

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	745	846	-12%
	Admits	589	671	-12%
	Discharges	512	708	-28%
	Service Hours	1,191	5,112	-77%
	Bed Days	8,791	8,318	6%

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

## Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		95%	80%	88%
✓ Outcome		93%	80%	83%
✓ Recovery		91%	80%	79%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>			
	Outpatient	467	45.9%
	Residential Services	209	20.6%
	Case Management	164	16.1%
	Medication Assisted Treatment	128	12.6%
	Employment Services	44	4.3%
<b>Mental Health</b>			
	Case Management	5	0.5%

## Client Demographics

Age	#	%	State Avg
18-25	51	7%	9%
26-34	225	30%	21%
35-44	215	29%	22%
45-54	124	17%	19%
55-64	106	14%	20%
65+	23	3%	8%

Gender	#	%	State Avg
Male	414	56%	58%
Female	330	44%	42%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	560	75%	62%
Unknown	90	12%	6%
Other	49	7%	13%
Black/African American	41	6%	17%
Asian	3	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

Ethnicity	#	%	State Avg
Non-Hispanic	600	81%	70%
Unknown	99	13%	10%
Hispanic-Other	41	6%	8%
Hisp-Puerto Rican	5	1%	12%
Hispanic-Cuban		0%	
Hispanic-Mexican		0%	

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	4	25%	▲
Admits	2	-		
Discharges	2	-		
Service Hours	2	-		

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100%	6	100%	85%	94%	15% ▲

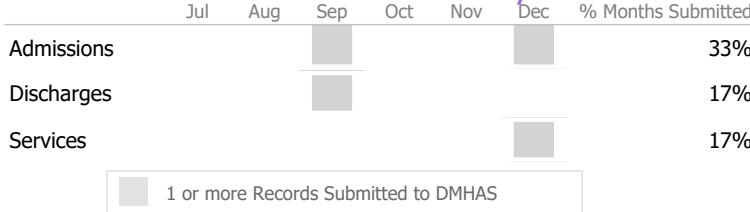
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	25%	1	25%	90%	97%	-65% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	98%
On-Time Periodic		
6 Month Updates	0%	89%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	462	546	-15%	▼
Admits	199	312	-36%	▼
Discharges	168	334	-50%	▼
Service Hours	861	3,616	-76%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	85%
Valid TEDS Data	83%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	2%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	74%	90%
SA Screen Complete	97%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		68	40%	50%	53%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		341	72%	55%	47%	17% ▲
✓ Not Arrested		376	79%	75%	74%	4%
● Employed		189	40%	50%	30%	-10%
● Stable Living Situation		400	84%	95%	73%	-11% ▼
● Self Help		144	30%	60%	18%	-30% ▼

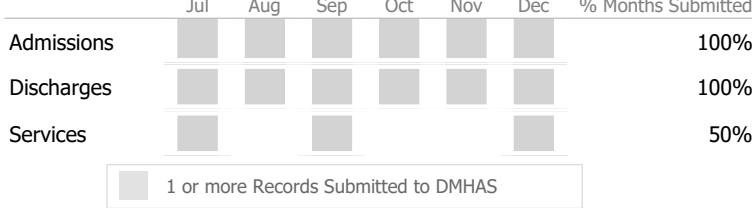
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		120	39%	90%	60%	-51% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		139	71%	75%	60%	-4%

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	177	-5%
Admits	167	162	3%
Discharges	157	161	-2%
Bed Days	4,485	3,601	25% <span style="color: green;">▲</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 72%; background-color: orange; height: 10px;"></div>	113	72%	80%	69%	-8%
No Re-admit within 30 Days of Discharge	<div style="width: 90%; background-color: orange; height: 10px;"></div>	142	90%	85%	91%	5%
Follow-up within 30 Days of Discharge	<div style="width: 64%; background-color: orange; height: 10px;"></div>	72	64%	90%	64%	-26% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 87%; background-color: orange; height: 10px;"></div>	87% 83%
Valid TEDS Data	<div style="width: 91%; background-color: orange; height: 10px;"></div>	91% 97%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%; background-color: grey; height: 10px;"></div>	0% 0%
Co-occurring	Actual	State Avg
MH Screen Complete	<div style="width: 76%; background-color: orange; height: 10px;"></div>	76% 92%
SA Screen Complete	<div style="width: 85%; background-color: orange; height: 10px;"></div>	85% 92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	<div style="width: 100%; background-color: orange; height: 10px;"></div>	100% 100%

## Recovery

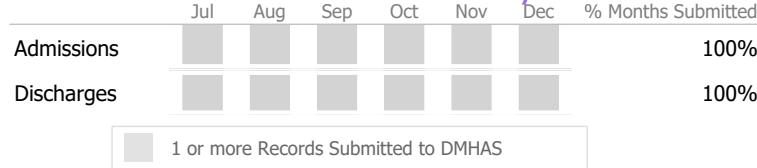
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	<div style="width: 56%; background-color: orange; height: 10px;"></div>	103	56%	70%	35%	-14% <span style="color: red;">▼</span>
Self Help	<div style="width: 37%; background-color: orange; height: 10px;"></div>	68	37%	60%	42%	-23% <span style="color: red;">▼</span>

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 122%; background-color: red; height: 10px;"></div>	20	43 days	0.1	122%	90%	97%	32% <span style="color: green;">▲</span>

█ < 90% █ 90-110% █ >110%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	29	-31%	▼
Admits	10	17	-41%	▼
Discharges	11	17	-35%	▼
Bed Days	1,781	2,149	-17%	▼

## Discharge Outcomes

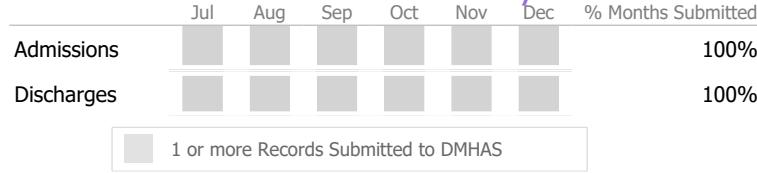
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 85%; background-color: orange;"></div>	8	73%	85%	81%	-12% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 81%; background-color: cyan;"></div>	12	140 days	0.4	81%	90%	60%	-9%

█ < 90%
█ 90-110%
█ >110%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 12 Active Recovery House Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	40	-3%
Admits	26	26	0%
Discharges	26	26	0%
Bed Days	2,525	2,568	-2%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	   	12	46%	85%	62%	-39% 
No Re-admit within 30 Days of Discharge	   	22	85%	85%	77%	0% 
Follow-up within 30 Days of Discharge	   	6	50%	90%	64%	-40% 

## Data Submission Quality

	Actual	State Avg
Valid NOMS Data	   	92% 
Valid TEDS Data	   	100% 
On-Time Periodic 6 Month Updates	   	N/A 
Co-occurring	Actual	State Avg
MH Screen Complete	   	96% 
SA Screen Complete	   	96% 
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	   	100% 

## Recovery

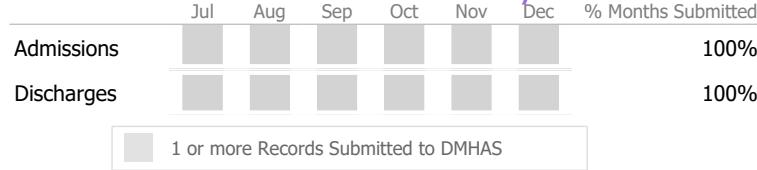
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	   	32	80%	70%	87%	10% 
Employed	   	23	57%	60%	39%	-3% 

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	            	14	91 days	0.3	98%	90%	77%	8% 

 < 90%  90-110%  >110%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	9	-	
Discharges	2	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	71%
Valid TEDS Data	95%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	11%

Co-occurring	Actual	State Avg
MH Screen Complete	89%	95%
SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

## Discharge Outcomes

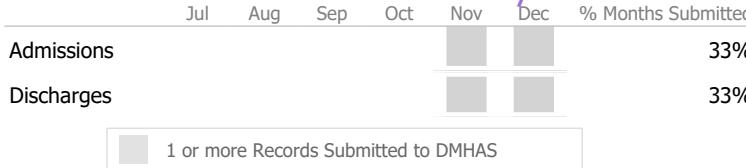
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	72%	-50% <span style="color: red;">▼</span>

