

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,787	1,499	19%	▲
	Admits	1,643	1,616	2%	
	Discharges	1,724	1,242	39%	▲
	Service Hours	9,936	5,286	88%	▲
	Bed Days	6,441	7,211	-11%	▼
	S.Rehab/PHP/IOP	2,682	1,011	165%	▲

Consumer Satisfaction Survey (Based on 158 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		93%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Respect		87%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	80%	79%
✓ Access		84%	80%	88%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,494	62.9%
	Case Management	373	15.7%
	IOP	339	14.3%
	Residential Services	96	4.0%
Mental Health	Case Management	72	3.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	228	13%	12%	Male	994	56%	60%
26-34	498	29%	24%	Female	792	44%	40%
35-44	460	27%	21%	Transgender			0%
45-54	334	19%	20%				
55-64	173	10%	17%				
65+	24	1%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,284	72%	70%	White/Caucasian	1,364	76%	▲ 63%
Hisp-Puerto Rican	344	19%	12%	Other	231	13%	13%
Hispanic-Other	92	5%	7%	Black/African American	153	9%	17%
Unknown	42	2%	10%	Unknown	19	1%	5%
Hispanic-Mexican	20	1%	1%	Hawaiian/Other Pacific Islander	7	0%	0%
Hispanic-Cuban	5	0%	0%	Multiple Races	6	0%	1%
				Am. Indian/Native Alaskan	5	0%	1%
				Asian	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,042	823	27%	▲
Admits	703	763	-8%	
Discharges	815	483	69%	▲
Service Hours	6,099	2,819	116%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
Valid TEDS Data	84%	85%
On-Time Periodic		
6 Month Updates	0%	34%
Cooccurring		
MH Screen Complete	98%	91%
SA Screen Complete	98%	95%
Diagnosis		
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		735	90%	50%	57%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		981	81%	75%	80%	6%
● Abstinence/Reduced Drug Use		648	53%	55%	52%	-2%
● Improved/Maintained Axis V GAF Score		720	71%	75%	68%	-4%
● Stable Living Situation		1,023	84%	95%	78%	-11% ▼
● Employed		371	31%	50%	40%	-19% ▼
● Self Help		370	30%	60%	30%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		355	89%	90%	76%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		333	56%	75%	67%	-19% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■		■			■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

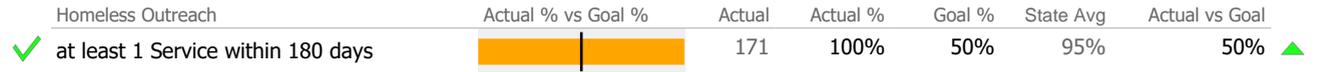
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	373	430	-13% ▼
Admits	171	230	-26% ▼
Discharges	100	236	-58% ▼
Service Hours	1,078	1,153	-6%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

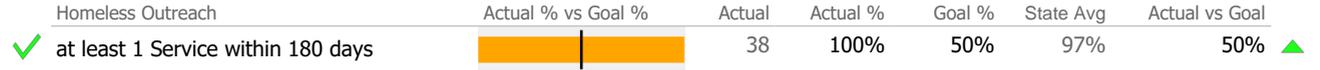
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Outreach & Engagement Programs

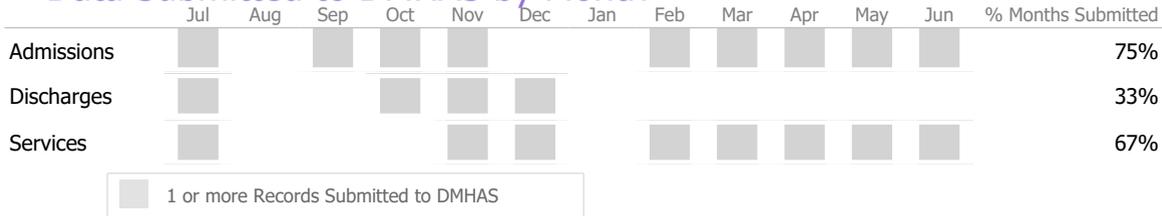
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	146	-51% ▼
Admits	38	76	-50% ▼
Discharges	18	118	-85% ▼
Service Hours	143	237	-39% ▼

