

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	8,103	6,518	24% ▲
	Admits	5,093	4,601	11% ▲
	Discharges	5,292	3,284	61% ▲
	Service Hours	19,028	20,887	-9%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	5,054	60.0%
	Intake	778	9.2%
	Medication Assisted Treatment	191	2.3%
	Case Management	72	0.9%
	Consultation	28	0.3%
	IOP	21	0.2%
Forensic SA	Forensics Community-based	2,193	26.0%
	Case Management	88	1.0%

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

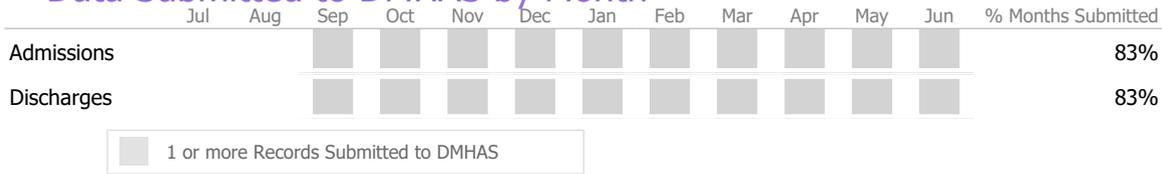
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,624	20%	12%	Male	5,037	62%	60%
26-34	2,374	29%	24%	Female	3,048	38%	40%
35-44	1,738	22%	21%	Transgender			0%
45-54	1,280	16%	20%				
55-64	815	10%	17%				
65+	247	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	3,513	43%	▲ 10%	White/Caucasian	4,433	55%	63%
Non-Hispanic	2,995	37%	▼ 70%	Other	1,427	18%	13%
Hisp-Puerto Rican	1,299	16%	12%	Black/African American	1,243	15%	17%
Hispanic-Other	237	3%	7%	Unknown	612	8%	5%
Hispanic-Mexican	41	1%	1%	Multiple Races	190	2%	1%
Hispanic-Cuban	18	0%	0%	Am. Indian/Native Alaskan	78	1%	1%
				Asian	76	1%	1%
				Hawaiian/Other Pacific Islander	44	1%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	778		
Admits	927	-	
Discharges	927	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

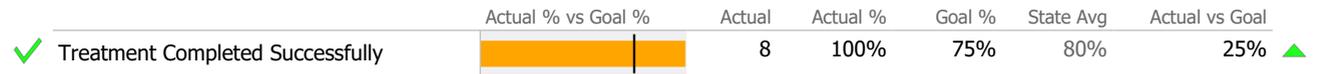
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Central Intake Programs

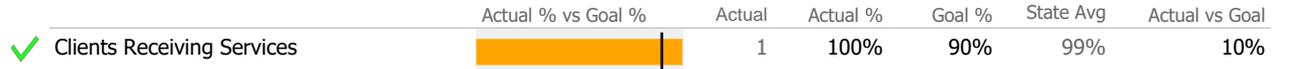
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	12	-25% ▼
Admits	2	2	0%
Discharges	8	6	33% ▲
Service Hours	137	132	4%

Discharge Outcomes



Service Utilization



Service Engagement



Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%
✓ Valid TEDS Data		41%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

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

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		98%

Data Submitted to DMHAS by Month



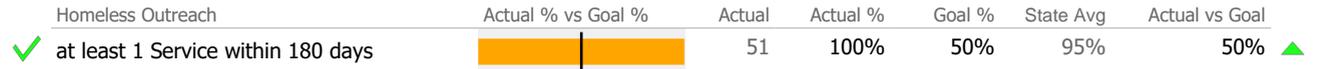
▲ > 10% Over ▼ < 10% Under

* State Avg based on 6 Active Gambling Outpatient Programs

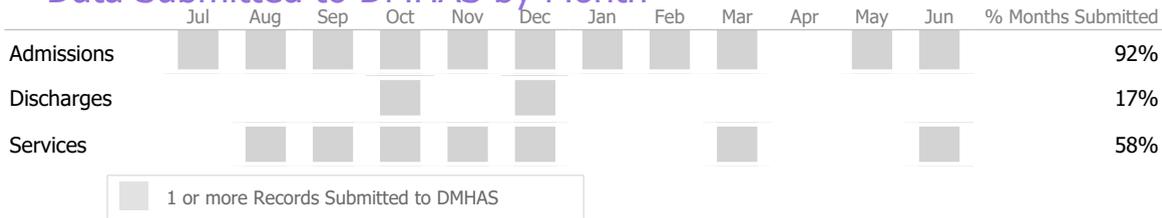
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	29	148% ▲
Admits	51	17	200% ▲
Discharges	5	8	-38% ▼
Service Hours	674	597	13% ▲

