

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,472	905	63%	▲
	Admits	821	517	59%	▲
	Discharges	924	196	371%	
	Service Hours	751	776	-3%	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	1,254	83.0%
	Case Management	117	7.7%
<b>Mental Health</b>	Outpatient	59	3.9%
	Residential Services	3	0.2%
	Case Management	78	5.2%
<b>Forensic SA</b>	Case Management	78	5.2%

### 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	142	10%	12%	Male	1,031	70%	60%
26-34	484	33%	24%	Female	438	30%	40%
35-44	381	26%	21%	Transgender			0%
45-54	284	19%	20%				
55-64	145	10%	17%				
65+	35	2%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	761	52%	▼ 70%	Black/African American	569	39%	▲ 17%
Hisp-Puerto Rican	404	27%	▲ 12%	White/Caucasian	379	26%	▼ 63%
Hispanic-Other	159	11%	7%	Other	274	19%	13%
Unknown	140	10%	10%	Unknown	154	10%	5%
Hispanic-Mexican	5	0%	1%	Asian	43	3%	1%
Hispanic-Cuban	3	0%	0%	Am. Indian/Native Alaskan	33	2%	1%
				Multiple Races	16	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	59	66	-11% ▼
Admits	8	8	0%
Discharges	34	15	127% ▲
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	41%	60%
Cooccurring		
MH Screen Complete	100%	67%
SA Screen Complete	62%	68%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	51%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		47	80%	60%	68%	20% ▲
Stable Living Situation		58	98%	95%	85%	3%
Employed		16	27%	30%	26%	-3%
Improved/Maintained Axis V GAF Score		36	64%	75%	54%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	88%	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%	74%	-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	3	3	0%
Admits	3	2	50% ▲
Discharges	2	3	-33% ▼
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	97%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	97%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	94%

### 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
Social Support		3	100%	60%	84%	40% ▲
Stable Living Situation		3	100%	85%	97%	15% ▲
Employed		1	33%	25%	13%	8%
Improved/Maintained Axis V GAF Score		0	0%	95%	68%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	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

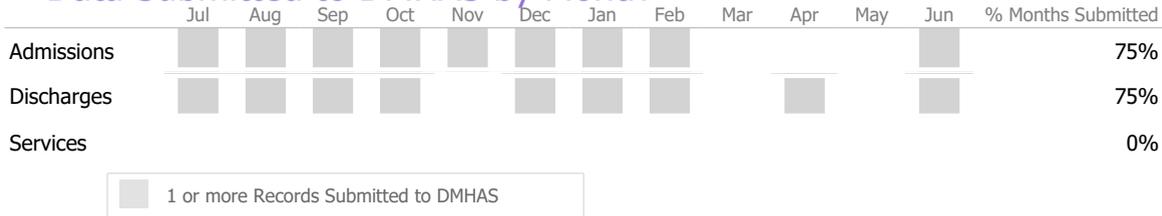
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	135	-19% ▼
Admits	16	31	-48% ▼
Discharges	20	44	-55% ▼
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	483	591	-18% ▼

### Recovery

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	24	17% ▲
Admits	20	16	25% ▲
Discharges	23	16	44% ▲
Service Hours	120	50	141% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic 6 Month Updates	N/A	8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	65%	50%	78%	15% ▲

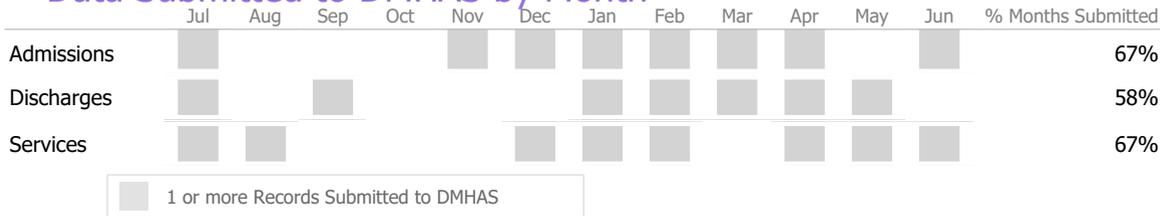
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		28	100%	60%	78%	40% ▲
✓ Social Support		25	89%	60%	88%	29% ▲
✓ Employed		13	46%	20%	13%	26% ▲
✓ Stable Living Situation		27	96%	80%	43%	16% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	83%	10%

### 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	69	58	19% ▲
Admits	56	41	37% ▲
Discharges	46	45	2%
Service Hours	148	127	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic 6 Month Updates	N/A	8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	65%	50%	78%	15% ▲

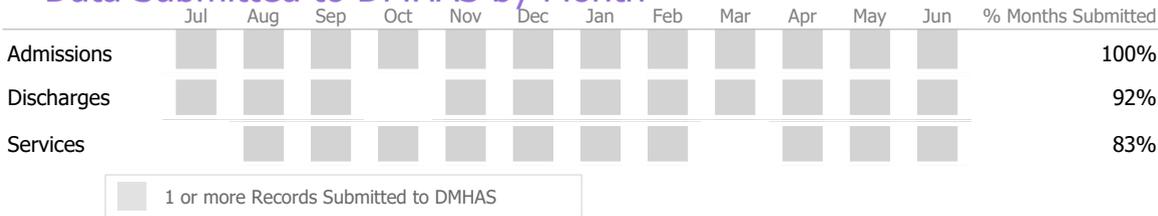
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		69	100%	60%	78%	40% ▲
✓ Social Support		50	72%	60%	88%	12% ▲
● Employed		0	0%	20%	13%	-20% ▼
● Stable Living Situation		1	1%	80%	43%	-79% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	83%	6%

### 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	1,254	650	93% ▲
Admits	718	418	72% ▲
Discharges	799	72	1010% ▲
Service Hours	-	8	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	88%
Valid TEDS Data	88%	85%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	17%	34%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	99%	91%
SA Screen Complete	Actual	State Avg
SA Screen Complete	98%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	4%	50%	57%	-46% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,235	94%	75%	80%	19% ▲
Abstinence/Reduced Drug Use		838	64%	55%	52%	9%
Employed		527	40%	50%	40%	-10%
Stable Living Situation		974	74%	95%	78%	-21% ▼
Improved/Maintained Axis V GAF Score		697	72%	75%	68%	-3%
Self Help		202	15%	60%	30%	-45% ▼

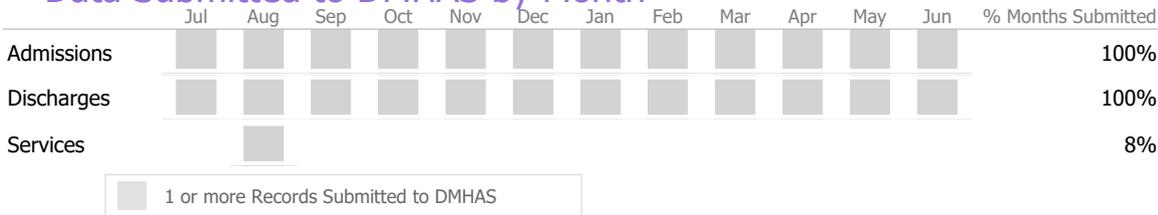
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	76%	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%	67%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs