

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	991	1,111	-11% ▼
	Admits	332	403	-18% ▼
	Discharges	50	374	-87% ▼
	Service Hours	219	377	-42% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	820	82.0%
	Case Management	107	10.7%
Mental Health	Outpatient	28	2.8%
	Residential Services	2	0.2%
	Case Management	43	4.3%
Forensic SA	Case Management	43	4.3%

Consumer Satisfaction Survey

(Based on 283 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Access		81%	80%	88%
✓ Outcome		81%	80%	83%
✓ Recovery		80%	80%	79%
✓ Respect		80%	80%	91%
General Satisfaction		79%	80%	92%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	82	8%	10%	Male	742	75%	▲ 60%
26-34	302	31%	23%	Female	247	25%	▼ 40%
35-44	265	27%	22%	Transgender			0%
45-54	190	19%	20%				
55-64	123	12%	19%				
65+	28	3%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	487	49%	▼ 70%	Black/African American	389	39%	▲ 17%
Hisp-Puerto Rican	264	27%	▲ 12%	White/Caucasian	227	23%	▼ 63%
Unknown	129	13%	9%	Other	190	19%	13%
Hispanic-Other	102	10%	8%	Unknown	113	11%	5%
Hispanic-Mexican	5	1%	1%	Asian	32	3%	1%
Hispanic-Cuban	4	0%	0%	Am. Indian/Native Alaskan	20	2%	1%
				Multiple Races	18	2%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	55	-49% ▼
Admits	4	4	0%
Discharges	-	23	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
6 Month Updates	21%	58%
MH Screen Complete	100%	57%
SA Screen Complete	50%	58%
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	71%	60%	63%	11% ▲
Employed		9	32%	30%	24%	2%
Stable Living Situation		25	89%	95%	80%	-6%
Improved/Maintained Axis V GAF Score		2	8%	75%	48%	-67% ▼

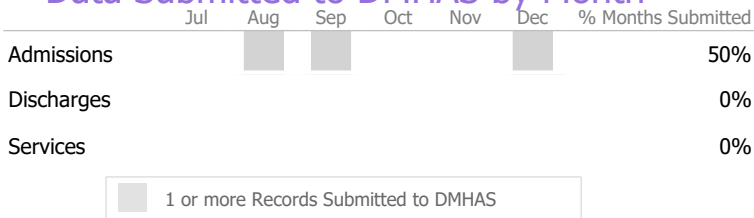
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	81%	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%	77%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	98%

Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	96%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	94%
Valid Axis V GAF Score	100%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	85%	50% ▲

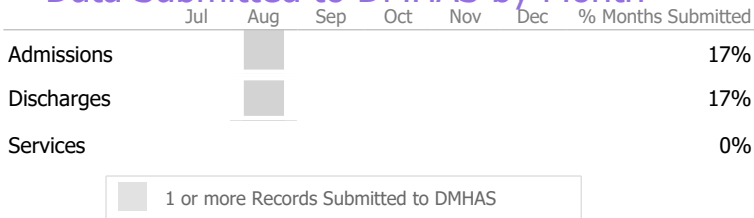
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	84%	40% ▲
✓ Stable Living Situation		2	100%	85%	98%	15% ▲
● Employed		0	0%	25%	11%	-25% ▼
● Improved/Maintained Axis V GAF Score		0	0%	95%	56%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	97%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

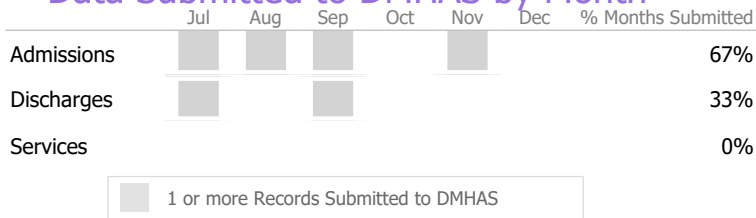
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	106	-7%
Admits	10	13	-23% ▼
Discharges	3	13	-77% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		4	40%	50%	96%	-10%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	162	285	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	89%	15% ▲

Service Utilization

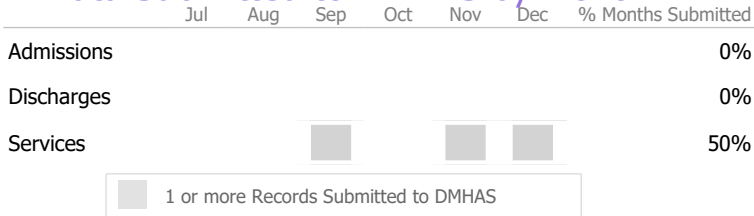
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

