

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	421	329	28%	▲
	Admits	265	229	16%	▲
	Discharges	167	231	-28%	▼
	Service Hours	780	602	29%	▲
	Bed Days	2,636	1,992	32%	▲

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment	89% 80% 92%	89%	80%	92%
✓ Quality and Appropriateness	89% 80% 93%	89%	80%	93%
✓ Overall	89% 80% 91%	89%	80%	91%
✓ General Satisfaction	88% 80% 92%	88%	80%	92%
✓ Respect	88% 80% 91%	88%	80%	91%
✓ Access	86% 80% 88%	86%	80%	88%
● Outcome	79% 80% 83%	79%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	195	36.8%
	Residential Services	67	12.6%
	Case Management	34	6.4%
Other			
	Other	175	33.0%
Forensic SA			
	Case Management	59	11.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	27	6%	8%	Male	328	78%	58%
26-34	94	22%	18%	Female	93	22%	42%
35-44	133	32%	24%	Transgender/Other			0%
45-54	97	23%	18%				
55-64	56	13%	20%				
65+	14	3%	12%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	293	70%	64%	White/Caucasian	182	43%	59%
Hisp-Puerto Rican	97	23%	10%	Black/African American	135	32%	17%
Hispanic-Other	26	6%	11%	Other	97	23%	12%
Hispanic-Cuban	4	1%	0%	Asian	4	1%	1%
Hispanic-Mexican	1	0%	1%	Hawaiian/Other Pacific Islander	3	1%	0%
Unknown			14%	Am. Indian/Native Alaskan			1%
			▼	Multiple Races			1%
				Unknown			9%

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

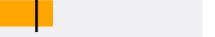
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	46	-26% ▼
Admits	23	29	-21% ▼
Discharges	18	32	-44% ▼
Service Hours	45	63	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	20%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	100%	50%	42%	50% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		36	100%	80%	65%	20% ▲
✓ Employed		10	28%	20%	29%	8%
● Self Help		0	0%	60%	35%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	72%	90%	59%	-18% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

 1 or more Records Submitted to DMHAS

▲ > 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	6	7	-14%	▼
Admits	3	5	-40%	▼
Discharges	4	4	0%	
Bed Days	153	272	-44%	▼

Discharge Outcomes

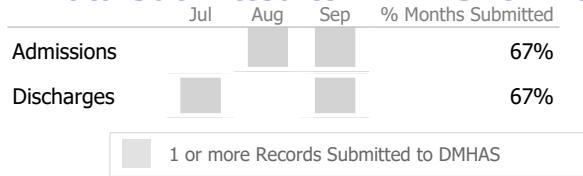
	Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓			4	100%	85%	70%	15% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate	3	37 days	0.5	55%	90%	64%	-35% ▼

 < 90% 90-110% >110%

Data Submitted to DMHAS for 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	27	25	8%
Admits	23	19	21% ▲
Discharges	22	20	10%
Bed Days	851	544	56% ▲

Discharge Outcomes

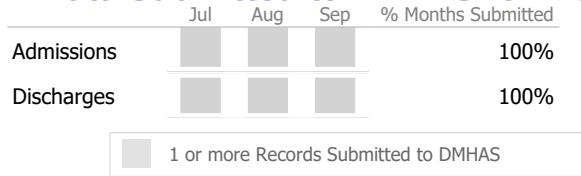
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 82%; background-color: orange;"></div>	18	82%	85%	70%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 62%; background-color: cyan;"></div>	15	35 days	0.6	62%	90%	64%	-28% ▼

█ < 90% █ 90-110% █ >110%

Data Submitted to DMHAS for 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	175	139	26%	▲
Admits	49	26	88%	▲
Discharges	5	40	-88%	▼
Service Hours	15	12	26%	▲

Data Submission Quality

Data Entry Actual State Avg

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	86%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		100%
Discharges		67%
Services		100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	32	13	146%	▲
Admits	30	5	500%	▲
Discharges	15	7	114%	▲
Bed Days	989	738	34%	▲

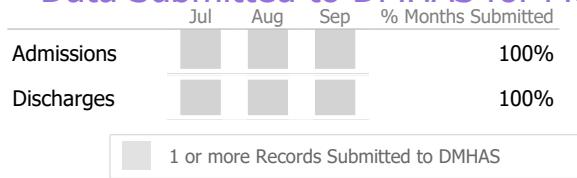
Discharge Outcomes

	Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			3	20%	85%	70%	-65% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		27	40 days	0.8	40%	90%	64%	-50% ▼
 < 90% 90-110% >110%								

Data Submitted to DMHAS for 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	42	15	180%	▲
Admits	20	13	54%	▲
Discharges	8	8	0%	
Service Hours	9	18	-50%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	0%

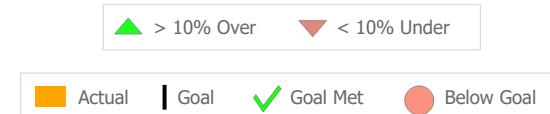
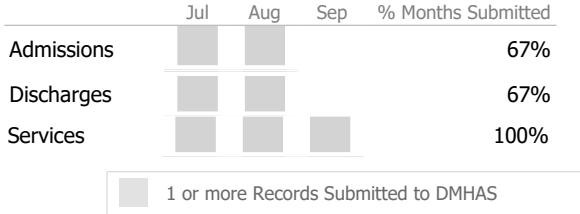
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	100%	50%	92%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	95%	60%	93%	35%
✓ Stable Living Situation		37	88%	80%	77%	8%
✓ Self Help		25	60%	60%	66%	0%
● Employed		7	17%	20%	23%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	6%	90%	60%	-84% ▼

Data Submitted to DMHAS for Month



* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	17	6	183%	▲
Admits	6	1	500%	▲
Discharges	7	2	250%	▲
Service Hours	33	24	37%	▲

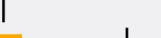
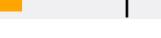
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	50%	92%	21%

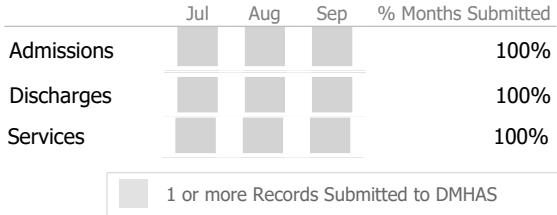
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	94%	60%	93%	34%
✓ Self Help		12	71%	60%	66%	11%
● Employed		2	12%	20%	23%	-8%
● Stable Living Situation		5	29%	80%	77%	-51%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	80%	90%	60%	-10%

Data Submitted to DMHAS for 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	195	157	24%	▲
Admits	104	128	-19%	▼
Discharges	87	114	-24%	▼
Service Hours	677	485	40%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	92%
✓ Valid TEDS Data	84%	50%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	3%	9%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		41	47%	50%	51%	-3%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		180	90%	75%	43%	15% ▲
● Abstinence/Reduced Drug Use		99	50%	55%	24%	-5%
● Stable Living Situation		176	88%	95%	44%	-7%
● Employed		74	37%	50%	22%	-13% ▼
● Improved/Maintained Function Score		82	70%	75%	29%	-5%
● Self Help		49	25%	60%	12%	-35% ▼

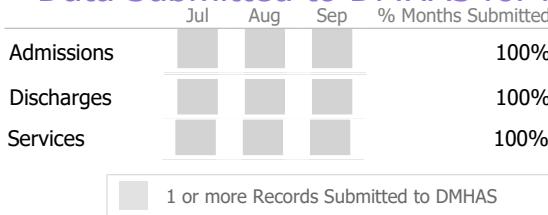
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		88	79%	90%	38%	-11% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		90	88%	75%	57%	13% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	7	3	133%	▲
Discharges	1	4	-75%	▼
Bed Days	643	438	47%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal		
							Actual % vs Goal %	Actual
Treatment Completed Successfully		0	0%	70%	75%	-70%		▼
No Re-admit within 30 Days of Discharge		1	100%	85%	91%	15%		▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	58%	N/A		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	0%	18%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		1	9%	70%	68%	-61%
Improved/Maintained Function Score		1	50%	95%	91%	-45%

Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal			
									< 90%	90-110%	>110%
		8	89 days	0.7	87%	90%	74%	-3%			

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Intermediate/Long Term Res.Tx 3.5 Programs