

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	470	364	29%	▲
	Admits	455	377	21%	▲
	Discharges	363	367	-1%	
	Service Hours	1,412	1,092	29%	▲
	Bed Days	3,897	3,580	9%	

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

Consumer Satisfaction Survey

(Based on 544 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		95%	80%	91%
✓ Overall		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Access		93%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		90%	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	251	38.7%
	Residential Services	137	21.1%
	Case Management	50	7.7%
Other	Other	176	27.1%
Forensic SA	Case Management	35	5.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	46	10%	9%	Male	387	82%	59%
26-34	140	30%	22%	Female	83	18%	41%
35-44	143	30%	21%	Transgender			0%
45-54	94	20%	20%				
55-64	43	9%	20%				
65+	4	1%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	334	71%	71%	White/Caucasian	189	40%	64%
Hisp-Puerto Rican	117	25%	12%	Black/African American	150	32%	16%
Hispanic-Other	16	3%	7%	Other	124	26%	13%
Hispanic-Cuban	2	0%	0%	Am. Indian/Native Alaskan	4	1%	1%
Hispanic-Mexican	1	0%	1%	Hawaiian/Other Pacific Islander	2	0%	0%
Unknown			9%	Asian	1	0%	1%
				Multiple Races			1%
				Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	43	16% ▲
Admits	23	31	-26% ▼
Discharges	28	10	180% ▲
Service Hours	153	141	8%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		28	100%	50%	79%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		49	98%	60%	66%	38% ▲
✓ Employed		29	58%	20%	27%	38% ▲
✓ Stable Living Situation		47	94%	80%	84%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	91%	90%	76%	1%

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 8 Active Standard Case Management Programs

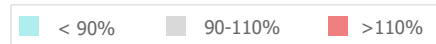
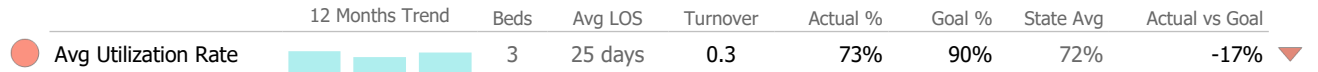
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	8	7	14% ▲
Discharges	9	7	29% ▲
Bed Days	202	217	-7%

Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

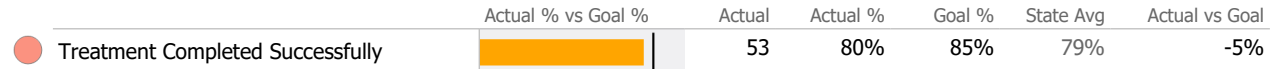


* State Avg based on 13 Active Recovery House Programs

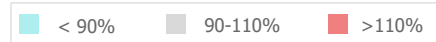
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	69	6%
Admits	63	59	7%
Discharges	66	64	3%
Bed Days	1,020	956	7%

Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	<div style="width: 20px; height: 15px; background-color: #808080;"></div>	<div style="width: 20px; height: 15px; background-color: #808080;"></div>	<div style="width: 20px; height: 15px; background-color: #808080;"></div>	100%
Discharges	<div style="width: 20px; height: 15px; background-color: #808080;"></div>	<div style="width: 20px; height: 15px; background-color: #808080;"></div>	<div style="width: 20px; height: 15px; background-color: #808080;"></div>	100%

■ 1 or more Records Submitted to DMHAS



* State Avg based on 13 Active Recovery House Programs

Program Activity

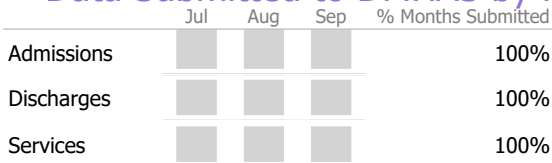
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176		
Admits	67	-	
Discharges	16	-	
Service Hours	366	-	


Data Submission Quality

Data Entry Actual State Avg



Data Submitted to DMHAS by Month



 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 6 Active Integrated Primary Care Programs

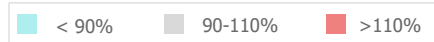
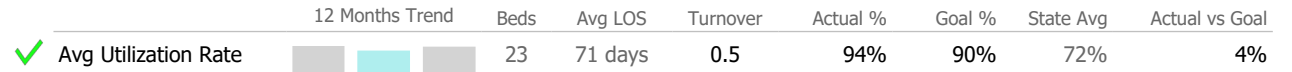
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	45	11% ▲
Admits	34	23	48% ▲
Discharges	29	26	12% ▲
Bed Days	1,998	1,806	11% ▲

Discharge Outcomes



Bed Utilization



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	8	10	-20% ▼
Admits	5	8	-38% ▼
Discharges	4	5	-20% ▼
Service Hours	59	31	87% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	57%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	88%	60%	82%	28% ▲
✓ Self Help		6	75%	60%	83%	15% ▲
✓ Stable Living Situation		7	88%	80%	31%	8%
● Employed		1	12%	20%	11%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	57%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
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	32	27	19% ▲
Admits	26	16	63% ▲
Discharges	16	20	-20% ▼
Service Hours	148	104	42% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	88%	50%	57%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	66%	60%	82%	6%
● Employed		6	19%	20%	11%	-1%
● Self Help		18	56%	60%	83%	-4%
● Stable Living Situation		14	44%	80%	31%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	57%	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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	251	269	-7%
Admits	221	221	0%
Discharges	188	224	-16% ▼
Service Hours	686	816	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	87%	90%
On-Time Periodic		
6 Month Updates	N/A	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		134	71%	50%	54%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		255	98%	75%	79%	23% ▲
● Abstinence/Reduced Drug Use		138	53%	55%	48%	-2%
● Stable Living Situation		237	92%	95%	78%	-3%
● Employed		109	42%	50%	40%	-8%
● Self Help		94	36%	60%	28%	-24% ▼
● Improved/Maintained Axis V GAF Score		80	43%	75%	47%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	99%	90%	59%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		206	97%	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	14	18	-22% ▼
Admits	8	12	-33% ▼
Discharges	7	11	-36% ▼
Bed Days	677	601	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		5	71%	70%	76%	1%
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		3	60%	90%	72%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		7	50%	70%	64%	-20% ▼
● Improved/Maintained Axis V GAF Score		6	86%	95%	78%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	89 days	0.6	92%	90%	99%	2%

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