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		8	89%	55%	29%	34% <span style="color: green;">▲</span>
✓ Self Help		7	78%	60%	31%	18% <span style="color: green;">▲</span>
✓ Employed		5	56%	50%	29%	6% <span style="color: green;">▲</span>
✓ Not Arrested		7	78%	75%	49%	3% <span style="color: green;">▲</span>
● Stable Living Situation		7	78%	95%	74%	-17% <span style="color: red;">▼</span>

## Data Submitted to DMHAS by Month



&gt; 10% Over

&lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 7 Active Naltrexone Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	101	21%	▲
Admits	55	48	15%	▲
Discharges	51	39	31%	▲
Service Hours	161	935	-83%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	87%
Valid TEDS Data	92%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	26%
Co-occurring	Actual	State Avg
MH Screen Complete	60%	73%
✓ SA Screen Complete	96%	86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%

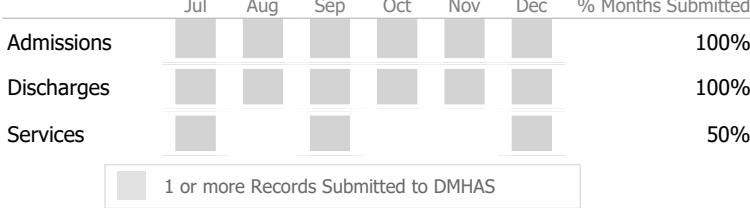
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		23	45%	50%	45%	-5%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		100	81%	55%	47%	26% ▲
● Not Arrested		91	73%	75%	64%	-2%
● Employed		50	40%	50%	24%	-10%
● Stable Living Situation		99	80%	95%	63%	-15% ▼
● Self Help		40	32%	60%	18%	-28% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		34	47%	90%	39%	-43% ▼

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 22 Active Buprenorphine Maintenance Programs

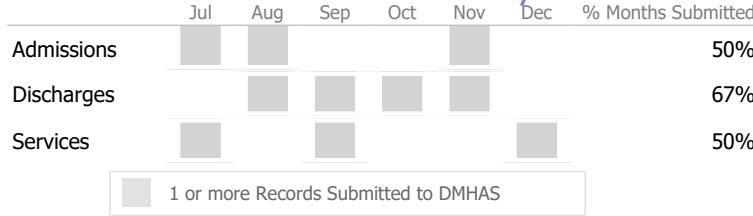
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	22	-32% ▼
Admits	3	12	-75% ▼
Discharges	13	11	18% ▲
Service Hours	3	112	-97% ▼

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	67%	50% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

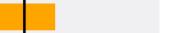
 Actual    Goal    Goal Met    Below Goal

\* State Avg based on 23 Active Outreach & Engagement Programs

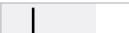
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	54	-19%	▼
Admits	33	25	32%	▲
Discharges	30	41	-27%	▼
Service Hours	84	134	-37%	▼

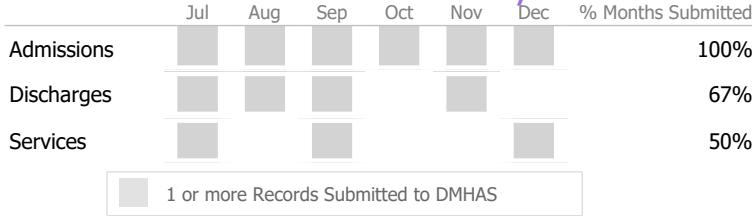
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	   	23	50%	35%	29%	15% 
● Clients Receiving Services	   	8	50%	90%	60%	-40% 

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	   	95% 81%
On-Time Periodic 6 Month Updates	   	0% 35%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 10 Active Employment Services Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	3	-	
Service Hours	12	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	87%
Valid TEDS Data	75%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	26%

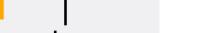
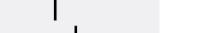
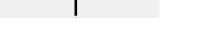
Co-occurring	Actual	State Avg
MH Screen Complete	25%	73%
SA Screen Complete	25%	86%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	45%	-17% 

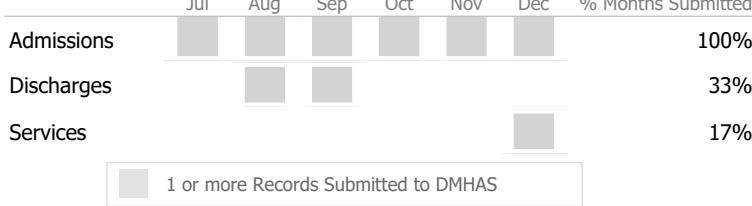
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		5	62%	75%	64%	-13% 
Stable Living Situation		6	75%	95%	63%	-20% 
Abstinence/Reduced Drug Use		2	25%	55%	47%	-30% 
Employed		1	12%	50%	24%	-38% 
Self Help		0	0%	60%	18%	-60% 

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	39%	-10%

## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 22 Active Buprenorphine Maintenance Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	22	6	267% <span style="color: green;">▲</span>
Discharges	14	8	75% <span style="color: green;">▲</span>
Service Hours	26	76	-66% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 57%;"><div style="width: 100%;"></div></div>	8	57%	50%	48%	7%

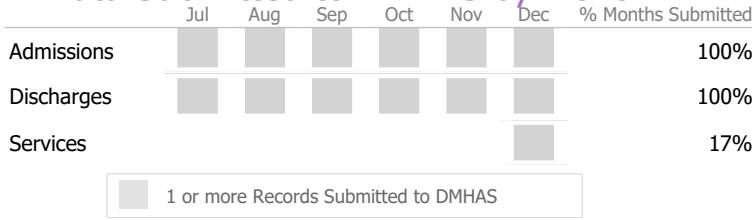
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 35%;"><div style="width: 100%;"></div></div>	9	35%	20%	28%	15% <span style="color: green;">▲</span>
● Stable Living Situation	<div style="width: 73%;"><div style="width: 100%;"></div></div>	19	73%	80%	81%	-7%
● Self Help	<div style="width: 19%;"><div style="width: 100%;"></div></div>	5	19%	60%	59%	-41% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 58%;"><div style="width: 100%;"></div></div>	7	58%	90%	83%	-32% <span style="color: red;">▼</span>

## 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	23	35	-34%	▼
Admits	7	19	-63%	▼
Discharges	6	21	-71%	▼
Service Hours	12	240	-95%	▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	46%	85%
Valid TEDS Data	58%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	21%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	50%	53%	33% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		14	61%	55%	47%	6%
● Employed		9	39%	50%	30%	-11% ▼
● Stable Living Situation		19	83%	95%	73%	-12% ▼
● Not Arrested		12	52%	75%	74%	-23% ▼
● Self Help		2	9%	60%	18%	-51% ▼

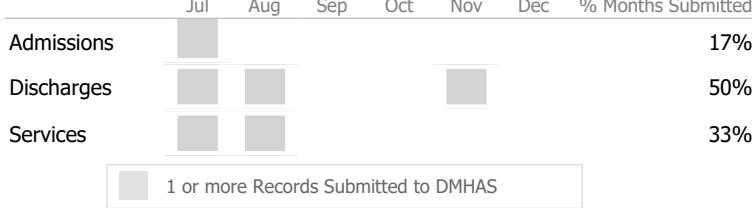
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	47%	90%	60%	-43% ▼

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	29%	75%	60%	-46% ▼

## Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

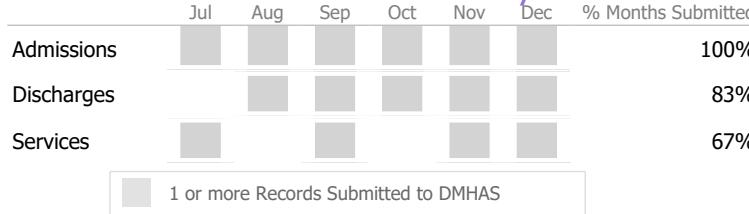
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	79	66% <span style="color: green;">▲</span>
Admits	48	44	9%
Discharges	29	50	-42% <span style="color: red;">▼</span>
Service Hours	33	-	

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 29%; background-color: orange;"></div>	29	60%	50%	67%	10%

## Data Submitted to DMHAS by Month

▲ > 10% Over   ▼ < 10% Under

█	Actual	█	Goal	✓	Goal Met	●	Below Goal
---	--------	---	------	---	----------	---	------------

\* State Avg based on 23 Active Outreach &amp; Engagement Programs