

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	847	774	9%
	Admits	666	662	1%
	Discharges	697	680	3%
	Service Hours	5,111	4,745	8%
	Bed Days	8,318	8,121	2%

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

Consumer Satisfaction Survey (Based on 131 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		99%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Access		98%	80%	88%
✓ Outcome		95%	80%	83%
✓ Recovery		91%	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	556	52.0%
	Residential Services	235	22.0%
	Case Management	126	11.8%
	Medication Assisted Treatment	95	8.9%
	Employment Services	53	5.0%
Mental Health	Case Management	5	0.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	84	10%	10%	Male	513	61%	60%
26-34	257	30%	23%	Female	333	39%	40%
35-44	215	25%	22%	Transgender			0%
45-54	146	17%	20%				
55-64	124	15%	19%				
65+	21	2%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	746	88%	▲ 70%	White/Caucasian	700	83%	▲ 63%
Unknown	56	7%	9%	Black/African American	52	6%	▼ 17%
Hisp-Puerto Rican	28	3%	12%	Other	46	5%	13%
Hispanic-Other	17	2%	8%	Unknown	37	4%	5%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	7	1%	1%
Hispanic-Mexican			1%	Asian	3	0%	1%
				Hawaiian/Other Pacific Islander	2	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	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	80%	85%	90%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	95%	N/A ▼

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

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	546	605	-10%
Admits	312	380	-18% ▼
Discharges	329	405	-19% ▼
Service Hours	3,616	3,727	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
Valid TEDS Data	95%	90%
On-Time Periodic		
6 Month Updates	92%	24%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	98%
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		124	38%	50%	54%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		398	71%	55%	50%	16% ▲
Not Arrested		499	89%	75%	81%	14% ▲
Employed		265	47%	50%	42%	-3%
Stable Living Situation		509	91%	95%	80%	-4%
Improved/Maintained Axis V GAF Score		325	72%	75%	54%	-3%
Self Help		217	39%	60%	27%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		221	95%	90%	65%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		142	46%	75%	70%	-29% ▼

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	177	161	10%
Admits	162	147	10%
Discharges	161	147	10%
Bed Days	3,601	3,469	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
MH Screen Complete	97%	99%
SA Screen Complete	97%	99%
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		136	84%	80%	82%	4%
✓ No Re-admit within 30 Days of Discharge		137	85%	85%	92%	0%
● Follow-up within 30 Days of Discharge		93	68%	90%	65%	-22%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		157	87%	70%	56%	17%
✓ Improved/Maintained Axis V GAF Score		157	98%	75%	95%	23%
● Self Help		92	51%	60%	55%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	24 days	0.1	98%	90%	82%	8%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

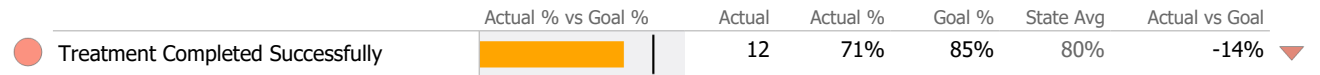
■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

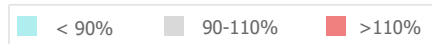
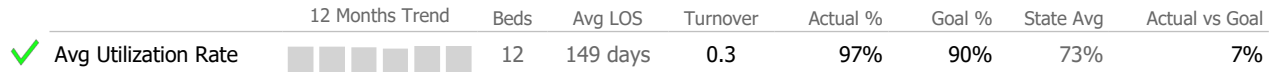
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	25	16% ▲
Admits	17	14	21% ▲
Discharges	17	14	21% ▲
Bed Days	2,149	2,125	1%

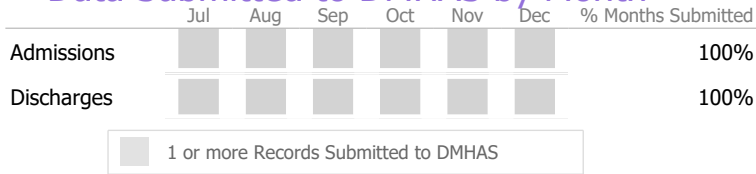
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	42	-5%
Admits	26	28	-7%
Discharges	26	28	-7%
Bed Days	2,568	2,527	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	74%
Valid TEDS Data	100%	91%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
MH Screen Complete	100%	59%
SA Screen Complete	100%	59%
Diagnosis		
Valid Axis I Diagnosis	100%	83%
Valid Axis V GAF Score	100%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	81%	85%	67%	-4%
No Re-admit within 30 Days of Discharge		24	92%	85%	86%	7%
Follow-up within 30 Days of Discharge		14	67%	90%	71%	-23%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		36	90%	70%	78%	20%
Employed		22	55%	60%	46%	-5%
Improved/Maintained Axis V GAF Score		26	100%	75%	90%	25%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	101 days	0.3	100%	90%	57%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 9 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	84%
Valid TEDS Data	N/A	99%
On-Time Periodic		
6 Month Updates	N/A	3%
Co-occurring		
MH Screen Complete	N/A	93%
SA Screen Complete	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	62%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	43%	-55% ▼
Employed		N/A	N/A	50%	27%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	58%	-75% ▼
Not Arrested		N/A	N/A	75%	83%	-75% ▼
Self Help		N/A	N/A	60%	23%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	65	46% ▲
Admits	44	43	2%
Discharges	38	24	58% ▲
Service Hours	934	635	47% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
Valid TEDS Data	99%	97%
On-Time Periodic		
6 Month Updates	97%	31%
Co-occurring		
MH Screen Complete	100%	81%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	21%	50%	45%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		84	88%	55%	50%	33% ▲
Not Arrested		86	90%	75%	71%	15% ▲
Stable Living Situation		87	91%	95%	73%	-4%
Employed		42	44%	50%	32%	-6%
Self Help		50	52%	60%	26%	-8%
Improved/Maintained Axis V GAF Score		53	78%	75%	51%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	97%	90%	55%	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

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs

Senior Outreach

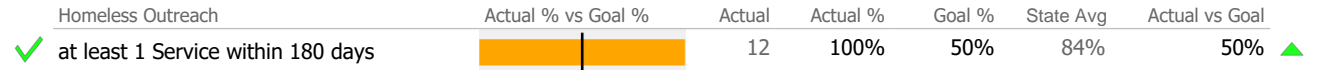
McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

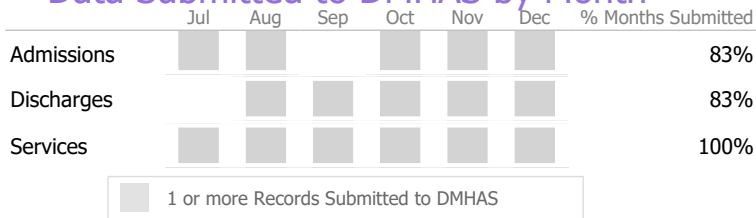
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	9	144% ▲
Admits	12	3	300% ▲
Discharges	11	4	175% ▲
Service Hours	112	32	

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	53		
Admits	25	-	
Discharges	37	-	
Service Hours	134	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		30	57%	35%	28%	22% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		11	69%	90%	61%	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		77%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		27%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under


Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	


Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Co-occurring	Actual	State Avg
MH Screen Complete		N/A
SA Screen Complete		74%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under


 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	


Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Co-occurring	Actual	State Avg
MH Screen Complete		N/A
SA Screen Complete		74%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 93%
Valid TEDS Data		N/A 97%
On-Time Periodic		
6 Month Updates		N/A 31%
Co-occurring		
MH Screen Complete		N/A 81%
SA Screen Complete		N/A 93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	50%	-55% ▼
Employed		N/A	N/A	50%	32%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Not Arrested		N/A	N/A	75%	71%	-75% ▼
Self Help		N/A	N/A	60%	26%	-60% ▼
Stable Living Situation		N/A	N/A	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	55%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	46	-43% ▼
Admits	6	21	-71% ▼
Discharges	8	30	-73% ▼
Service Hours	76	150	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	51%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	12%	50%	80%	-38% ▼

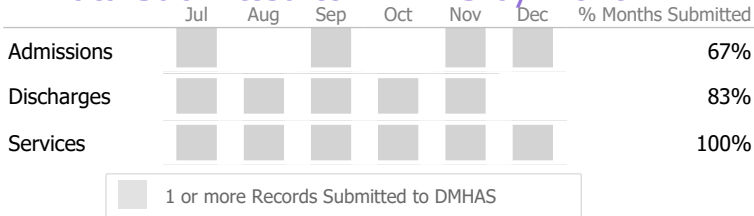
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		14	54%	20%	32%	34% ▲
✓ Self Help		21	81%	60%	71%	21% ▲
✓ Stable Living Situation		24	92%	80%	85%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		10	56%	90%	76%	-34% ▼

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	34	37	-8%
Admits	18	26	-31% ▼
Discharges	20	28	-29% ▼
Service Hours	240	201	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
Valid TEDS Data	95%	90%
On-Time Periodic		
6 Month Updates	100%	24%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	98%
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		7	35%	50%	54%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		29	83%	55%	50%	28% ▲
Not Arrested		32	91%	75%	81%	16% ▲
Stable Living Situation		32	91%	95%	80%	-4%
Employed		13	37%	50%	42%	-13% ▼
Improved/Maintained Axis V GAF Score		18	75%	75%	54%	0%
Self Help		10	29%	60%	27%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	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		8	47%	75%	70%	-28% ▼

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

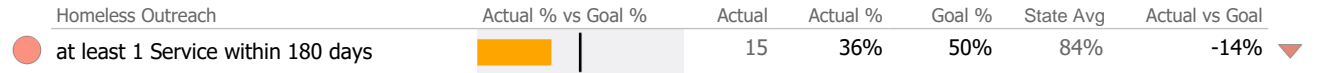
Actual | Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

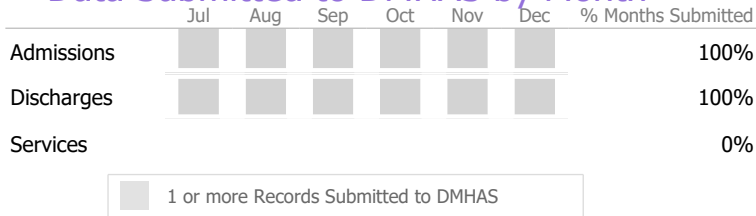
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79		
Admits	44	-	
Discharges	50	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 20 Active Outreach & Engagement Programs