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	79	50	58% ▲
Admits	75	52	44% ▲
Discharges	71	51	39% ▲
Service Hours	123	19	
Social Rehab/PHP/IOP Days	663	178	272% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	97%	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		64	90%	50%	69%	40% ▲
● Follow-up within 30 Days of Discharge		43	67%	90%	60%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		75	90%	75%	78%	15% ▲
✓ Abstinence/Reduced Drug Use		55	66%	55%	65%	11% ▲
✓ Improved/Maintained Axis V GAF Score		57	80%	75%	71%	5%
● Stable Living Situation		72	87%	95%	88%	-8%
● Employed		24	29%	50%	28%	-21% ▼
● Self Help		15	18%	60%	44%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	77%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■					■		■	■	■	■	■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 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	473	295	60% ▲
Admits	357	230	55% ▲
Discharges	393	136	189% ▲
Service Hours	2,124	982	116% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	87%	85%
On-Time Periodic		
6 Month Updates	1%	34%
Cooccurring		
MH Screen Complete	99%	91%
SA Screen Complete	99%	95%
Diagnosis		
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		367	93%	50%	57%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		502	90%	75%	80%	15% ▲
● Abstinence/Reduced Drug Use		278	50%	55%	52%	-5%
● Improved/Maintained Axis V GAF Score		341	73%	75%	68%	-2%
● Stable Living Situation		480	86%	95%	78%	-9%
● Employed		214	38%	50%	40%	-12% ▼
● Self Help		84	15%	60%	30%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		156	95%	90%	76%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		170	54%	75%	67%	-21% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

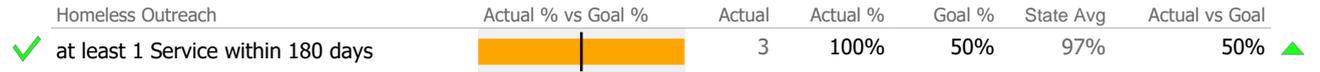
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
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	53	37	43% ▲
Admits	40	30	33% ▲
Discharges	44	24	83% ▲
Bed Days	3,482	3,013	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
Valid TEDS Data	95%	84%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%

Diagnosis	Actual	State Avg
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		29	66%	70%	75%	-4%
No Re-admit within 30 Days of Discharge		44	100%	85%	92%	15%
Follow-up within 30 Days of Discharge		14	48%	90%	68%	-42%

Recovery

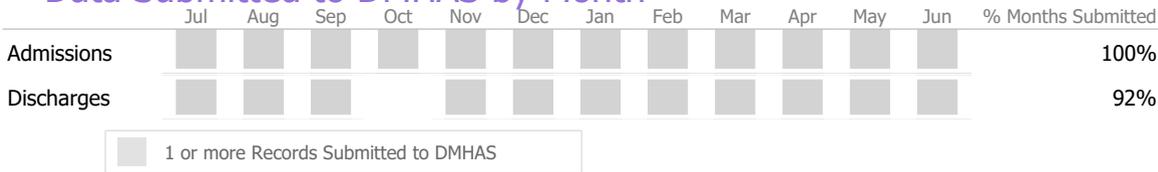
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		45	85%	70%	79%	15%
Improved/Maintained Axis V GAF Score		43	98%	95%	82%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	101 days	0.1	95%	90%	94%	5%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	39	10% ▲
Admits	31	32	-3%
Discharges	36	29	24% ▲
Bed Days	2,959	4,198	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	86%
Valid TEDS Data	100%	84%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%

Diagnosis	Actual	State Avg
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	69%	70%	75%	-1%
No Re-admit within 30 Days of Discharge		32	89%	85%	92%	4%
Follow-up within 30 Days of Discharge		21	84%	90%	68%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		30	67%	70%	79%	-3%
Improved/Maintained Axis V GAF Score		35	97%	95%	82%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	121 days	0.2	81%	90%	94%	-9%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	262	198	32% ▲
Admits	225	203	11% ▲
Discharges	247	165	50% ▲
Service Hours	368	77	
Social Rehab/PHP/IOP Days	2,019	833	142% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	98%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Cooccurring		
MH Screen Complete	99%	91%
SA Screen Complete	99%	91%
Diagnosis		
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		239	97%	50%	69%	47% ▲
● Follow-up within 30 Days of Discharge		143	60%	90%	60%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		172	61%	55%	65%	6%
✓ Not Arrested		222	79%	75%	78%	4%
✓ Improved/Maintained Axis V GAF Score		222	88%	75%	71%	13% ▲
● Stable Living Situation		252	90%	95%	88%	-5%
● Self Help		144	51%	60%	44%	-9%
● Employed		62	22%	50%	28%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	74%	90%	77%	-16% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■		■		■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs