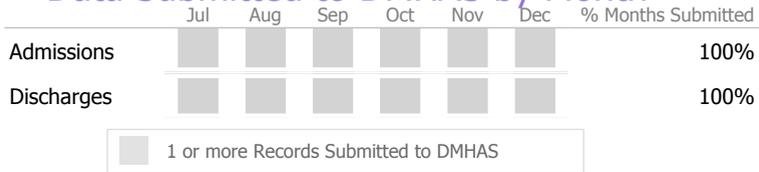


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	980	934	5%
Admits	329	322	2%
Discharges	344	304	13% ▲

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,393	1,000	39% ▲
Admits	495	541	-9%
Discharges	390	424	-8%
Service Hours	3,842	3,128	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
Valid TEDS Data	72%	88%
On-Time Periodic		
6 Month Updates	5%	21%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		200	51%	50%	55%	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,163	83%	75%	84%	8%
● Employed		563	40%	50%	41%	-10%
● Abstinence/Reduced Drug Use		574	41%	55%	48%	-14%
● Stable Living Situation		1,062	76%	95%	80%	-19%
● Self Help		395	28%	60%	30%	-32%
● Improved/Maintained Axis V GAF Score		442	42%	75%	50%	-33%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		455	45%	90%	56%	-45%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		421	85%	75%	63%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	2,297	1,776	29% ▲
Admits	670	1,009	-34% ▼
Discharges	537	523	3%
Service Hours	5,286	6,428	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	93%
Valid TEDS Data	63%	88%
On-Time Periodic		
6 Month Updates	4%	21%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		317	59%	50%	55%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,798	78%	75%	84%	3%
● Employed		1,020	44%	50%	41%	-6%
● Stable Living Situation		1,803	78%	95%	80%	-17% ▼
● Self Help		944	41%	60%	30%	-19% ▼
● Abstinence/Reduced Drug Use		818	35%	55%	48%	-20% ▼
● Improved/Maintained Axis V GAF Score		651	34%	75%	50%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		609	34%	90%	56%	-56% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		569	85%	75%	63%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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