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	21	64	-67% ▼
Admits	-	37	-100% ▼
Discharges	5	44	-89% ▼
Service Hours	-	37	-100% ▼
Social Rehab/PHP/IOP Days	0	332	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	0%	95%
Valid TEDS Data	0%	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	76%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	50%	69%	50% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	60%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		11	52%	75%	78%	-23% ▼
● Abstinence/Reduced Drug Use		5	24%	55%	65%	-31% ▼
● Self Help		6	29%	60%	44%	-31% ▼
● Employed		2	10%	50%	28%	-40% ▼
● Improved/Maintained Axis V GAF Score		6	29%	75%	71%	-46% ▼
● Stable Living Situation		10	48%	95%	88%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	77%	N/A ▼

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	137	90	52% ▲
Admits	91	36	153% ▲
Discharges	42	44	-5%
Service Hours	373	266	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	88%
Valid TEDS Data	60%	85%
On-Time Periodic		
6 Month Updates	4%	34%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	76%	95%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		39	93%	50%	57%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		58	42%	50%	40%	-8%
● Not Arrested		87	64%	75%	80%	-11% ▼
● Abstinence/Reduced Drug Use		44	32%	55%	52%	-23% ▼
● Stable Living Situation		91	66%	95%	78%	-29% ▼
● Self Help		35	26%	60%	30%	-34% ▼
● Improved/Maintained Axis V GAF Score		43	61%	75%	68%	-14% ▼

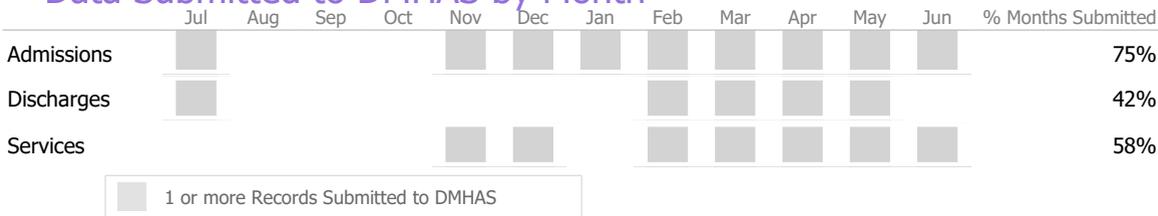
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		82	86%	90%	76%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		67	74%	75%	67%	-1%

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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	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%	21%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	72%	-75% ▼
Not Arrested		N/A	N/A	75%	79%	-75% ▼
Self Help		N/A	N/A	60%	39%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 80%
Valid TEDS Data		N/A 99%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 23%
Cooccurring	Actual	State Avg
MH Screen Complete		N/A 84%
SA Screen Complete		N/A 100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

> 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	191	120	59% ▲
Admits	71	119	-40% ▼
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		181	95%	75%	89%	20% ▲
● Abstinence/Reduced Drug Use		96	50%	55%	61%	-5%
● Stable Living Situation		168	88%	95%	88%	-7%
● Employed		81	42%	50%	35%	-8%
● Self Help		91	48%	60%	32%	-12% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
✓ Valid TEDS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		38%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		82%
✓ SA Screen Complete		97%

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%	67%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	4	600% ▲
Admits	24	4	500% ▲
Discharges	4	-	
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	24	-13% ▼
Admits	7	20	-65% ▼
Discharges	11	10	10%
Service Hours	98	227	-57% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	98%
On-Time Periodic 6 Month Updates	0%	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	91%	50%	78%	41% ▲

