

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,955	5,538	26% ▲
	Admits	3,740	3,518	6%
	Discharges	3,206	2,432	32% ▲
	Service Hours	14,182	15,431	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	4,374	60.6%
	Intake	560	7.8%
	Medication Assisted Treatment	176	2.4%
	Case Management	66	0.9%
	Consultation	24	0.3%
	IOP	21	0.3%
Forensic SA	Forensics Community-based	1,916	26.5%
	Case Management	80	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

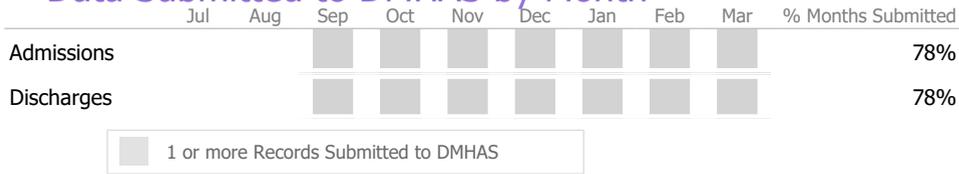
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,320	19%	12%	Male	4,312	62%	60%
26-34	2,107	30%	24%	Female	2,628	38%	40%
35-44	1,499	22%	21%	Transgender			0%
45-54	1,086	16%	20%				
55-64	716	10%	17%				
65+	209	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	2,905	42%	▲ 9%	White/Caucasian	3,855	55%	63%
Non-Hispanic	2,636	38%	▼ 71%	Other	1,171	17%	14%
Hisp-Puerto Rican	1,149	17%	13%	Black/African American	1,077	15%	16%
Hispanic-Other	212	3%	7%	Unknown	500	7%	5%
Hispanic-Mexican	37	1%	1%	Multiple Races	174	3%	1%
Hispanic-Cuban	16	0%	0%	Am. Indian/Native Alaskan	77	1%	1%
				Asian	66	1%	1%
				Hawaiian/Other Pacific Islander	35	1%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	560		
Admits	637	-	
Discharges	637	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	12	-25% ▼
Admits	2	1	100% ▲
Discharges	2	6	-67% ▼
Service Hours	120	101	19% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	81%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	99%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	50%	75%	85%	-25% ▼

Data Submission Quality

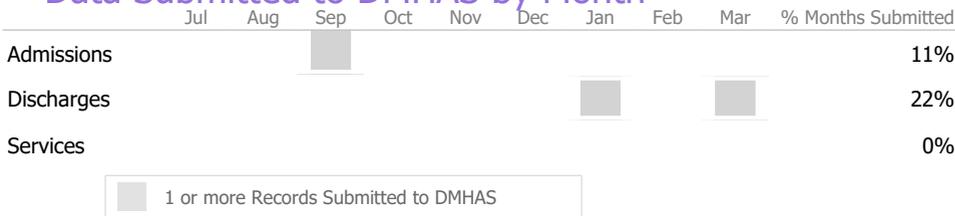
Data Entry	Actual	State Avg
Valid NOMS Data		88% / 96%
✓ Valid TEDS Data		15% / 40%

On-Time Periodic	Actual	State Avg
6 Month Updates		14% / 91%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 100%
✓ SA Screen Complete		100% / 100%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

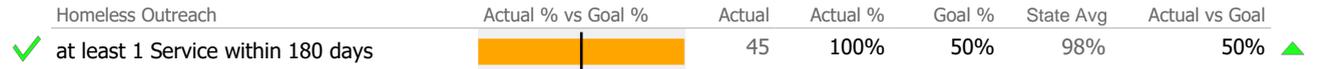
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

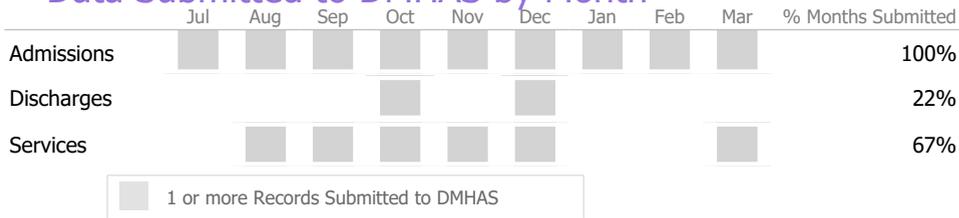
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	25	164% ▲
Admits	45	13	246% ▲
Discharges	5	8	-38% ▼
Service Hours	554	448	24% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 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	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	91%
Diagnosis	Actual	State Avg
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%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	62%	N/A

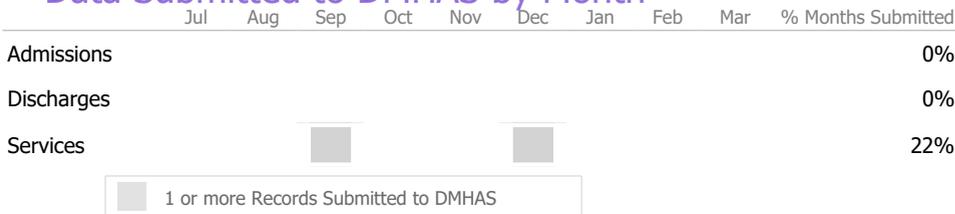
Recovery

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%	42%	-27% ▼
Abstinence/Reduced Drug Use		5	24%	55%	64%	-31% ▼
Employed		3	14%	50%	28%	-36% ▼
Stable Living Situation		12	57%	95%	87%	-38% ▼
Improved/Maintained Axis V GAF Score		3	14%	75%	59%	-61% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	63%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	89	20% ▲
Admits	61	35	74% ▲
Discharges	3	44	-93% ▼
Service Hours	128	266	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	79%	88%
On-Time Periodic		
6 Month Updates	0%	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	54%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		83	78%	75%	83%	3%
● Employed		49	46%	50%	41%	-4%
● Stable Living Situation		81	76%	95%	81%	-19% ▼
● Abstinence/Reduced Drug Use		38	36%	55%	51%	-19% ▼
● Self Help		39	36%	60%	31%	-24% ▼
● Improved/Maintained Axis V GAF Score		10	20%	75%	57%	-55% ▼

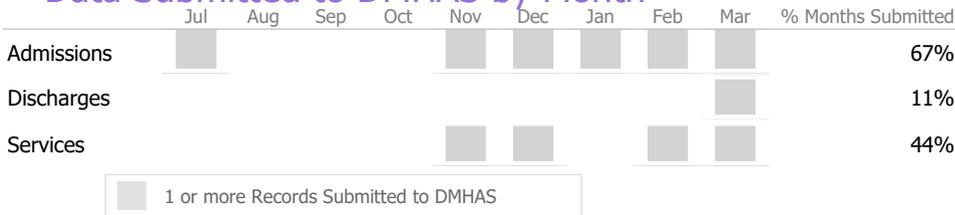
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		33	32%	90%	60%	-58% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		29	48%	75%	65%	-27% ▼

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	79%
Valid TEDS Data	N/A	99%
On-Time Periodic		
6 Month Updates	Actual	State Avg
	N/A	9%
Cooccurring		
MH Screen Complete	Actual	State Avg
	N/A	81%
SA Screen Complete	Actual	State Avg
	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	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%	58%	-55% ▼
Employed		N/A	N/A	50%	19%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	57%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	42%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 8 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	91	93% ▲
Admits	60	90	-33% ▼
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		166	94%	75%	89%	19% ▲
● Abstinence/Reduced Drug Use		88	50%	55%	60%	-5%
● Stable Living Situation		155	88%	95%	87%	-7%
● Employed		73	41%	50%	33%	-9%
● Self Help		86	49%	60%	30%	-11% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	54%	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%
✓ Valid TEDS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		37%

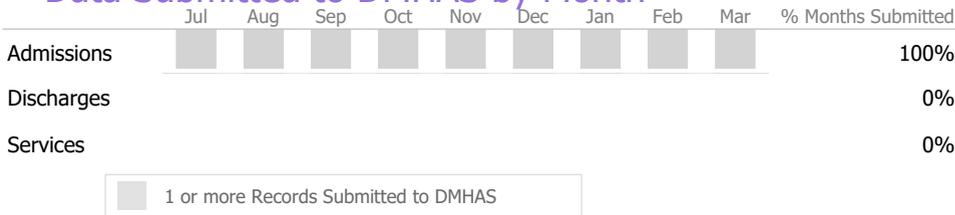
Cooccurring	Actual	State Avg
✓ MH Screen Complete		84%
✓ SA Screen Complete		99%

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	63%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

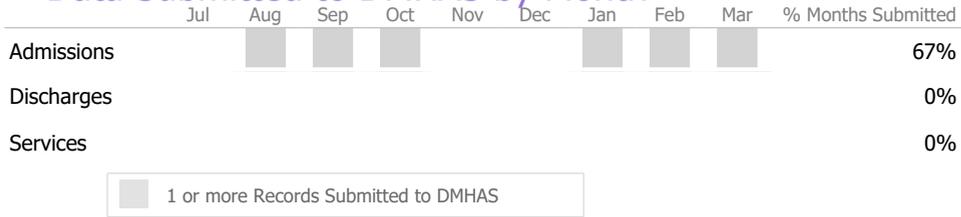
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	1	2300% ▲
Admits	20	1	1900% ▲
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	7	18	-61% ▼
Discharges	9	9	0%
Service Hours	98	164	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	98%
On-Time Periodic 6 Month Updates	0%	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	50%	79%	39% ▲

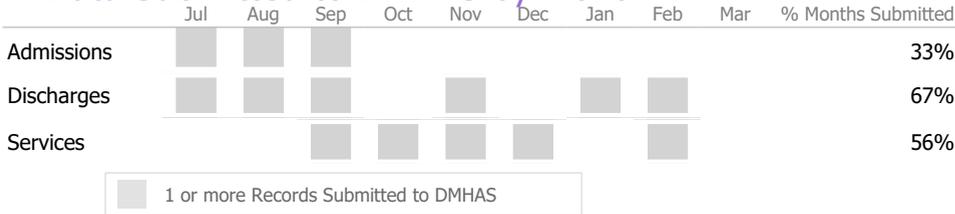
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		5	24%	20%	11%	4%
✓ Self Help		13	62%	60%	75%	2%
✓ Social Support		13	62%	60%	86%	2%
○ Stable Living Situation		11	52%	80%	35%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Clients Receiving Services		1	8%	90%	57%	-82% ▼

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	67	65	3%
Admits	40	30	33% ▲
Discharges	41	51	-20% ▼
Service Hours	229	154	49% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
6 Month Updates	20%	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	85%	50%	79%	35% ▲

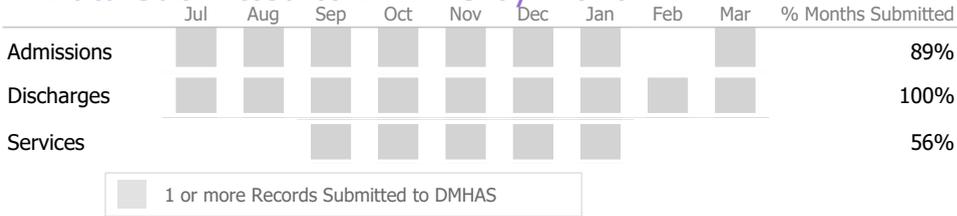
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		56	84%	60%	86%	24% ▲
● Employed		0	0%	20%	11%	-20% ▼
● Self Help		25	37%	60%	75%	-23% ▼
● Stable Living Situation		0	0%	80%	35%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	77%	90%	57%	-13% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

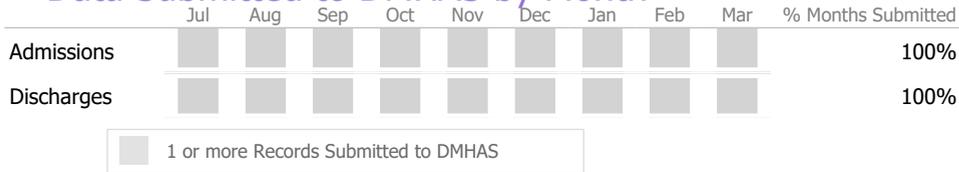
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	760	724	5%
Admits	495	425	16% ▲
Discharges	499	443	13% ▲

Data Submitted to DMHAS by Month

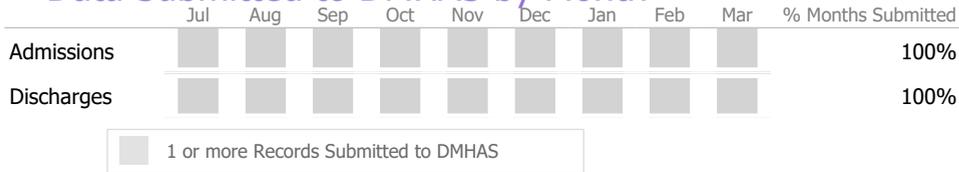


* State Avg based on 15 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,158	1,122	3%
Admits	506	512	-1%
Discharges	503	443	14% ▲

Data Submitted to DMHAS by Month



* State Avg based on 15 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,760	1,318	34% ▲
Admits	873	878	-1%
Discharges	582	611	-5%
Service Hours	5,799	4,780	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	92%
Valid TEDS Data	71%	88%
On-Time Periodic		
6 Month Updates	17%	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		292	50%	50%	54%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,456	82%	75%	83%	7%
● Employed		713	40%	50%	41%	-10%
● Abstinence/Reduced Drug Use		768	43%	55%	51%	-12%
● Stable Living Situation		1,319	75%	95%	81%	-20%
● Self Help		584	33%	60%	31%	-27%
● Improved/Maintained Axis V GAF Score		712	54%	75%	57%	-21%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		549	46%	90%	60%	-44%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		646	75%	75%	65%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	89%

■ 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	2,584	2,227	16% ▲
Admits	990	1,470	-33% ▼
Discharges	914	748	22% ▲
Service Hours	7,235	9,328	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	92%
Valid TEDS Data	61%	88%
On-Time Periodic		
6 Month Updates	9%	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		512	56%	50%	54%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		2,011	77%	75%	83%	2%
● Employed		1,145	44%	50%	41%	-6%
● Abstinence/Reduced Drug Use		1,015	39%	55%	51%	-16% ▼
● Self Help		1,140	44%	60%	31%	-16% ▼
● Stable Living Situation		1,992	76%	95%	81%	-19% ▼
● Improved/Maintained Axis V GAF Score		1,098	49%	75%	57%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		546	32%	90%	60%	-58% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		779	80%	75%	65%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	89%

■ 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	Oct	Nov	Dec	Jan	Feb	Mar	% 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 12 Active Outreach & Engagement Programs