

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,534	1,542	-1%
	Admits	963	938	3%
	Discharges	785	970	-19% ▼
	Service Hours	14,351	15,675	-8%
	Bed Days	22,816	21,739	5%
	S.Rehab/PHP/IOP	3,412	2,378	43% ▲

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

### Consumer Satisfaction Survey

(Based on 186 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		88%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		83%	80%	79%
✓ Access		82%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	1,187	64.5%
	Residential Services	289	15.7%
	IOP	216	11.7%
	Outpatient	149	8.1%

### Client Demographics

Age	#	%	State Avg
18-25	60	4%	12%
26-34	294	20%	24%
35-44	385	26%	21%
45-54	384	26%	20%
55-64	317	21%	17%
65+	58	4%	6%

Gender	#	%	State Avg
Male	1,043	68%	60%
Female	490	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,054	69%	70%
Hisp-Puerto Rican	353	23% ▲	12%
Hispanic-Other	112	7%	7%
Hispanic-Mexican	10	1%	1%
Hispanic-Cuban	4	0%	0%
Unknown	1	0%	10%

Race	#	%	State Avg
White/Caucasian	1,169	76% ▲	63%
Black/African American	320	21%	17%
Unknown	21	1%	5%
Hawaiian/Other Pacific Islander	12	1%	0%
Am. Indian/Native Alaskan	8	1%	1%
Asian	4	0%	1%
Multiple Races			1%
Other			13% ▼

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	74	35% ▲
Admits	98	71	38% ▲
Discharges	65	69	-6%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,819	1,245	46% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	97%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%

Diagnosis	Actual	State Avg
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		18	28%	50%	69%	-22% ▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		15	83%	90%	60%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		74	67%	55%	65%	12% ▲
Not Arrested		94	85%	75%	78%	10%
Stable Living Situation		102	93%	95%	88%	-2%
Self Help		40	36%	60%	44%	-24% ▼
Improved/Maintained Axis V GAF Score		54	70%	75%	71%	-5%
Employed		11	10%	50%	28%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	91%	90%	77%	1%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 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	750	725	3%
Admits	212	212	0%
Discharges	152	176	-14% ▼
Service Hours	8,275	8,797	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	72%	68%
<b>Cooccurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		78	51%	50%	46%	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		623	78%	50%	69%	28% ▲
✓ Not Arrested		750	94%	75%	93%	19% ▲
✓ Improved/Maintained Axis V GAF Score		623	89%	75%	76%	14% ▲
✓ Stable Living Situation		749	94%	90%	92%	4%
✓ Employed		315	40%	40%	45%	0%
○ Self Help		292	37%	60%	46%	-23% ▼

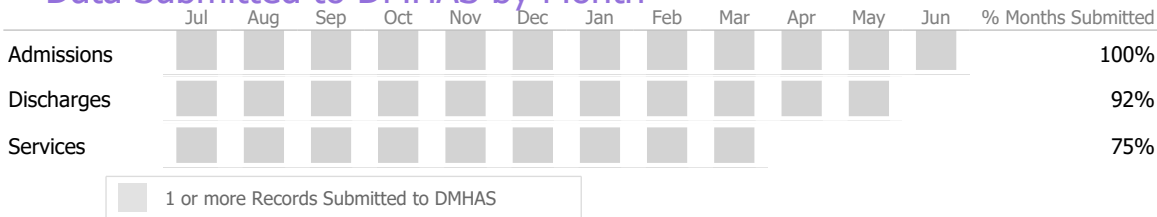
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		623	97%	90%	92%	7%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		555	74%	50%	71%	24% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 35 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	33	-21% ▼
Admits	23	25	-8%
Discharges	15	31	-52% ▼
Service Hours	271	503	-46% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	33%	50%	57%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	62%	55%	52%	7%
✓ Not Arrested		21	81%	75%	80%	6%
✓ Stable Living Situation		25	96%	95%	78%	1%
● Employed		10	38%	50%	40%	-12% ▼
● Improved/Maintained Axis V GAF Score		12	63%	75%	68%	-12% ▼
● Self Help		8	31%	60%	30%	-29% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	88%
✓ Valid TEDS Data	100%	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	34%
<b>Cooccurring</b>		
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	95%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis	100%	95%
✓ Valid Axis V GAF Score	100%	98%

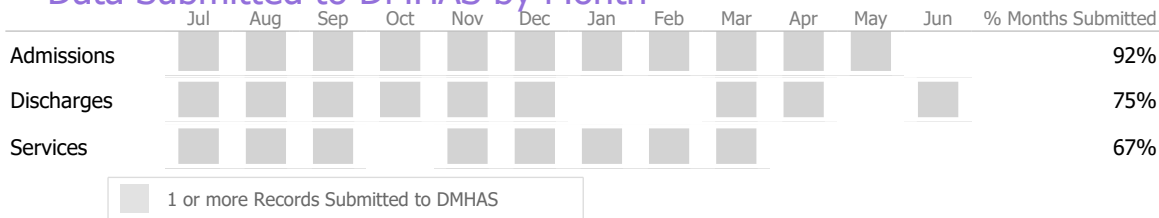
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	76%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		21	91%	75%	67%	16% ▲

