

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,360	1,206	13%
	Admits	784	758	3%
	Discharges	700	625	12%
	Service Hours	7,704	6,923	11%
	Bed Days	5,365	4,174	29%
	S.Rehab/PHP/IOP	559	78	617%

> 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%
✓ Participation in Treatment		98%	80%	92%
✓ Access		98%	80%	88%
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Outcome		80%	80%	83%
● Recovery		67%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	1,210	75.8%
	IOP	140	8.8%
	Case Management	99	6.2%
	Residential Services	88	5.5%
	Medication Assisted Treatment	2	0.1%
Mental Health			
	Case Management	58	3.6%

Client Demographics

Age	#	%	State Avg
18-25	131	10%	10%
26-34	328	26%	22%
35-44	383	30%	23%
45-54	265	21%	18%
55-64	143	11%	18%
65+	34	3%	8%

Gender	#	%	State Avg
Female	714	53%	41%
Male	644	47%	59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,003	74%	61%
Other	160	12%	13%
Black/African American	98	7%	17%
Asian	75	6%	6%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Multiple Races	5	0%	0%
Hispanic-Cuban	4	0%	1%

Ethnicity	#	%	State Avg
Non-Hispanic	998	73%	68%
Hisp-Puerto Rican	216	16%	11%
Hispanic-Other	78	6%	9%
Unknown	53	4%	12%
Hispanic-Mexican	14	1%	1%
Hispanic-Cuban	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	881	782	13%	▲
Admits	335	388	-14%	▼
Discharges	273	231	18%	▲
Service Hours	4,542	4,177	9%	

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	91%	87%
Valid TEDS Data	81%	84%
On-Time Periodic		
6 Month Updates	0%	15%
Co-occurring		
MH Screen Complete	92%	91%
SA Screen Complete	92%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		171	63%	50%	48%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		544	59%	75%	77%	-16% ▼
Abstinence/Reduced Drug Use		350	38%	55%	42%	-17% ▼
Employed		233	25%	50%	33%	-25% ▼
Stable Living Situation		598	65%	95%	76%	-30% ▼
Self Help		119	13%	60%	16%	-47% ▼

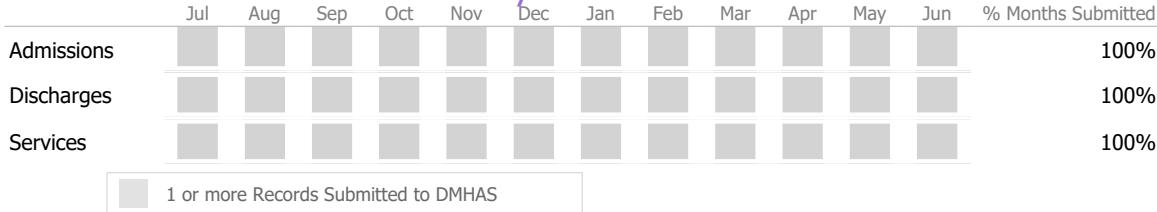
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		376	58%	90%	58%	-32% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		211	67%	75%	63%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

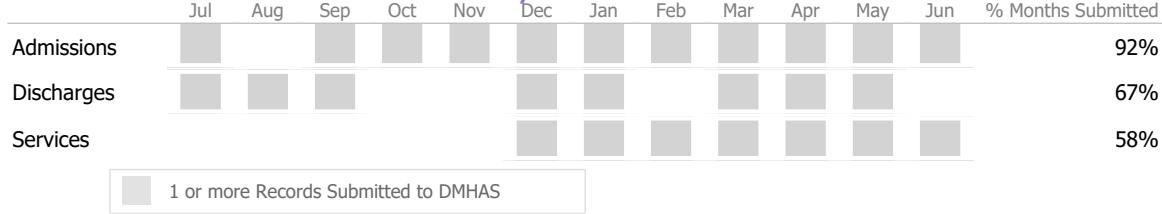
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	122	-19% ▼
Admits	54	57	-5%
Discharges	59	83	-29% ▼
Service Hours	340	428	-21% ▼

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: 51%; background-color: orange;"></div>	51	96%	50%	86%	46% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs

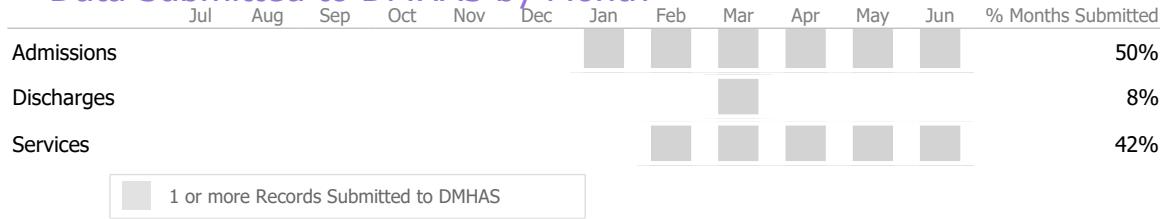
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	38	-3%
Admits	25	13	92% ▲
Discharges	1	26	-96% ▼
Service Hours	62	48	29% ▲

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: 100%;"><div style="width: 25%; background-color: orange;"></div></div>	25	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	9	367%	▲
Admits	38	3	1167%	▲
Discharges	34	1	3300%	▲
Service Hours	89	3		
Social Rehab/PHP/IOP Days	161	2	7950%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	85%
✓ Valid TEDS Data		97%	87%
On-Time Periodic			
✓ 6 Month Updates		0%	0%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	88%
✓ SA Screen Complete		96%	88%
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	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

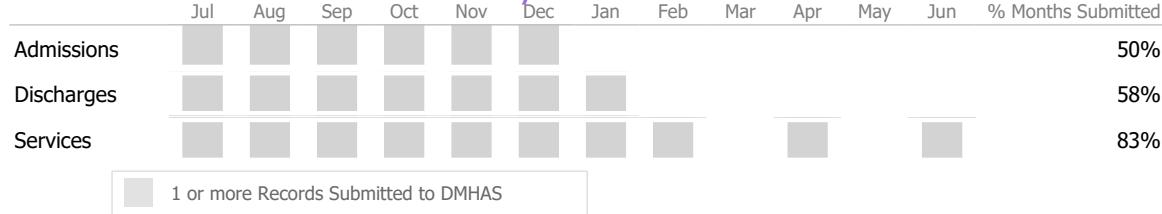
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	Actual % vs Goal %	29	63%	55%	55%	8%
✓ Not Arrested	Actual % vs Goal %	35	76%	75%	64%	1%
● Stable Living Situation	Actual % vs Goal %	39	85%	95%	87%	-10%
● Employed	Actual % vs Goal %	12	26%	50%	19%	-24%
● Self Help	Actual % vs Goal %	5	11%	60%	18%	-49%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	Actual % vs Goal %	5	42%	90%	77%	-48%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 Active Standard IOP Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	88%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	75%
SA Screen Complete	100%	93%

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

Discharge Outcomes

Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	50%	44%	N/A

Recovery	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		2	100%	75%	68%	25% ▲
Stable Living Situation		2	100%	95%	64%	5% ▲
Employed		0	0%	50%	23%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	44%	-55% ▼
Self Help		0	0%	60%	16%	-60% ▼

Data Submitted to DMHAS by Month



Discharges



▲ > 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	351	311	13%	▲
Admits	157	163	-4%	
Discharges	161	123	31%	▲
Service Hours	2,244	1,891	19%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	73%	84%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%

Co-occurring	Actual	State Avg
MH Screen Complete	77%	91%
SA Screen Complete	77%	93%

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		112	70%	50%	48%	20%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		278	76%	75%	77%	1%
● Abstinence/Reduced Drug Use		142	39%	55%	42%	-16% ▼
● Stable Living Situation		291	79%	95%	76%	-16% ▼
● Employed		115	31%	50%	33%	-19% ▼
● Self Help		13	4%	60%	16%	-56% ▼

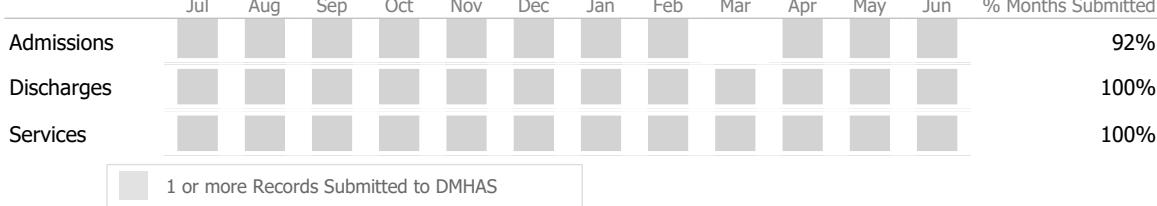
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		156	76%	90%	58%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		103	69%	75%	63%	-6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	44	-77% ▼
Admits	1	14	-93% ▼
Discharges	10	35	-71% ▼
Service Hours	8	66	-88% ▼

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: 100%;"><div style="width: 100%; background-color: orange;"></div></div>	1	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

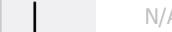
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	39	27	44%	▲
Admits	32	24	33%	▲
Discharges	34	20	70%	▲
Bed Days	2,686	2,077	29%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	71%	70%	66%	1%
✓ No Re-admit within 30 Days of Discharge		34	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		13	54%	90%	68%	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%
✓ Valid TEDS Data		100%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A
Co-occurring	Actual	State Avg
✓ MH Screen Complete		98%
✓ SA Screen Complete		98%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

Recovery

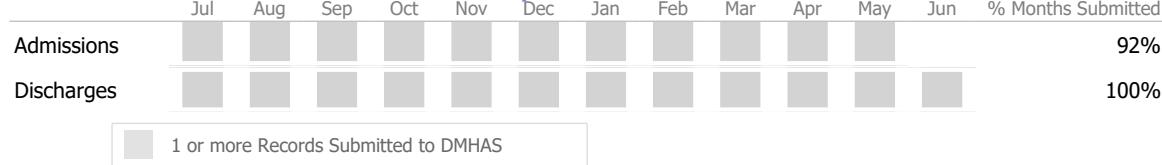
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		34	87%	70%	68%	17% ▲

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	86 days	0.2	74%	90%	92%	-16% ▼



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	34	50%	▲
Admits	48	31	55%	▲
Discharges	39	31	26%	▲
Bed Days	2,679	2,097	28%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	54%	70%	66%	-16% 
No Re-admit within 30 Days of Discharge		33	85%	85%	91%	0% 
Follow-up within 30 Days of Discharge		14	67%	90%	68%	-23% 

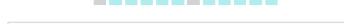
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%
Valid TEDS Data		100%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A
Co-occurring	Actual	State Avg
MH Screen Complete		100%
SA Screen Complete		100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		96%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		38	73%	70%	68%	3% 

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		10	77 days	0.1	73%	90%	92%	-17% 

 < 90%  90-110%  >110%

Data Submitted to DMHAS by Month



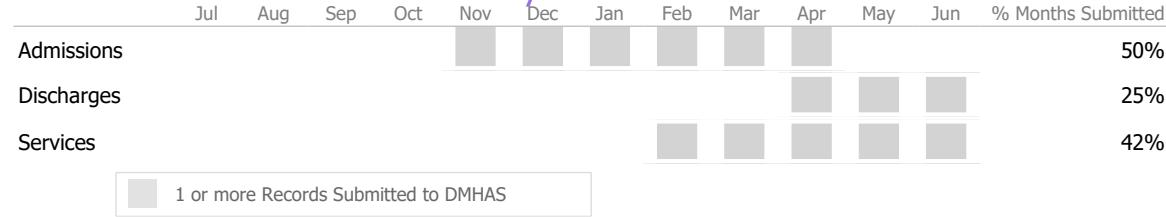
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15		
Admits	15	-	
Discharges	4	-	
Service Hours	47	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		13	87%	50%	93%	37% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	96	2%
Admits	77	65	18% ▲
Discharges	85	75	13% ▲
Service Hours	372	311	20% ▲
Social Rehab/PHP/IOP Days	398	76	424% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		88%	85%
✓ Valid TEDS Data		92%	87%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		0%	0%
Co-occurring		Actual	State Avg
✓ MH Screen Complete		94%	88%
✓ SA Screen Complete		94%	88%
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	█	50	59%	50%	53%	9%
● Follow-up within 30 Days of Discharge	█	34	68%	90%	65%	-22% ▼

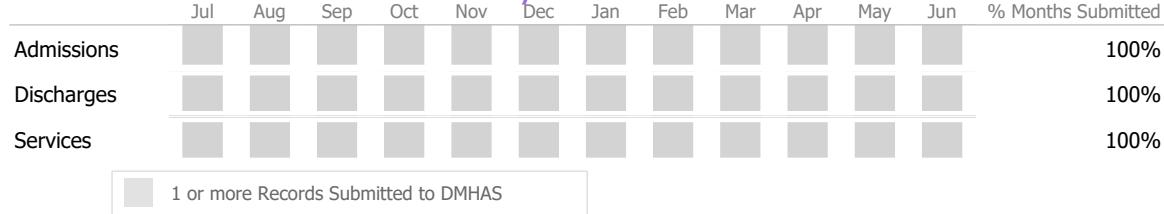
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	█	73	72%	55%	55%	17% ▲
● Not Arrested	█	74	73%	75%	64%	-2%
● Stable Living Situation	█	91	89%	95%	87%	-6%
● Employed	█	21	21%	50%	19%	-29% ▼
● Self Help	█	26	25%	60%	18%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	17	100%	90%	77%	10% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

* State Avg based on 63 Active Standard IOP Programs