

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,384	1,211	14% ▲
	Admits	630	598	5%
	Discharges	469	612	-23% ▼
	Service Hours	1,529	1,570	-3%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Case Management	527	37.2%
	Outpatient	193	13.6%
<b>Forensic SA</b>	Forensics Community-based	671	47.4%
<b>Mental Health</b>	Case Management	25	1.8%

### Consumer Satisfaction Survey

(Based on 215 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Access		87%	80%	88%
✓ Recovery		85%	80%	79%
✓ Outcome		85%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	197	14%	10%
26-34	339	25%	23%
35-44	333	24%	22%
45-54	252	18%	20%
55-64	197	14%	19%
65+	64	5%	7%

Gender	#	%	State Avg
Male	897	65%	60%
Female	487	35%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	513	37%	▲ 12%
Non-Hispanic	501	36%	▼ 70%
Unknown	173	13%	9%
Hispanic-Other	165	12%	8%
Hispanic-Mexican	27	2%	1%
Hispanic-Cuban	5	0%	0%

Race	#	%	State Avg
Other	478	35%	▲ 13%
White/Caucasian	418	30%	▼ 63%
Black/African American	406	29%	▲ 17%
Unknown	69	5%	5%
Asian	11	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
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	15	14	7%
Admits	1	-	
Discharges	1	-	
Service Hours	152	103	48% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	87%	85%	90%	2%

### Service Utilization

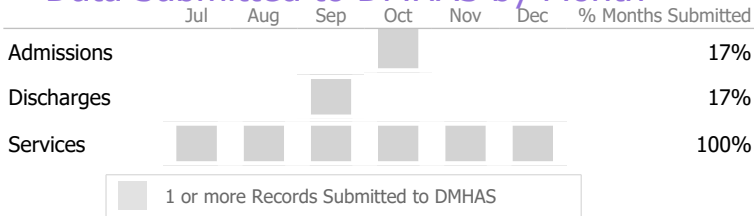
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 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	193	176	10%
Admits	98	97	1%
Discharges	58	80	-28% ▼
Service Hours	910	836	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
Valid TEDS Data	94%	90%
On-Time Periodic		
6 Month Updates	75%	24%
Co-occurring		
MH Screen Complete	98%	86%
SA Screen Complete	98%	98%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		33	57%	50%	54%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		171	86%	75%	81%	11% ▲
● Stable Living Situation		183	92%	95%	80%	-3%
● Employed		79	40%	50%	42%	-10%
● Abstinence/Reduced Drug Use		78	39%	55%	50%	-16% ▼
✓ Improved/Maintained Axis V GAF Score		107	91%	75%	54%	16% ▲
● Self Help		13	6%	60%	27%	-54% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		133	93%	90%	65%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		75	78%	75%	70%	3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

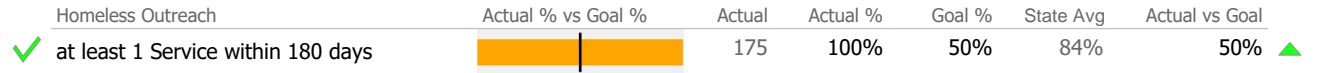
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

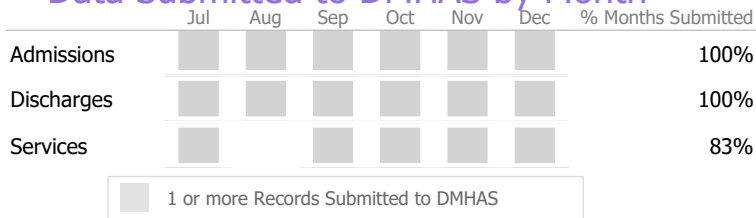
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	527	342	54% ▲
Admits	175	150	17% ▲
Discharges	11	162	-93% ▼
Service Hours	391	533	-27% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

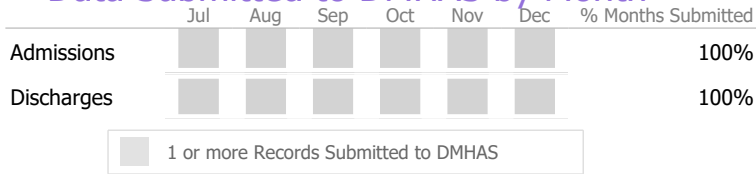
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 20 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	671	702	-4%
Admits	356	350	2%
Discharges	399	370	8%

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	77	98	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		8	80%	85%	90%	-5%

### Service Utilization

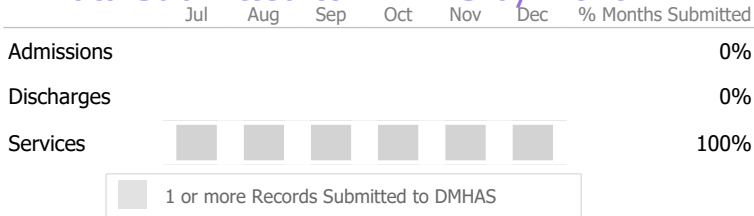
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	95%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

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