

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,265	671	89%	▲
	Admits	591	261	126%	▲
	Discharges	667	123	442%	
	Service Hours	366	524	-30%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,072	82.5%
	Case Management	116	8.9%
Mental Health	Outpatient	56	4.3%
	Residential Services	1	0.1%
	Case Management	54	4.2%
Forensic SA			

Consumer Satisfaction Survey

(Based on 285 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		87%	80%	92%
✓ Quality and Appropriateness		85%	80%	93%
✓ Overall		82%	80%	91%
✓ Access		81%	80%	88%
● General Satisfaction		78%	80%	92%
● Outcome		77%	80%	83%
● Respect		75%	80%	91%
● Recovery		73%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	129	10%	12%	Male	871	69%	60%
26-34	415	33%	24%	Female	392	31%	40%
35-44	315	25%	21%	Transgender			0%
45-54	245	19%	20%				
55-64	127	10%	17%				
65+	33	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	670	53%	▼ 71%	Black/African American	492	39%	▲ 16%
Hisp-Puerto Rican	347	27%	▲ 13%	White/Caucasian	331	26%	▼ 63%
Hispanic-Other	142	11%	7%	Other	237	19%	14%
Unknown	99	8%	9%	Unknown	127	10%	5%
Hispanic-Mexican	4	0%	1%	Asian	37	3%	1%
Hispanic-Cuban	3	0%	0%	Am. Indian/Native Alaskan	28	2%	1%
				Multiple Races	9	1%	1%
				Hawaiian/Other Pacific Islander	4	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	65	-14% ▼
Admits	5	7	-29% ▼
Discharges	31	10	210% ▲
Service Hours	-	-	

Data Submission Quality

Measure	Actual	State Avg
Valid NOMS Data	100%	96%
6 Month Updates	57%	63%
MH Screen Complete	100%	92%
SA Screen Complete	40%	92%
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

Recovery

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		44	79%	60%	67%	19% ▲
Stable Living Situation		55	98%	95%	85%	3%
Employed		14	25%	30%	25%	-5%
Improved/Maintained Axis V GAF Score		33	61%	75%	51%	-14% ▼

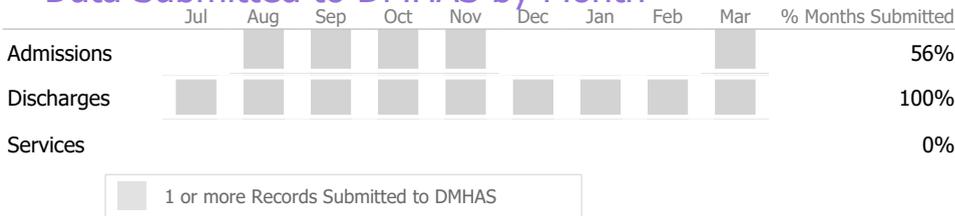
Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	86%	N/A ▼

Service Engagement

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	69%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	-	-	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	96%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	70%	-50% ▼

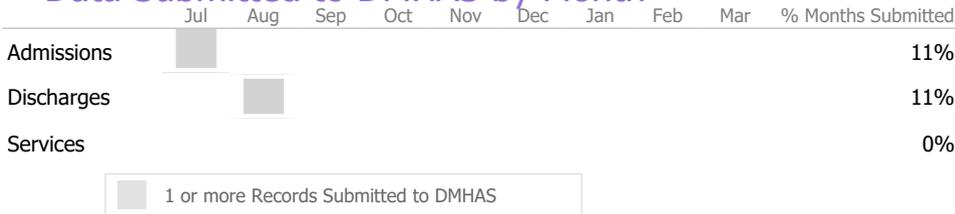
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	100%	25%	13%	75% ▲
Social Support		1	100%	60%	84%	40% ▲
Stable Living Situation		1	100%	85%	97%	15% ▲
Improved/Maintained Axis V GAF Score		0	0%	95%	67%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	99%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

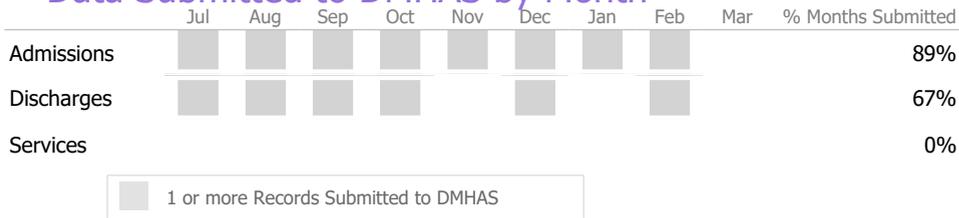
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	129	-16% ▼
Admits	15	25	-40% ▼
Discharges	17	35	-51% ▼
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	231	415	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	86%	15% ▲

Service Utilization

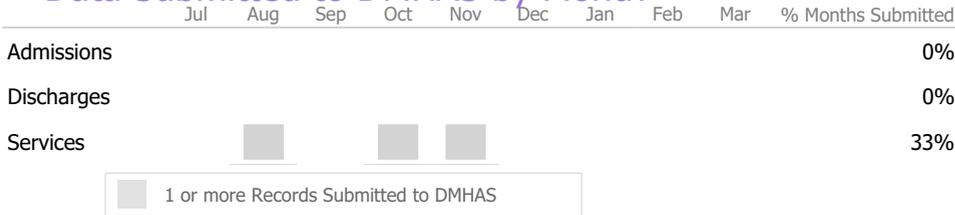
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	15	40% ▲
Admits	13	7	86% ▲
Discharges	14	10	40% ▲
Service Hours	52	24	119% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic 6 Month Updates	N/A	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	79%	50%	79%	29% ▲

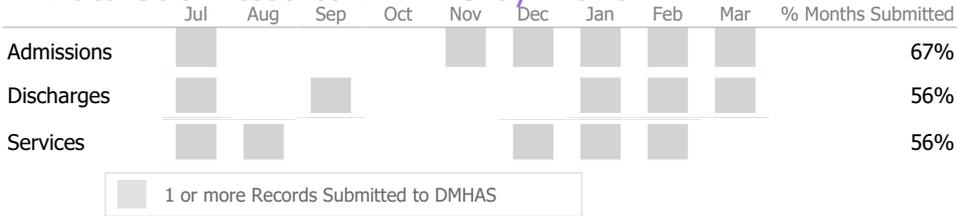
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		21	100%	60%	75%	40% ▲
✓ Social Support		17	81%	60%	86%	21% ▲
✓ Stable Living Situation		21	100%	80%	35%	20% ▲
✓ Employed		6	29%	20%	11%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	86%	90%	57%	-4%

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	45	42	7%
Admits	32	25	28% ▲
Discharges	36	31	16% ▲
Service Hours	83	85	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic 6 Month Updates	N/A	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	61%	50%	79%	11% ▲

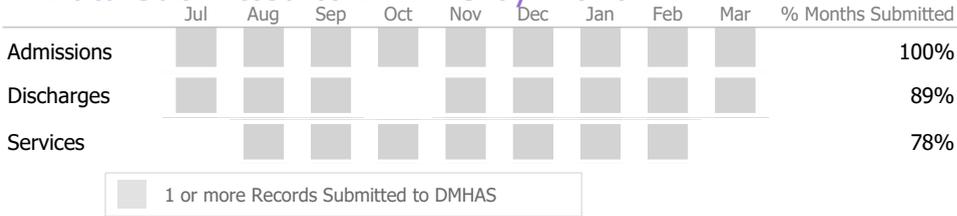
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		45	100%	60%	75%	40% ▲
✓ Social Support		35	78%	60%	86%	18% ▲
● Employed		0	0%	20%	11%	-20% ▼
● Stable Living Situation		1	2%	80%	35%	-78% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	57%	-1%

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	1,072	431	149% ▲
Admits	525	196	168% ▲
Discharges	568	35	1523% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
Valid TEDS Data	88%	88%
On-Time Periodic		
6 Month Updates	5%	25%
Cooccurring		
MH Screen Complete	99%	95%
SA Screen Complete	98%	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		1	0%	50%	54%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,045	94%	75%	83%	19% ▲
Abstinence/Reduced Drug Use		706	63%	55%	51%	8%
Employed		448	40%	50%	41%	-10%
Stable Living Situation		830	74%	95%	81%	-21% ▼
Improved/Maintained Axis V GAF Score		560	71%	75%	57%	-4%
Self Help		166	15%	60%	31%	-45% ▼

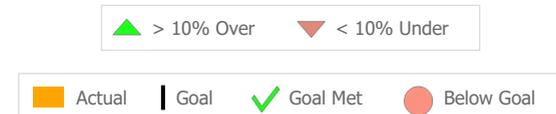
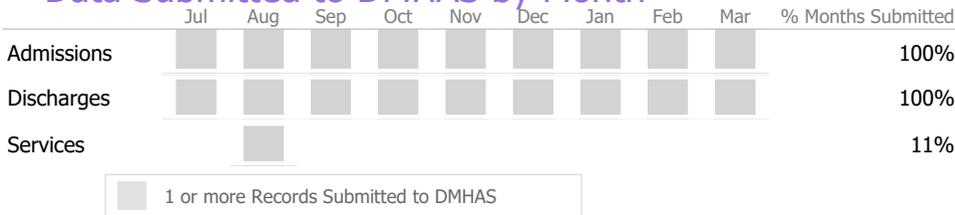
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	60%	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%	65%	-75% ▼

Data Submitted to DMHAS by Month



* State Avg based on 113 Active Standard Outpatient Programs