### 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	45	35	29% ▲
Admits	36	28	29% ▲
Discharges	33	26	27% ▲
Bed Days	3,526	3,289	7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	70%	70%	75%	0%
✓ No Re-admit within 30 Days of Discharge		32	97%	85%	92%	12% ▲
✓ Follow-up within 30 Days of Discharge		22	96%	90%	68%	6%

### Data Submission Quality

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

### Recovery

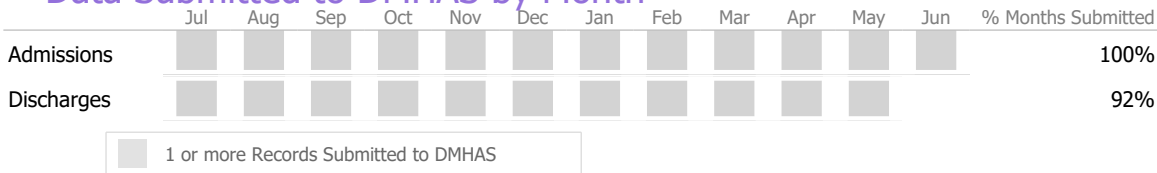
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		36	78%	70%	79%	8%
✓ Improved/Maintained Axis V GAF Score		33	97%	95%	82%	2%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	123 days	0.1	97%	90%	94%	7%

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	43	45	-4%
Admits	30	32	-6%
Discharges	24	32	-25% ▼
Service Hours	410	307	34% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	34%
<b>Cooccurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
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		19	79%	50%	57%	29% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		45	100%	95%	78%	5%
✓ Not Arrested		35	78%	75%	80%	3%
● Abstinence/Reduced Drug Use		21	47%	55%	52%	-8%
● Self Help		23	51%	60%	30%	-9%
✓ Improved/Maintained Axis V GAF Score		24	75%	75%	68%	0%
● Employed		13	29%	50%	40%	-21% ▼

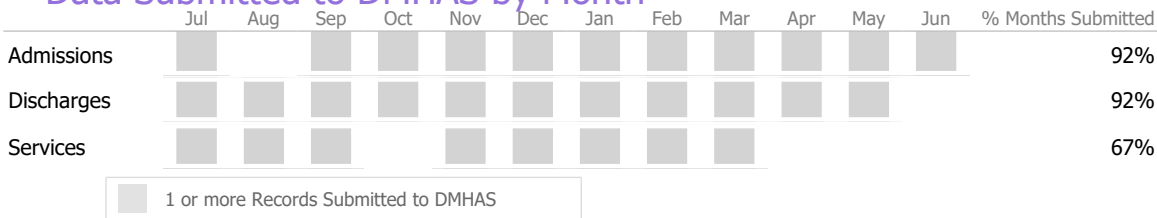
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	95%	90%	76%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		27	90%	75%	67%	15% ▲

### 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	80	110	-27% ▼
Admits	62	80	-23% ▼
Discharges	56	93	-40% ▼
Service Hours	1,255	1,900	-34% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		38	68%	50%	57%	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		60	73%	50%	40%	23% ▲
✓ Not Arrested		75	91%	75%	80%	16% ▲
✓ Abstinence/Reduced Drug Use		54	66%	55%	52%	11% ▲
✓ Stable Living Situation		78	95%	95%	78%	0%
✓ Improved/Maintained Axis V GAF Score		52	88%	75%	68%	13% ▲
○ Self Help		20	24%	60%	30%	-36% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% 88%
✓ Valid TEDS Data		100% 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%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	96%	90%	76%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		55	90%	75%	67%	15% ▲

### 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	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 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	83	91	-9%
Admits	66	73	-10%
Discharges	57	73	-22% ▼
Bed Days	7,206	7,413	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
Valid TEDS Data	100%	84%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		49	86%	70%	75%	16% ▲
✓ No Re-admit within 30 Days of Discharge		56	98%	85%	92%	13% ▲
○ Follow-up within 30 Days of Discharge		25	51%	90%	68%	-39% ▼

### Recovery

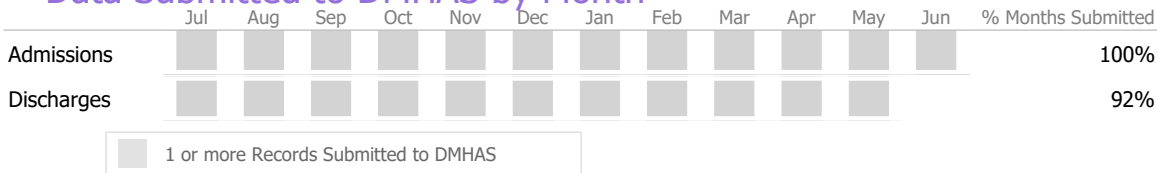
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		70	83%	70%	79%	13% ▲
✓ Improved/Maintained Axis V GAF Score		57	100%	95%	82%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		22	109 days	0.2	90%	90%	94%	0%

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	166	152	9%
Admits	148	131	13% ▲
Discharges	124	132	-6%
Bed Days	12,084	11,037	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
Valid TEDS Data	100%	84%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		85	69%	70%	75%	-1%
No Re-admit within 30 Days of Discharge		117	94%	85%	92%	9%
Follow-up within 30 Days of Discharge		57	67%	90%	68%	-23%

### Recovery

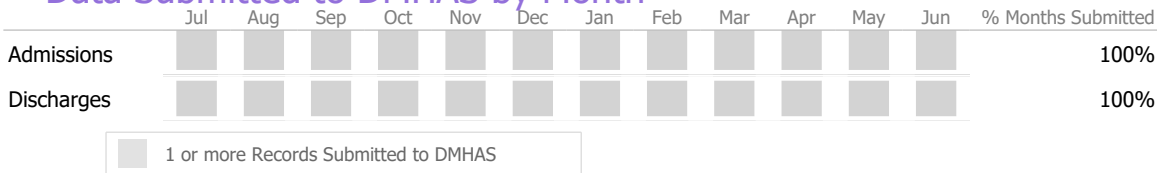
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		128	72%	70%	79%	2%
Improved/Maintained Axis V GAF Score		121	97%	95%	82%	2%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	94 days	0.1	107%	90%	94%	17% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### 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	119	100	19% ▲
Admits	112	94	19% ▲
Discharges	97	88	10%
Social Rehab/PHP/IOP Days	1,593	1,133	41% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	97%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

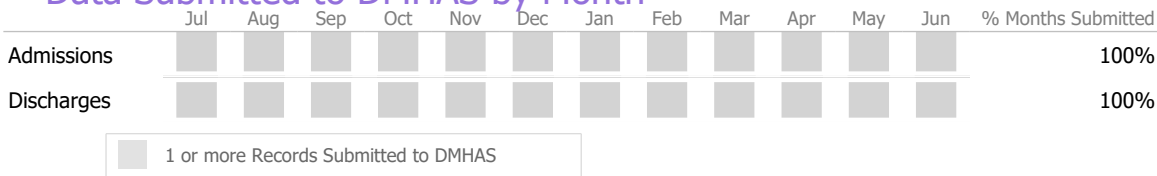
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		60	62%	50%	69%	12% ▲
● Follow-up within 30 Days of Discharge		46	77%	90%	60%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		84	63%	55%	65%	8%
✓ Not Arrested		112	84%	75%	78%	9%
✓ Self Help		84	63%	60%	44%	3%
● Employed		44	33%	50%	28%	-17% ▼
● Stable Living Situation		103	77%	95%	88%	-18% ▼
● Improved/Maintained Axis V GAF Score		74	70%	75%	71%	-5%

### 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	463	486	-5%
Admits	176	192	-8%
Discharges	162	195	-17% ▼
Service Hours	4,141	3,758	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	85%	68%
Cooccurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		97	60%	50%	46%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		407	83%	50%	69%	33% ▲
✓ Not Arrested		451	92%	75%	93%	17% ▲
✓ Improved/Maintained Axis V GAF Score		354	83%	75%	76%	8%
● Employed		185	38%	40%	45%	-2%
● Stable Living Situation		420	86%	90%	92%	-4%
● Self Help		210	43%	60%	46%	-17% ▼

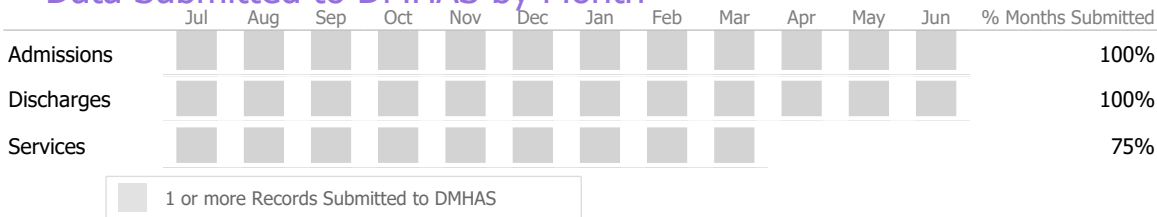
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		322	98%	90%	92%	8%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		269	58%	50%	71%	8%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 35 Active Methadone Maintenance Programs