

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	626	545	15% ▲
	Admits	342	322	6%
	Discharges	342	331	3%
	Service Hours	2,645	2,400	10%
	Bed Days	4,181	4,100	2%

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

Consumer Satisfaction Survey

(Based on 131 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		99%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Access		98%	80%	88%
✓ Outcome		95%	80%	83%
✓ Recovery		91%	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	418	53.5%
	Residential Services	143	18.3%
	Case Management	99	12.7%
	Medication Assisted Treatment	75	9.6%
	Employment Services	42	5.4%
Mental Health	Case Management	5	0.6%

Client Demographics

Age	#	%	State Avg
18-25	55	9%	9%
26-34	194	31%	22%
35-44	156	25%	21%
45-54	113	18%	20%
55-64	91	15%	20%
65+	17	3%	7%

Gender	#	%	State Avg
Male	369	59%	59%
Female	256	41%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	546	87%	71% ▲
Unknown	44	7%	9%
Hisp-Puerto Rican	23	4%	12%
Hispanic-Other	13	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	516	82%	64% ▲
Black/African American	38	6%	16%
Other	34	5%	13%
Unknown	30	5%	5%
Am. Indian/Native Alaskan	5	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Asian	1	0%	1%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	80%	85%	88%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	92%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		79%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	409	424	-4%
Admits	162	178	-9%
Discharges	153	186	-18% ▼
Service Hours	1,835	1,924	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
Valid TEDS Data	94%	90%
On-Time Periodic		
6 Month Updates	87%	31%
Co-occurring		
MH Screen Complete	100%	91%
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		59	39%	50%	54%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		285	69%	55%	48%	14% ▲
Not Arrested		360	87%	75%	79%	12% ▲
Employed		193	47%	50%	40%	-3%
Stable Living Situation		372	90%	95%	78%	-5%
Self Help		162	39%	60%	28%	-21% ▼
Improved/Maintained Axis V GAF Score		222	79%	75%	47%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		246	95%	90%	59%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		86	53%	75%	67%	-22% ▼

Data Submitted to DMHAS by 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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	91	5%
Admits	79	73	8%
Discharges	79	74	7%
Bed Days	1,817	1,763	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Valid TEDS Data	99%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
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		72	91%	80%	83%	11% ▲
No Re-admit within 30 Days of Discharge		67	85%	85%	92%	0%
Follow-up within 30 Days of Discharge		49	68%	90%	66%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		82	84%	70%	55%	14% ▲
Improved/Maintained Axis V GAF Score		77	97%	75%	95%	22% ▲
Self Help		50	51%	60%	52%	-9%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				20	25 days	0.2	99%	90%	84%	9%

■ < 90%
 ■ 90-110%
 ■ >110%

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 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

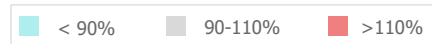
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	10	8	25% ▲
Discharges	10	7	43% ▲
Bed Days	1,080	1,060	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	85%	79%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	142 days	0.5	98%	90%	72%	8%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	30	-7%
Admits	14	16	-13% ▼
Discharges	14	17	-18% ▼
Bed Days	1,284	1,277	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	71%
Valid TEDS Data	100%	86%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	52%
SA Screen Complete	100%	52%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	83%
Valid Axis V GAF Score	100%	82%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	71%	85%	63%	-14% ▼
✓ No Re-admit within 30 Days of Discharge		12	86%	85%	83%	1%
● Follow-up within 30 Days of Discharge		8	80%	90%	74%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		25	89%	70%	79%	19% ▲
● Employed		13	46%	60%	41%	-14% ▼
✓ Improved/Maintained Axis V GAF Score		14	100%	75%	90%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	94 days	0.5	100%	90%	57%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

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 9 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	83%
Valid TEDS Data	N/A	100%
On-Time Periodic		
	Actual	State Avg
6 Month Updates	N/A	13%
Co-occurring		
	Actual	State Avg
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	46%	-55% ▼
Employed		N/A	N/A	50%	27%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	56%	-75% ▼
Not Arrested		N/A	N/A	75%	82%	-75% ▼
Self Help		N/A	N/A	60%	24%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	38	97% ▲
Admits	24	16	50% ▲
Discharges	16	9	78% ▲
Service Hours	510	282	81% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	94%	37%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	92%
Diagnosis		
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		3	19%	50%	47%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		66	87%	55%	52%	32% ▲
Not Arrested		70	92%	75%	71%	17% ▲
Stable Living Situation		69	91%	95%	71%	-4%
Employed		35	46%	50%	31%	-4%
Self Help		37	49%	60%	25%	-11% ▼
Improved/Maintained Axis V GAF Score		37	77%	75%	44%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	95%	90%	57%	5%

