

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,307	6,103	3%
	Admits	1,629	1,010	61% ▲
	Discharges	1,556	1,100	41% ▲
	Service Hours	21,666	25,078	-14% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	6,300	98.5%
	Case Management	99	1.5%

Consumer Satisfaction Survey

(Based on 639 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		89%	80%	91%
✓ Outcome		87%	80%	83%
✓ General Satisfaction		84%	80%	92%
✓ Recovery		82%	80%	79%
✓ Access		80%	80%	88%

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

Client Demographics

Age	#	%	State Avg
18-25	190	3%	10%
26-34	1,710	27%	23%
35-44	1,764	28%	22%
45-54	1,356	21%	20%
55-64	1,015	16%	19%
65+	272	4%	7%

Gender	#	%	State Avg
Male	3,820	61%	60%
Female	2,479	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,775	76%	70%
Hisp-Puerto Rican	1,298	21%	12%
Hispanic-Other	145	2%	8%
Unknown	72	1%	9%
Hispanic-Mexican	9	0%	1%
Hispanic-Cuban	8	0%	0%

Race	#	%	State Avg
White/Caucasian	4,880	77% ▲	63%
Other	1,023	16%	13%
Black/African American	341	5% ▼	17%
Unknown	27	0%	5%
Am. Indian/Native Alaskan	22	0%	1%
Asian	9	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	693	592	17% ▲
Admits	158	102	55% ▲
Discharges	125	98	28% ▲
Service Hours	1,549	2,439	-36% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		59	47%	50%	54%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		543	76%	50%	75%	26% ▲
Not Arrested		696	98%	75%	94%	23% ▲
Employed		376	53%	40%	45%	13% ▲
Stable Living Situation		703	99%	90%	93%	9%
Self Help		459	64%	60%	65%	4%
Improved/Maintained Axis V GAF Score		549	92%	75%	87%	17% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		574	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		427	62%	50%	67%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	793	772	3%
Admits	218	124	76% ▲
Discharges	199	128	55% ▲
Service Hours	2,862	2,880	-1%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		73	37%	50%	54%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		628	76%	50%	75%	26% ▲
Self Help		707	85%	60%	65%	25% ▲
Not Arrested		807	97%	75%	94%	22% ▲
Stable Living Situation		789	95%	90%	93%	5%
Improved/Maintained Axis V GAF Score		607	87%	75%	87%	12% ▲
Employed		261	31%	40%	45%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		613	97%	90%	94%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		467	59%	50%	67%	9%

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 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	989	896	10% ▲
Admits	272	135	101% ▲
Discharges	269	211	27% ▲
Service Hours	3,688	3,605	2%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		152	57%	50%	54%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		794	77%	50%	75%	27% ▲
Self Help		854	83%	60%	65%	23% ▲
Not Arrested		999	97%	75%	94%	22% ▲
Stable Living Situation		1,003	98%	90%	93%	8%
Improved/Maintained Axis V GAF Score		799	90%	75%	87%	15% ▲
Employed		386	38%	40%	45%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		756	100%	90%	94%	10%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		562	57%	50%	67%	7%

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

* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	54	83% ▲
Admits	34	6	467% ▲
Discharges	35	16	119% ▲
Service Hours	416	116	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	51%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	51%	50%	80%	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		69	70%	60%	71%	10%
✓ Employed		23	23%	20%	32%	3%
✓ Stable Living Situation		81	82%	80%	85%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	100%	90%	76%	10%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	796	854	-7%
Admits	148	125	18% ▲
Discharges	158	148	7%
Service Hours	2,660	3,347	-21% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		76	48%	50%	54%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		658	80%	50%	75%	30% ▲
Not Arrested		797	97%	75%	94%	22% ▲
Employed		422	52%	40%	45%	12% ▲
Stable Living Situation		805	98%	90%	93%	8%
Self Help		527	64%	60%	65%	4%
Improved/Maintained Axis V GAF Score		598	83%	75%	87%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		652	99%	90%	94%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		559	70%	50%	67%	20% ▲

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 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	988	872	13% ▲
Admits	260	164	59% ▲
Discharges	259	141	84% ▲
Service Hours	2,466	3,625	-32% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		108	42%	50%	54%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,014	98%	75%	94%	23% ▲
Abstinence/Reduced Drug Use		701	68%	50%	75%	18% ▲
Employed		473	46%	40%	45%	6%
Stable Living Situation		1,000	97%	90%	93%	7%
Self Help		660	64%	60%	65%	4%
Improved/Maintained Axis V GAF Score		769	89%	75%	87%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		759	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		610	62%	50%	67%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	637	561	14% ▲
Admits	182	92	98% ▲
Discharges	172	55	213% ▲
Service Hours	2,182	2,053	6%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		98	57%	50%	54%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		533	80%	50%	75%	30% ▲
✓ Not Arrested		650	98%	75%	94%	23% ▲
✓ Self Help		480	72%	60%	65%	12% ▲
✓ Employed		333	50%	40%	45%	10%
✓ Stable Living Situation		647	97%	90%	93%	7%
✓ Improved/Maintained Axis V GAF Score		475	86%	75%	87%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		491	100%	90%	94%	10%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		399	63%	50%	67%	13% ▲

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 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	612	618	-1%
Admits	119	85	40% ▲
Discharges	131	98	34% ▲
Service Hours	1,999	2,401	-17% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		89	68%	50%	54%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		529	84%	50%	75%	34% ▲
✓ Not Arrested		616	98%	75%	94%	23% ▲
✓ Self Help		497	79%	60%	65%	19% ▲
✓ Employed		324	52%	40%	45%	12% ▲
✓ Stable Living Situation		614	98%	90%	93%	8%
✓ Improved/Maintained Axis V GAF Score		482	88%	75%	87%	13% ▲

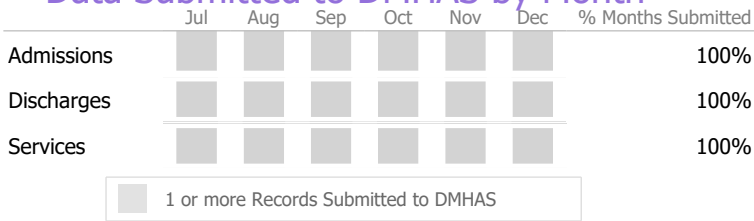
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		491	99%	90%	94%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		434	71%	50%	67%	21% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	545	521	5%
Admits	124	92	35% ▲
Discharges	103	117	-12% ▼
Service Hours	1,713	2,122	-19% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		58	56%	50%	54%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		482	87%	60%	65%	27% ▲
✓ Abstinence/Reduced Drug Use		422	76%	50%	75%	26% ▲
✓ Not Arrested		535	97%	75%	94%	22% ▲
✓ Employed		298	54%	40%	45%	14% ▲
✓ Stable Living Situation		540	97%	90%	93%	7%
✓ Improved/Maintained Axis V GAF Score		436	94%	75%	87%	19% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		442	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		342	63%	50%	67%	13% ▲

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 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	575	551	4%
Admits	114	85	34% ▲
Discharges	105	88	19% ▲
Service Hours	2,132	2,492	-14% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		57	54%	50%	54%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		500	84%	50%	75%	34% ▲
✓ Self Help		491	83%	60%	65%	23% ▲
✓ Not Arrested		584	98%	75%	94%	23% ▲
✓ Improved/Maintained Axis V GAF Score		501	96%	75%	87%	21% ▲
✓ Employed		290	49%	40%	45%	9%
✓ Stable Living Situation		585	98%	90%	93%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		485	99%	90%	94%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		405	70%	50%	67%	20% ▲

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 36 Active Methadone Maintenance Programs