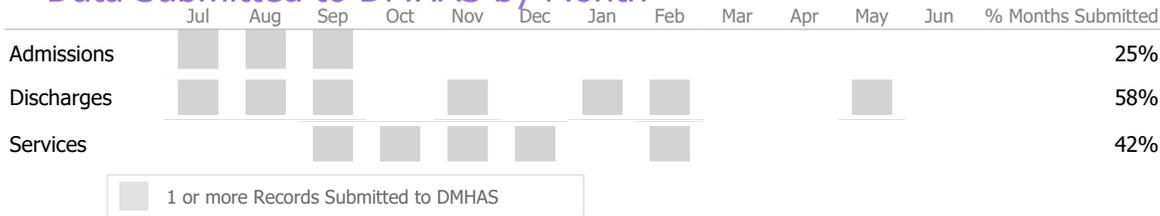
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		5	24%	20%	13%	4%
● Self Help		12	57%	60%	78%	-3%
● Social Support		12	57%	60%	88%	-3%
● Stable Living Situation		10	48%	80%	43%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	10%	90%	83%	-80% ▼

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	75	80	-6%
Admits	48	45	7%
Discharges	55	53	4%
Service Hours	278	222	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	14%	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		44	80%	50%	78%	30% ▲

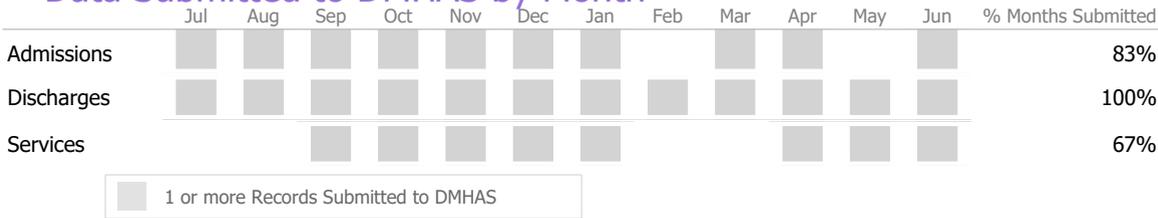
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	85%	60%	88%	25% ▲
● Self Help		30	40%	60%	78%	-20% ▼
● 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		16	80%	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	873	874	0%
Admits	613	580	6%
Discharges	617	618	0%

Data Submitted to DMHAS by Month

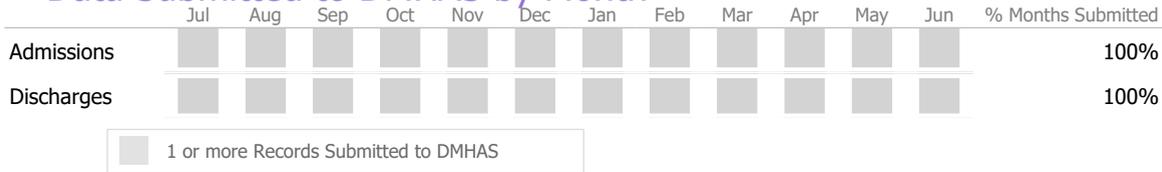


* State Avg based on 15 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,322	1,309	1%
Admits	673	703	-4%
Discharges	668	660	1%

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	2,191	1,625	35% ▲
Admits	1,314	1,196	10%
Discharges	1,096	782	40% ▲
Service Hours	8,374	7,049	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	88%
Valid TEDS Data	65%	85%
On-Time Periodic		
6 Month Updates	13%	34%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	86%	95%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		643	59%	50%	57%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		1,623	73%	75%	80%	-2%
● Employed		848	38%	50%	40%	-12% ▼
● Abstinence/Reduced Drug Use		948	43%	55%	52%	-12% ▼
● Improved/Maintained Axis V GAF Score		1,143	73%	75%	68%	-2%
● Stable Living Situation		1,505	68%	95%	78%	-27% ▼
● Self Help		722	33%	60%	30%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		844	76%	90%	76%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		995	77%	75%	67%	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	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 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	2,849	2,566	11% ▲
Admits	1,268	1,826	-31% ▼
Discharges	1,843	1,031	79% ▲
Service Hours	9,073	12,178	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	65%	88%
Valid TEDS Data	51%	85%
On-Time Periodic		
6 Month Updates	8%	34%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	78%	95%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1,209	66%	50%	57%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		1,887	75%	75%	68%	0%
● Employed		1,066	37%	50%	40%	-13% ▼
● Not Arrested		1,788	62%	75%	80%	-13% ▼
● Abstinence/Reduced Drug Use		1,165	40%	55%	52%	-15% ▼
● Self Help		1,111	38%	60%	30%	-22% ▼
● Stable Living Situation		1,786	62%	95%	78%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		608	58%	90%	76%	-32% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1,016	82%	75%	67%	7%

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	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 16 Active Outreach & Engagement Programs