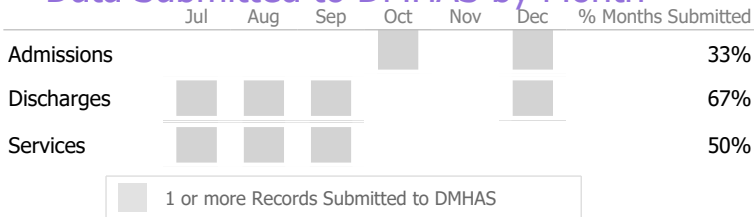
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	13	-23% ▼
Admits	5	5	0%
Discharges	5	5	0%
Service Hours	14	43	-69% ▼

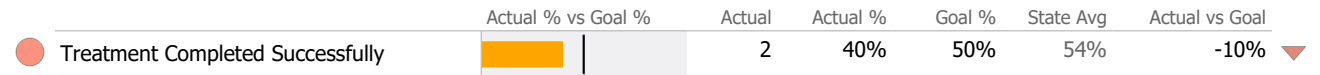
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	27%

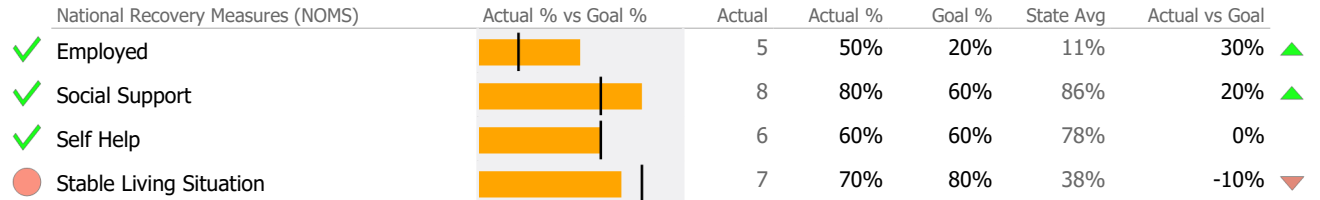
Data Submitted to DMHAS by Month



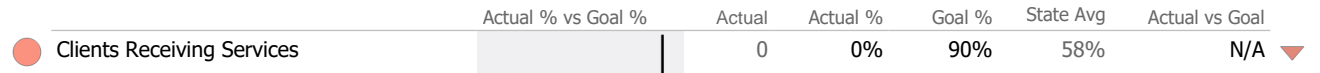
Discharge Outcomes



Recovery



Service Utilization



▲ > 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	38	31	23% ▲
Admits	15	18	-17% ▼
Discharges	31	20	55% ▲
Service Hours	44	49	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	27%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	35%	50%	54%	-15% ▼

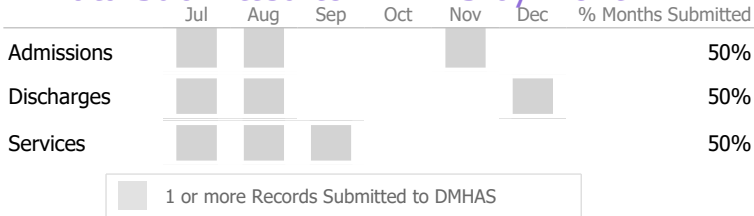
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		32	84%	60%	78%	24% ▲
✓ Social Support		25	66%	60%	86%	6%
● Employed		0	0%	20%	11%	-20% ▼
● Stable Living Situation		1	3%	80%	38%	-77% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	58%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 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	820	919	-11% ▼
Admits	297	361	-18% ▼
Discharges	10	312	-97% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	87%	90%
On-Time Periodic		
6 Month Updates	6%	24%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	93%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	20%	50%	54%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		741	90%	75%	81%	15% ▲
Abstinence/Reduced Drug Use		493	60%	55%	50%	5%
Employed		282	34%	50%	42%	-16% ▼
Stable Living Situation		546	67%	95%	80%	-28% ▼
Self Help		133	16%	60%	27%	-44% ▼
Improved/Maintained Axis V GAF Score		14	3%	75%	54%	-72% ▼

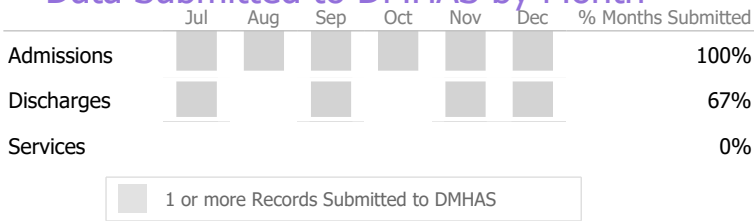
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	65%	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%	70%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs