

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,868	1,974	-5%
	Admits	1,166	1,681	-31% ▼
	Discharges	1,431	1,319	8%
	Service Hours	19,382	17,826	9%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	1,503	79.7%
	Intake	383	20.3%

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	147	8%	12%
26-34	610	33%	24%
35-44	482	26%	21%
45-54	434	23%	20%
55-64	185	10%	17%
65+	10	1%	6%

Gender	#	%	State Avg
Male	1,097	59%	60%
Female	771	41%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	1,127	60%	▲ 10%
Non-Hispanic	648	35%	▼ 70%
Hisp-Puerto Rican	70	4%	12%
Hispanic-Other	21	1%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

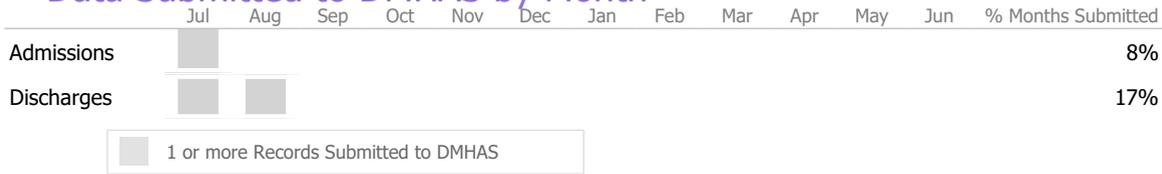
Race	#	%	State Avg
Unknown	1,130	60%	▲ 5%
White/Caucasian	544	29%	▼ 63%
Black/African American	124	7%	17%
Other	57	3%	13%
Asian	7	0%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	383	663	-42% ▼
Admits	98	690	-86% ▼
Discharges	383	405	-5%

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	612	527	16% ▲
Admits	448	387	16% ▲
Discharges	453	359	26% ▲
Service Hours	6,537	6,575	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	62%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		210	46%	50%	64%	-4%

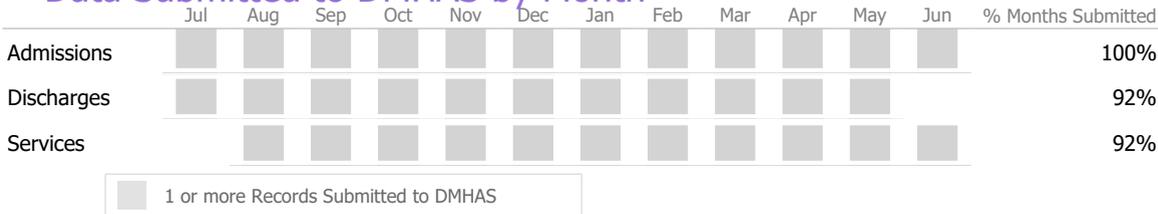
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		193	30%	20%	31%	10%
✓ Self Help		411	63%	60%	63%	3%
● Stable Living Situation		455	70%	80%	81%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		180	92%	90%	86%	2%

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	665	622	7%
Admits	459	472	-3%
Discharges	446	423	5%
Service Hours	12,783	11,251	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		562	81%	50%	82%	31% ▲
✓ Self Help		418	60%	60%	61%	0%
● Employed		135	19%	20%	20%	-1%
● Stable Living Situation		473	68%	80%	69%	-12% ▼

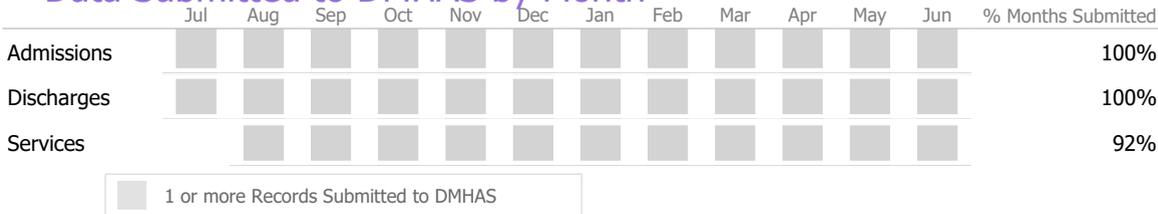
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		232	92%	90%	92%	2%

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		89%	89%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		76%	76%

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	19		
Admits	19	-	
Discharges	1	-	
Service Hours	63	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	244	236	3%
Admits	142	132	8%
Discharges	148	132	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	50%

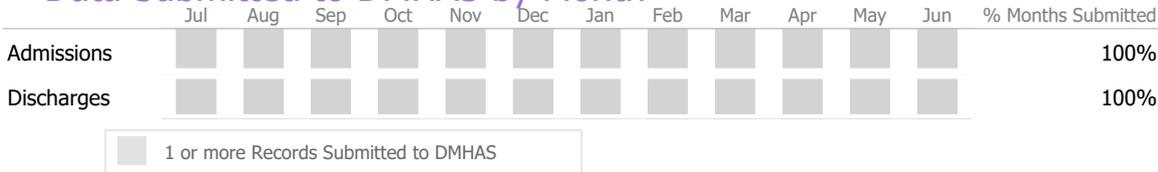
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	24%	50%	64%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		179	72%	80%	81%	-8%
Employed		29	12%	20%	31%	-8%
Self Help		97	39%	60%	63%	-21% ▼

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