

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	897	767	17% ▲
	Admits	312	323	-3%
	Discharges	295	196	51% ▲
	Service Hours	909	1,731	-48% ▼
	S.Rehab/PHP/IOP	8,844	9,736	-9%

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

### Consumer Satisfaction Survey

(Based on 51 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Overall		90%	80%	91%
✓ Access		88%	80%	88%
● Outcome		76%	80%	83%
● Recovery		74%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	676	71.9%
	Case Management	208	22.1%
<b>Addiction</b>	Outpatient	51	5.4%
	IOP	5	0.5%

### Client Demographics

Age	#	%	State Avg
18-25	42	5%	12%
26-34	124	14%	24%
35-44	127	14%	21%
45-54	212	24%	20%
55-64	229	26%	17%
65+	148	17% ▲	6%

Gender	#	%	State Avg
Male	533	60%	60%
Female	361	40%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	604	67%	70%
Hispanic-Other	116	13%	7%
Hisp-Puerto Rican	100	11%	12%
Unknown	52	6%	10%
Hispanic-Mexican	17	2%	1%
Hispanic-Cuban	8	1%	0%

Race	#	%	State Avg
White/Caucasian	353	39% ▼	63%
Black/African American	332	37% ▲	17%
Other	125	14%	13%
Unknown	66	7%	5%
Multiple Races	10	1%	1%
Am. Indian/Native Alaskan	7	1%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	96	-47% ▼
Admits	32	73	-56% ▼
Discharges	41	83	-51% ▼
Service Hours	377	1,148	-67% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	34%
<b>Cooccurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	51%	50%	57%	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		46	78%	55%	52%	23% ▲
✓ Not Arrested		57	97%	75%	80%	22% ▲
● Stable Living Situation		55	93%	95%	78%	-2%
● Employed		17	29%	50%	40%	-21% ▼
● Improved/Maintained Axis V GAF Score		27	52%	75%	68%	-23% ▼
● Self Help		16	27%	60%	30%	-33% ▼

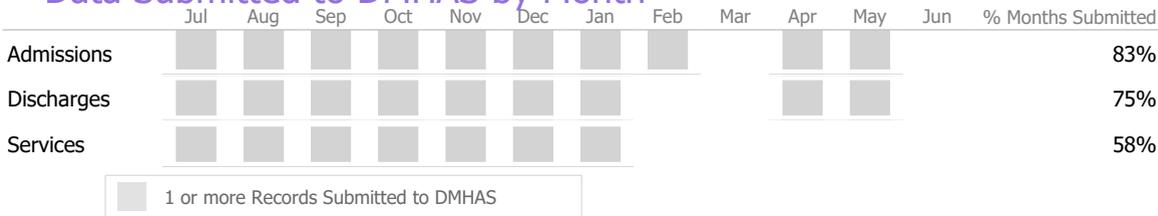
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	76%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		25	89%	75%	67%	14% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

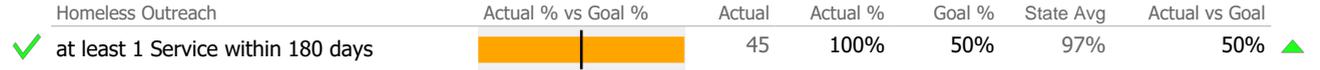
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

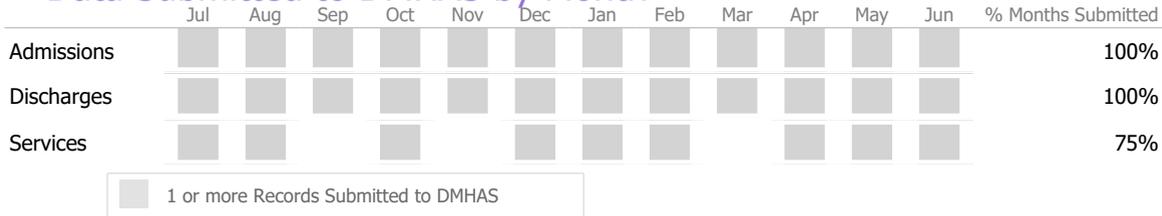
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	36	56% ▲
Admits	47	23	104% ▲
Discharges	43	25	72% ▲
Service Hours	289	245	18% ▲

### 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	11	14	-21% ▼
Admits	2	5	-60% ▼
Discharges	3	5	-40% ▼
Service Hours	109	174	-37% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		9	82%	85%	85%	-3%

### Service Utilization

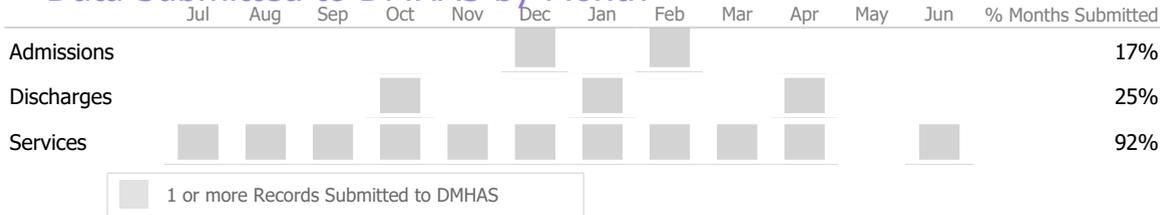
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

### 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	5	26	-81% ▼
Admits	6	15	-60% ▼
Discharges	4	28	-86% ▼
Service Hours	-	94	-100% ▼
Social Rehab/PHP/IOP Days	6	300	-98% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	97%
On-Time Periodic 6 Month Updates	N/A	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	69%	50% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	60%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		6	100%	75%	78%	25% ▲
✓ Improved/Maintained Axis V GAF Score		4	100%	75%	71%	25% ▲
✓ Stable Living Situation		6	100%	95%	88%	5%
● Abstinence/Reduced Drug Use		3	50%	55%	65%	-5%
● Employed		0	0%	50%	28%	-50% ▼
● Self Help		0	0%	60%	44%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	77%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

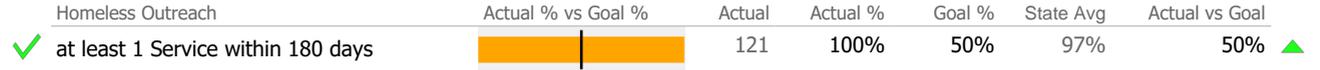
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 51 Active Standard IOP Programs

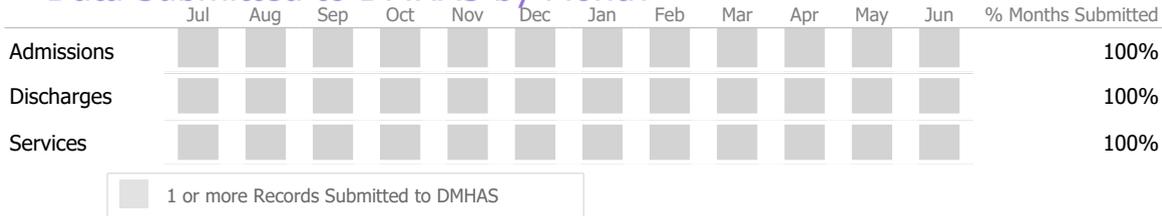
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	141	41	244% ▲
Admits	121	42	188% ▲
Discharges	111	21	429% ▲
Service Hours	134	71	90% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

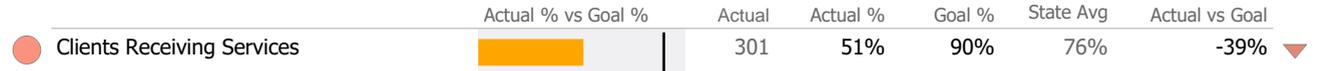
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

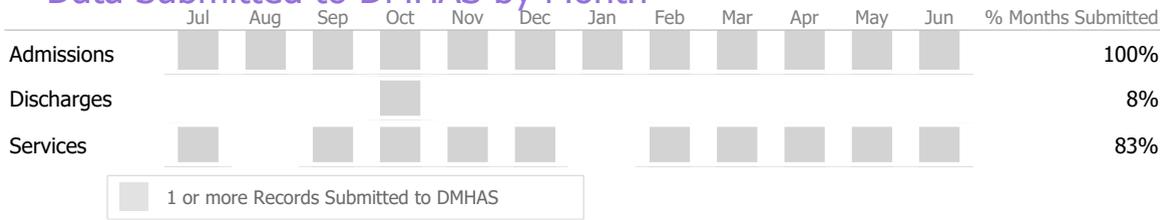
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	676	607	11% ▲
Admits	104	165	-37% ▼
Discharges	93	34	174% ▲
Service Hours	-		-100% ▼
Social Rehab/PHP/IOP Days	8,838	9,436	-6%

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 33 Active Social Rehabilitation Programs