Data Submitted to DMHAS by 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 23 Active Buprenorphine Maintenance Programs

Senior Outreach

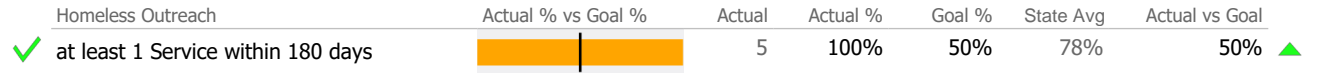
McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

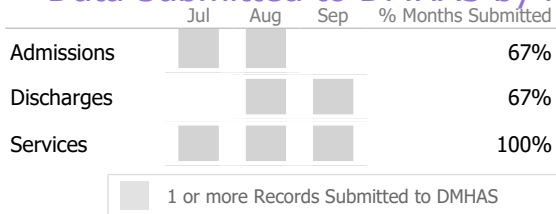
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	8	88% ▲
Admits	5	2	150% ▲
Discharges	4	4	0%
Service Hours	47	10	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

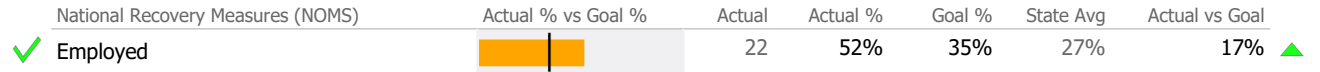
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Outreach & Engagement Programs

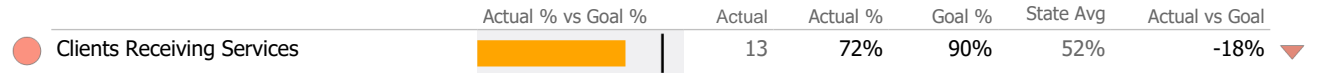
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42		
Admits	14	-	
Discharges	24	-	
Service Hours	64	-	

Recovery



Service Utilization



Data Submission Quality



Data Submitted to DMHAS by 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 14 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
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Valid TEDS Data		N/A	N/A
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Co-occurring	Actual	State Avg	
MH Screen Complete		N/A	71%
SA Screen Complete		N/A	85%

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	39	-38% ▼
Admits	4	14	-71% ▼
Discharges	2	17	-88% ▼
Service Hours	41	101	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	79%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		13	54%	20%	27%	34% ▲
✓ Self Help		21	88%	60%	66%	28% ▲
✓ Stable Living Situation		22	92%	80%	84%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	50%	90%	76%	-40% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	28	-14% ▼
Admits	7	15	-53% ▼
Discharges	11	17	-35% ▼
Service Hours	149	83	78% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
Valid TEDS Data	100%	90%
On-Time Periodic		
6 Month Updates	100%	31%
Co-occurring		
MH Screen Complete	100%	91%
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		4	36%	50%	54%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		20	83%	55%	48%	28% ▲
Not Arrested		23	96%	75%	79%	21% ▲
Stable Living Situation		22	92%	95%	78%	-3%
Employed		9	38%	50%	40%	-12% ▼
Improved/Maintained Axis V GAF Score		12	80%	75%	47%	5%
Self Help		8	33%	60%	28%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	100%	90%	59%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	71%	75%	67%	-4%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

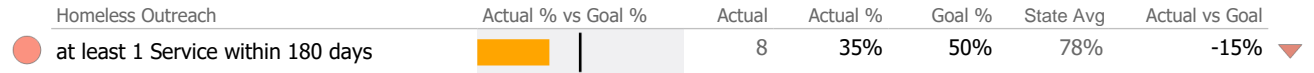
Actual | Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

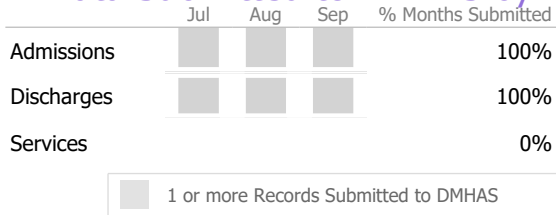
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61		
Admits	23	-	
Discharges	29	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 19 Active Outreach & Engagement Programs