

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	980	1,143	-14%	▼
	Admits	330	393	-16%	▼
	Discharges	348	701	-50%	▼
	Service Hours	3,153	1,894	66%	▲
	Bed Days	1,285	1,801	-29%	▼
	S.Rehab/PHP/IOP	601	205	193%	▲

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

Consumer Satisfaction Survey

(Based on 63 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Outcome		94%	80%	83%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Recovery		86%	80%	79%
✓ Respect		83%	80%	91%
✓ Access		81%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	768	65.1%
	Case Management	219	18.6%
	IOP	99	8.4%
	Residential Services	33	2.8%
Mental Health	Case Management	60	5.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	100	11%	9%	Male	529	54%	59%
26-34	253	27%	22%	Female	451	46%	41%
35-44	259	27%	21%	Transgender			0%
45-54	204	21%	20%				
55-64	115	12%	20%				
65+	19	2%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	655	67%	71%	White/Caucasian	741	76%	▲ 64%
Hisp-Puerto Rican	231	24%	▲ 12%	Other	137	14%	13%
Hispanic-Other	64	7%	7%	Black/African American	83	8%	16%
Unknown	15	2%	9%	Unknown	10	1%	5%
Hispanic-Mexican	12	1%	1%	Am. Indian/Native Alaskan	4	0%	1%
Hispanic-Cuban	3	0%	0%	Hawaiian/Other Pacific Islander	4	0%	0%
				Multiple Races	1	0%	1%
				Asian			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	546	631	-13% ▼
Admits	178	162	10%
Discharges	190	322	-41% ▼
Service Hours	2,189	1,180	86% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
Valid TEDS Data	88%	90%
On-Time Periodic		
6 Month Updates	2%	31%
Co-occurring		
MH Screen Complete	98%	91%
SA Screen Complete	98%	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		156	82%	50%	54%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		299	52%	55%	48%	-3%
Not Arrested		394	69%	75%	79%	-6%
Stable Living Situation		433	76%	95%	78%	-19% ▼
Employed		142	25%	50%	40%	-25% ▼
Improved/Maintained Axis V GAF Score		221	58%	75%	47%	-17% ▼
Self Help		142	25%	60%	28%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		335	87%	90%	59%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		96	59%	75%	67%	-16% ▼

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

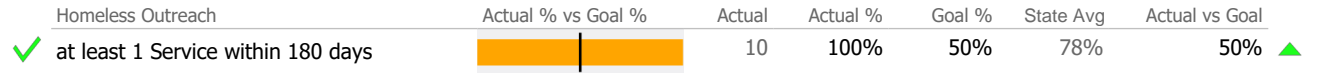
Actual | Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

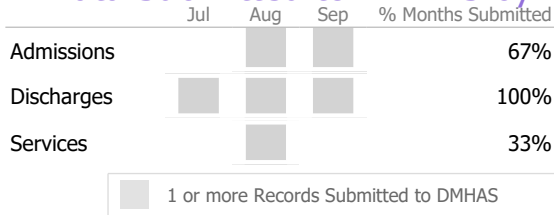
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	284	-23% ▼
Admits	10	69	-86% ▼
Discharges	3	111	-97% ▼
Service Hours	141	326	-57% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

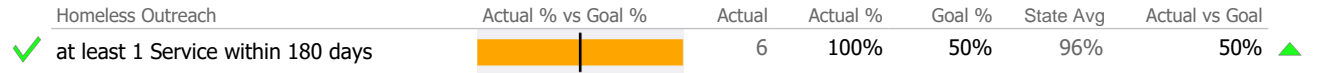
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Outreach & Engagement Programs

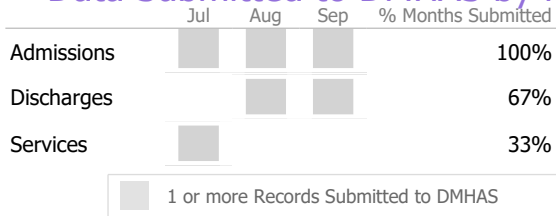
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	41	44% ▲
Admits	6	8	-25% ▼
Discharges	2	11	-82% ▼
Service Hours	9	19	-53% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	21	10%
Admits	11	13	-15% ▼
Discharges	17	11	55% ▲
Service Hours	20	9	130% ▲
Social Rehab/PHP/IOP Days	120	75	60% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
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		17	100%	50%	68%	50% ▲
● Follow-up within 30 Days of Discharge		9	53%	90%	66%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		20	87%	75%	79%	12% ▲
✓ Improved/Maintained Axis V GAF Score		17	89%	75%	69%	14% ▲
● Abstinence/Reduced Drug Use		10	43%	55%	47%	-12% ▼
● Stable Living Situation		19	83%	95%	83%	-12% ▼
● Employed		7	30%	50%	29%	-20% ▼
● Self Help		5	22%	60%	20%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	67%	90%	60%	-23% ▼

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 49 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	224	269	-17% ▼
Admits	65	90	-28% ▼
Discharges	70	151	-54% ▼
Service Hours	715	330	117% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	84%	90%
On-Time Periodic		
6 Month Updates	0%	31%
Co-occurring		
MH Screen Complete	99%	91%
SA Screen Complete	99%	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		67	96%	50%	54%	46% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		181	79%	75%	79%	4%
● Abstinence/Reduced Drug Use		115	50%	55%	48%	-5%
● Stable Living Situation		188	82%	95%	78%	-13% ▼
● Employed		81	35%	50%	40%	-15% ▼
● Improved/Maintained Axis V GAF Score		91	61%	75%	47%	-14% ▼
● Self Help		30	13%	60%	28%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		148	93%	90%	59%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		37	59%	75%	67%	-16% ▼

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	3		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	96%	-50% ▼

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 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	27	-41% ▼
Admits	7	14	-50% ▼
Discharges	11	18	-39% ▼
Bed Days	607	818	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
Valid TEDS Data	100%	90%

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

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

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	73%	70%	76%	3%
✓ No Re-admit within 30 Days of Discharge		10	91%	85%	90%	6%
○ Follow-up within 30 Days of Discharge		4	50%	90%	72%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	100%	70%	64%	30% ▲
✓ Improved/Maintained Axis V GAF Score		11	100%	95%	78%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		10	72 days	0.6	66%	90%	99%	-24% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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	17	21	-19% ▼
Admits	8	7	14% ▲
Discharges	9	13	-31% ▼
Bed Days	678	983	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	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	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	56%	70%	76%	-14% ▼
No Re-admit within 30 Days of Discharge		8	89%	85%	90%	4%
Follow-up within 30 Days of Discharge		4	80%	90%	72%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		12	71%	70%	64%	1%
Improved/Maintained Axis V GAF Score		9	90%	95%	78%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	108 days	0.6	74%	90%	99%	-16% ▼

Legend: ■ < 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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	82	-6%
Admits	45	30	50% ▲
Discharges	46	64	-28% ▼
Service Hours	79	31	159% ▲
Social Rehab/PHP/IOP Days	481	130	270% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	95%
Valid TEDS Data	96%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
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		38	83%	50%	68%	33% ▲
● Follow-up within 30 Days of Discharge		31	82%	90%	66%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		56	71%	55%	47%	16% ▲
● Not Arrested		54	68%	75%	79%	-7%
● Stable Living Situation		69	87%	95%	83%	-8%
✓ Improved/Maintained Axis V GAF Score		48	83%	75%	69%	8%
● Self Help		23	29%	60%	20%	-31% ▼
● Employed		10	13%	50%	29%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	45%	90%	60%	-45% ▼

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 49 Active Standard IOP Programs