

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,434	1,436	0%
	Admits	373	422	-12% ▼
	Discharges	468	329	42% ▲
	Service Hours	50	143	-65% ▼
	Bed Days	6,190	5,952	4%

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

### Consumer Satisfaction Survey

(Based on 284 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ Outcome		99%	80%	83%
✓ Recovery		97%	80%	79%
✓ General Satisfaction		97%	80%	92%
✓ Access		94%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Forensic SA</b>	Forensics Community-based	1,224	85.1%
	Residential Services	122	8.5%
<b>Addiction</b>	Outpatient	84	5.8%
	Medication Assisted Treatment	8	0.6%

### Client Demographics

Age	#	%	State Avg
18-25	335	23%	▲ 9%
26-34	424	30%	22%
35-44	273	19%	21%
45-54	223	16%	20%
55-64	132	9%	▼ 20%
65+	43	3%	7%

Gender	#	%	State Avg
Male	1,124	79%	▲ 59%
Female	307	21%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	950	66%	71%
Hispanic-Other	419	29%	▲ 7%
Hisp-Puerto Rican	35	2%	12%
Unknown	24	2%	9%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	3	0%	1%

Race	#	%	State Avg
White/Caucasian	1,044	73%	64%
Black/African American	273	19%	16%
Other	55	4%	13%
Asian	30	2%	1%
Unknown	23	2%	5%
Hawaiian/Other Pacific Islander	4	0%	0%
Am. Indian/Native Alaskan	3	0%	1%
Multiple Races	2	0%	1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	11	27% ▲
Admits	3	-	
Discharges	-	-	
Service Hours	50	41	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Valid TEDS Data	50%	41%
<b>On-Time Periodic</b>		
6 Month Updates	55%	63%
<b>Co-occurring</b>		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	88%	N/A

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	100%	75%	72%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 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	12	6	100% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	22	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 93%
Valid TEDS Data		N/A 41%
<b>On-Time Periodic</b>		
6 Month Updates		0% 63%
<b>Co-occurring</b>		
MH Screen Complete		N/A 100%
SA Screen Complete		N/A 100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis		100% 99%
Valid Axis V GAF Score		92% 96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	88%	N/A

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	84%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	72%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 6 Active Gambling Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	55	-27% ▼
Admits	21	39	-46% ▼
Discharges	20	38	-47% ▼
Bed Days	1,709	1,646	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	97%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	0%	0%
<b>Co-occurring</b>		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
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		15	75%	50%	81%	25% ▲
✓ No Re-admit within 30 Days of Discharge		20	100%	85%	87%	15% ▲
● Follow-up within 30 Days of Discharge		13	87%	90%	78%	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		22	55%	70%	73%	-15% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	86%	-75% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	65 days	0.5	93%	90%	93%	3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

Legend: ■ 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	58	67	-13% ▼
Admits	12	38	-68% ▼
Discharges	7	39	-82% ▼
Service Hours	-	56	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	92%
Valid TEDS Data	89%	90%
<b>On-Time Periodic</b>		
6 Month Updates	0%	31%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		5	71%	50%	54%	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		52	90%	75%	79%	15% ▲
✓ Employed		31	53%	50%	40%	3%
● Stable Living Situation		52	90%	95%	78%	-5%
● Abstinence/Reduced Drug Use		26	45%	55%	48%	-10% ▼
● Self Help		0	0%	60%	28%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	47%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	59%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,224	1,175	4%
Admits	302	267	13% ▲
Discharges	406	195	108% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 16 Active Pre-trial Intervention Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	106	-23% ▼
Admits	35	62	-44% ▼
Discharges	35	53	-34% ▼
Bed Days	4,481	4,306	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	83%
Valid TEDS Data	100%	90%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	78%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	99%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	83%	70%	76%	13% ▲
✓ No Re-admit within 30 Days of Discharge		34	97%	85%	90%	12% ▲
○ Follow-up within 30 Days of Discharge		19	66%	90%	72%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		65	79%	70%	64%	9%
○ Improved/Maintained Axis V GAF Score		0	0%	95%	78%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		50	202 days	0.6	97%	90%	99%	7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	18	-56% ▼
Admits	-	15	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	24	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%
Valid TEDS Data	N/A	97%
<b>On-Time Periodic</b>		
6 Month Updates	0%	37%
<b>Co-occurring</b>		
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	92%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	47%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		7	88%	75%	71%	13% ▲
✓ Abstinence/Reduced Drug Use		5	62%	55%	52%	7%
● Stable Living Situation		7	88%	95%	71%	-7%
● Employed		3	38%	50%	31%	-12% ▼
● Self Help		0	0%	60%	25%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	44%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	57%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 23 Active Buprenorphine Maintenance Programs