

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,598	2,761	-6%
	Admits	1,621	1,717	-6%
	Discharges	1,579	1,774	-11% ▼
	Service Hours	481	691	-30% ▼
	Bed Days	25,704	20,718	24% ▲

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

Consumer Satisfaction Survey

(Based on 388 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Outcome		93%	80%	83%
✓ Recovery		92%	80%	79%
✓ General Satisfaction		92%	80%	92%
✓ Access		87%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA	Forensics Community-based	2,006	76.9%
	Residential Services	416	15.9%
Addiction	Outpatient	170	6.5%
	Medication Assisted Treatment	18	0.7%

Client Demographics

Age	#	%	State Avg
18-25	630	24%	▲ 12%
26-34	776	30%	24%
35-44	501	19%	21%
45-54	378	15%	20%
55-64	225	9%	17%
65+	70	3%	6%

Gender	#	%	State Avg
Male	2,088	81%	▲ 60%
Female	504	19%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,712	66%	70%
Hispanic-Other	721	28%	▲ 7%
Hisp-Puerto Rican	97	4%	12%
Unknown	55	2%	10%
Hispanic-Mexican	9	0%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	1,843	71%	63%
Black/African American	517	20%	17%
Other	127	5%	13%
Unknown	47	2%	5%
Asian	42	2%	1%
Multiple Races	15	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Am. Indian/Native Alaskan	3	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	22	-45% ▼
Admits	1	5	-80% ▼
Discharges	1	11	-91% ▼
Service Hours	138	205	-32% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	75%	80%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	99%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	84%	-75% ▼

Data Submission Quality

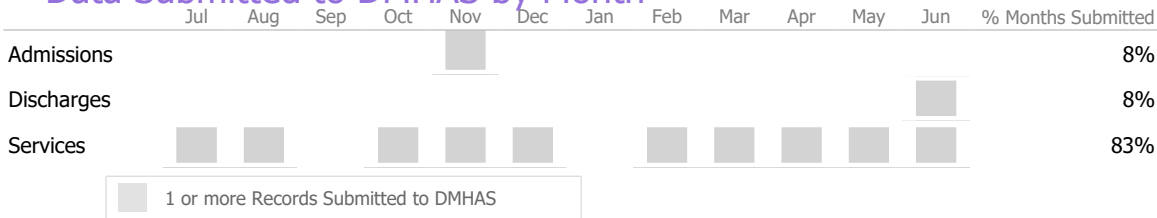
Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%
✓ Valid TEDS Data		41%

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

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	11	7	57% ▲
Discharges	4	11	-64% ▼
Service Hours	130	145	-10%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	75%	80%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	99%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	40%	75%	84%	-35% ▼

Data Submission Quality

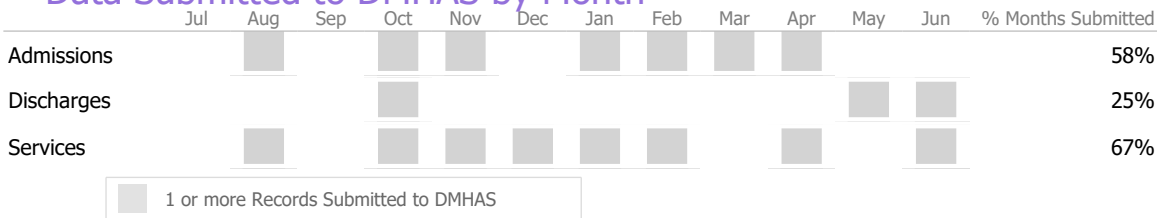
Data Entry	Actual	State Avg
Valid NOMS Data		83% / 95%
✓ Valid TEDS Data		78% / 41%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% / 93%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 97%
Valid Axis V GAF Score		93% / 98%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	174	-5%
Admits	158	167	-5%
Discharges	156	166	-6%
Bed Days	6,599	7,139	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	95%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
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		128	82%	50%	84%	32% ▲
✓ No Re-admit within 30 Days of Discharge		142	91%	85%	86%	6%
● Follow-up within 30 Days of Discharge		106	83%	90%	73%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		157	90%	70%	91%	20% ▲
● Improved/Maintained Axis V GAF Score		8	5%	75%	76%	-70% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	47 days	0.1	90%	90%	91%	0%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	132	8%
Admits	119	95	25% ▲
Discharges	102	104	-2%
Service Hours	175	334	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	88%
Valid TEDS Data	94%	85%
On-Time Periodic		
6 Month Updates	0%	34%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	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		76	75%	50%	57%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		142	96%	75%	80%	21% ▲
✓ Employed		93	63%	50%	40%	13% ▲
✓ Abstinence/Reduced Drug Use		95	64%	55%	52%	9%
● Stable Living Situation		110	74%	95%	78%	-21% ▼
● Self Help		2	1%	60%	30%	-59% ▼
● Improved/Maintained Axis V GAF Score		10	9%	75%	68%	-66% ▼

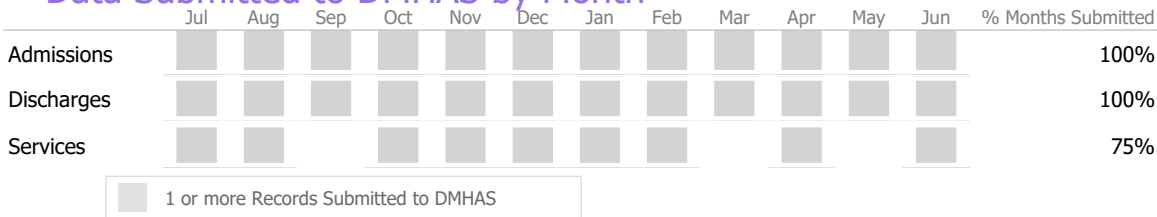
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	46%	90%	76%	-44% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		17	15%	75%	67%	-60% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

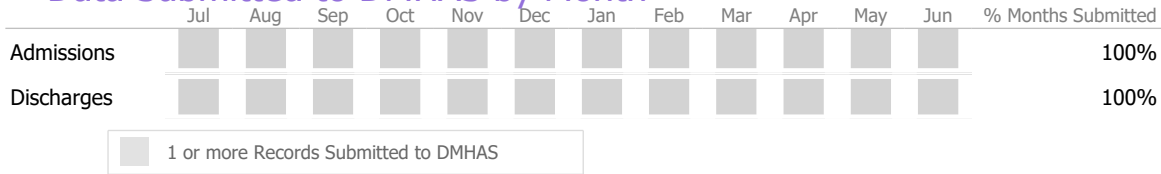
■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,006	2,223	-10%
Admits	1,111	1,292	-14% ▼
Discharges	1,101	1,324	-17% ▼

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	251	201	25% ▲
Admits	206	147	40% ▲
Discharges	204	154	32% ▲
Bed Days	19,105	13,579	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	86%
Valid TEDS Data	100%	84%
On-Time Periodic		
6 Month Updates	0%	0%
Cooccurring		
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		151	74%	70%	75%	4%
✓ No Re-admit within 30 Days of Discharge		200	98%	85%	92%	13% ▲
● Follow-up within 30 Days of Discharge		77	51%	90%	68%	-39% ▼

Recovery

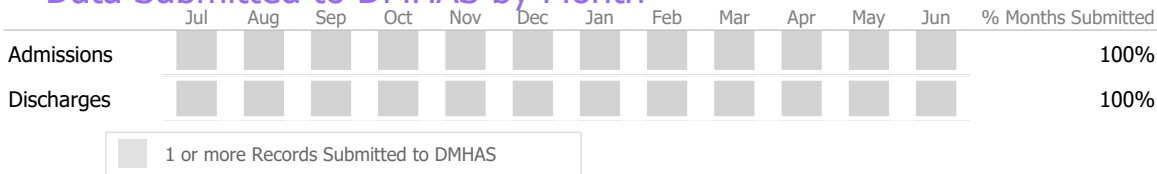
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		222	88%	70%	79%	18% ▲
● Improved/Maintained Axis V GAF Score		20	9%	95%	82%	-86% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		50	246 days	0.1	105%	90%	94%	15% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

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	18	4	350% ▲
Admits	15	4	275% ▲
Discharges	10	1	900% ▲
Service Hours	38	7	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	38%
Cooccurring		
MH Screen Complete	100%	82%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	50%	52%	50% ▲

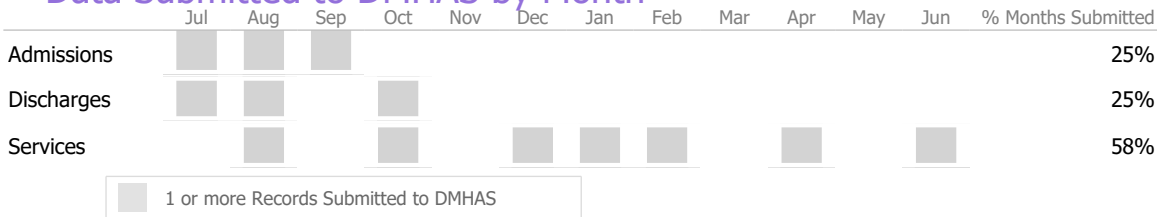
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		18	100%	75%	89%	25% ▲
✓ Abstinence/Reduced Drug Use		11	61%	55%	61%	6%
✓ Stable Living Situation		18	100%	95%	88%	5%
● Employed		6	33%	50%	35%	-17% ▼
● Improved/Maintained Axis V GAF Score		10	56%	75%	57%	-19% ▼
● Self Help		0	0%	60%	32%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	67%	-2%

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