

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,002	6,636	-10%
	Admits	846	1,600	-47% ▼
	Discharges	1,221	1,861	-34% ▼
	Service Hours	10,411	12,210	-15% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	5,986	98.7%
	Case Management	80	1.3%

Consumer Satisfaction Survey

(Based on 626 FY18 Surveys)

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

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

Client Demographics

Age	#	%	State Avg
18-25	208	3%	12%
26-34	1,601	27%	24%
35-44	1,635	27%	21%
45-54	1,330	22%	20%
55-64	986	16%	17%
65+	242	4%	6%

Gender	#	%	State Avg
Male	3,636	61%	60%
Female	2,362	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,571	76%	71%
Hisp-Puerto Rican	1,275	21%	13%
Unknown	79	1%	9%
Hispanic-Other	61	1%	7%
Hispanic-Mexican	10	0%	1%
Hispanic-Cuban	6	0%	0%

Race	#	%	State Avg
White/Caucasian	4,632	77%	▲ 63%
Other	1,018	17%	14%
Black/African American	300	5%	▼ 16%
Unknown	20	0%	5%
Am. Indian/Native Alaskan	17	0%	1%
Hawaiian/Other Pacific Islander	8	0%	0%
Asian	7	0%	1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	593	637	-7%
Admits	48	130	-63% ▼
Discharges	57	131	-56% ▼
Service Hours	1,018	1,216	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	20%	51%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		25	44%	50%	47%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		355	59%	50%	68%	9%
✓ Not Arrested		469	79%	75%	89%	4%
✓ Employed		248	42%	40%	43%	2%
● Stable Living Situation		476	80%	90%	89%	-10%
● Self Help		278	47%	60%	46%	-13% ▼
● Improved/Maintained Axis V GAF Score		315	54%	75%	77%	-21% ▼

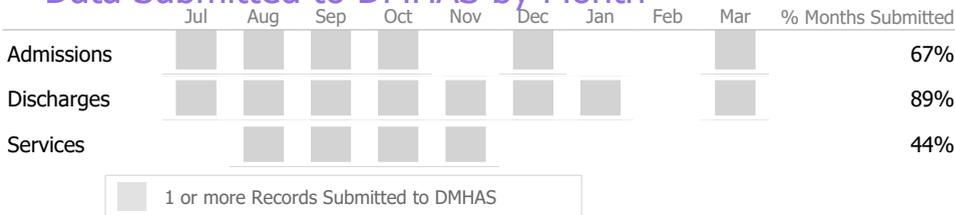
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		426	79%	90%	84%	-11% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		501	84%	50%	74%	34% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	743	812	-8%
Admits	85	148	-43% ▼
Discharges	217	197	10%
Service Hours	1,067	1,336	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	15%	51%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		112	52%	50%	47%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		441	59%	50%	68%	9%
✓ Not Arrested		571	77%	75%	89%	2%
● Stable Living Situation		569	76%	90%	89%	-14% ▼
● Employed		180	24%	40%	43%	-16% ▼
● Improved/Maintained Axis V GAF Score		411	57%	75%	77%	-18% ▼
● Self Help		200	27%	60%	46%	-33% ▼

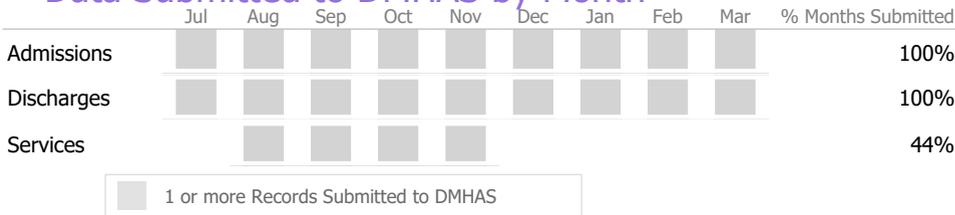
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		384	73%	90%	84%	-17% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		607	82%	50%	74%	32% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	999	1,076	-7%
Admits	241	243	-1%
Discharges	255	332	-23% ▼
Service Hours	1,446	2,335	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	28%	51%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		134	53%	50%	47%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		763	75%	50%	68%	25% ▲
✓ Not Arrested		981	97%	75%	89%	22% ▲
✓ Stable Living Situation		1,003	99%	90%	89%	9%
✓ Employed		429	42%	40%	43%	2%
✓ Improved/Maintained Axis V GAF Score		670	78%	75%	77%	3%
● Self Help		499	49%	60%	46%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		597	79%	90%	84%	-11% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		686	69%	50%	74%	19% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■				■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	161	-50% ▼
Admits	32	52	-38% ▼
Discharges	19	114	-83% ▼
Service Hours	197	322	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic 6 Month Updates	31%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	32%	50%	61%	-18% ▼

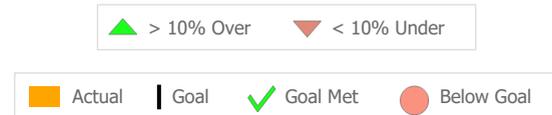
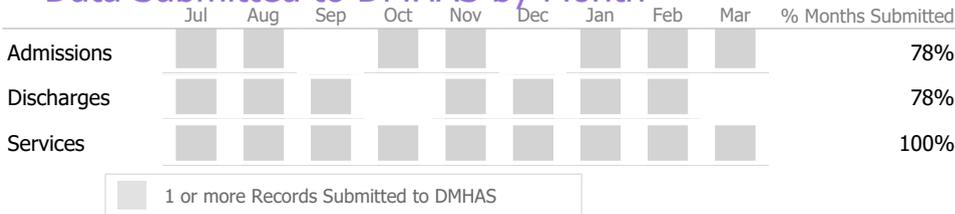
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		49	61%	60%	61%	1%
Stable Living Situation		62	78%	80%	78%	-2%
Employed		13	16%	20%	29%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	79%	90%	81%	-11% ▼

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	773	943	-18% ▼
Admits	45	152	-70% ▼
Discharges	128	232	-45% ▼
Service Hours	1,473	1,298	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	16%	51%
Cooccurring		
MH Screen Complete	91%	97%
SA Screen Complete	91%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		54	42%	50%	47%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		476	61%	50%	68%	11% ▲
Employed		363	47%	40%	43%	7%
Not Arrested		624	80%	75%	89%	5%
Self Help		408	52%	60%	46%	-8%
Stable Living Situation		635	82%	90%	89%	-8%
Improved/Maintained Axis V GAF Score		468	61%	75%	77%	-14% ▼

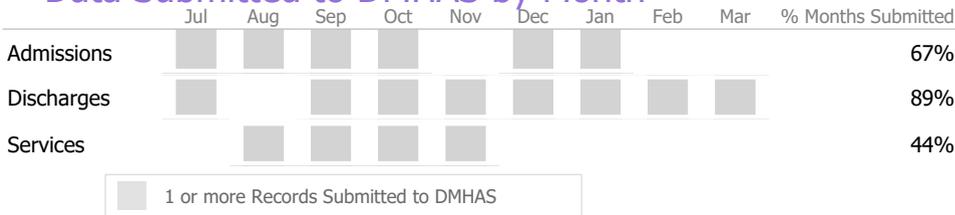
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		534	82%	90%	84%	-8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		675	87%	50%	74%	37% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	835	907	-8%
Admits	80	252	-68% ▼
Discharges	74	222	-67% ▼
Service Hours	1,559	1,624	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	Actual	State Avg
6 Month Updates	17%	51%
Cooccurring		
MH Screen Complete	Actual	State Avg
MH Screen Complete	99%	97%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		27	36%	50%	47%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		547	65%	50%	68%	15% ▲
✓ Not Arrested		730	87%	75%	89%	12% ▲
✓ Employed		363	43%	40%	43%	3%
● Stable Living Situation		727	87%	90%	89%	-3%
● Self Help		441	53%	60%	46%	-7%
● Improved/Maintained Axis V GAF Score		562	69%	75%	77%	-6%

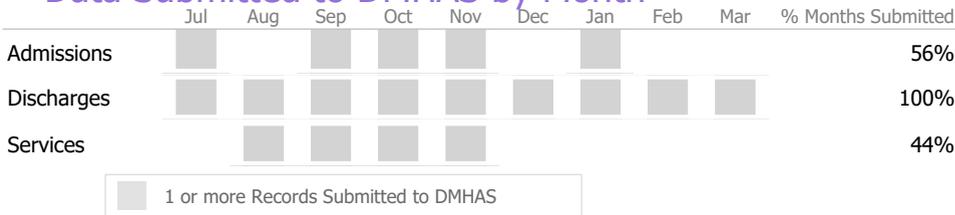
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		667	87%	90%	84%	-3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		673	81%	50%	74%	31% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	573	607	-6%
Admits	99	107	-7%
Discharges	94	143	-34% ▼
Service Hours	805	1,020	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	56%	51%
Cooccurring		
MH Screen Complete	97%	97%
SA Screen Complete	97%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	21%	50%	47%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		379	66%	50%	68%	16% ▲
Not Arrested		507	88%	75%	89%	13% ▲
Employed		259	45%	40%	43%	5%
Stable Living Situation		508	89%	90%	89%	-1%
Improved/Maintained Axis V GAF Score		257	50%	75%	77%	-25% ▼
Self Help		79	14%	60%	46%	-46% ▼

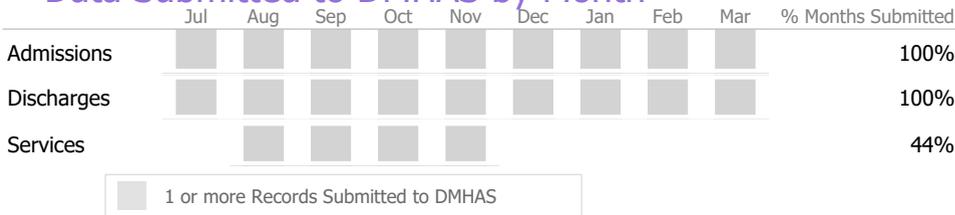
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		324	67%	90%	84%	-23% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		439	77%	50%	74%	27% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ▲ Goal Met ▼ Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	545	714	-24% ▼
Admits	26	185	-86% ▼
Discharges	134	224	-40% ▼
Service Hours	930	1,154	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	17%	51%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	96%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		59	44%	50%	47%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		481	88%	75%	89%	13% ▲
Abstinence/Reduced Drug Use		300	55%	50%	68%	5%
Employed		242	44%	40%	43%	4%
Stable Living Situation		485	88%	90%	89%	-2%
Improved/Maintained Axis V GAF Score		379	70%	75%	77%	-5%
Self Help		179	33%	60%	46%	-27% ▼

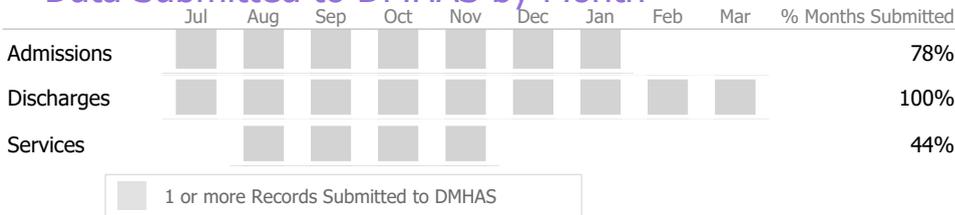
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		352	85%	90%	84%	-5%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		464	85%	50%	74%	35% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	539	546	-1%
Admits	108	176	-39% ▼
Discharges	147	143	3%
Service Hours	940	812	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	8%	51%
Cooccurring		
MH Screen Complete	94%	97%
SA Screen Complete	96%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		39	27%	50%	47%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		485	88%	75%	89%	13% ▲
Employed		251	45%	40%	43%	5%
Abstinence/Reduced Drug Use		283	51%	50%	68%	1%
Stable Living Situation		496	90%	90%	89%	0%
Improved/Maintained Axis V GAF Score		330	68%	75%	77%	-7%
Self Help		122	22%	60%	46%	-38% ▼

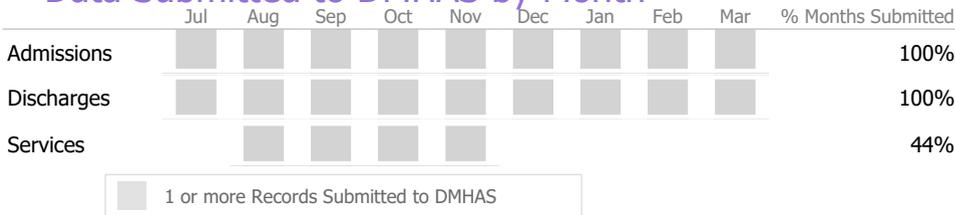
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		310	76%	90%	84%	-14% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		367	68%	50%	74%	18% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	565	586	-4%
Admits	82	155	-47% ▼
Discharges	96	123	-22% ▼
Service Hours	978	1,094	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	Actual	State Avg
6 Month Updates	16%	51%
Cooccurring		
MH Screen Complete	Actual	State Avg
MH Screen Complete	99%	97%
SA Screen Complete	Actual	State Avg
SA Screen Complete	99%	97%
Diagnosis		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	23%	50%	47%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		427	75%	50%	68%	25% ▲
Not Arrested		519	91%	75%	89%	16% ▲
Employed		280	49%	40%	43%	9%
Stable Living Situation		524	92%	90%	89%	2%
Improved/Maintained Axis V GAF Score		410	79%	75%	77%	4%
Self Help		49	9%	60%	46%	-51% ▼

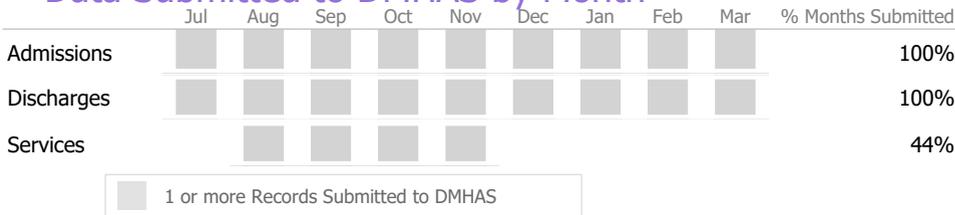
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		375	79%	90%	84%	-11% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		435	77%	50%	74%	27% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs