

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,174	1,376	-15%	▼
	Admits	648	810	-20%	▼
	Discharges	656	1,011	-35%	▼
	Service Hours	5,953	4,096	45%	▲
	Bed Days	2,639	3,305	-20%	▼
	S.Rehab/PHP/IOP	1,188	891	33%	▲

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

Consumer Satisfaction Survey (Based on 63 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Outcome		94%	80%	83%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Recovery		86%	80%	79%
✓ Respect		83%	80%	91%
✓ Access		81%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	956	65.6%
	Case Management	233	16.0%
	IOP	151	10.4%
	Residential Services	54	3.7%
Mental Health	Case Management	63	4.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	128	11%	10%	Male	623	53%	60%
26-34	318	28%	23%	Female	551	47%	40%
35-44	313	27%	22%	Transgender			0%
45-54	236	21%	20%				
55-64	126	11%	19%				
65+	22	2%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	801	68%	70%	White/Caucasian	896	76%	▲ 63%
Hisp-Puerto Rican	251	21%	12%	Other	147	13%	13%
Hispanic-Other	78	7%	8%	Black/African American	104	9%	17%
Unknown	26	2%	9%	Unknown	13	1%	5%
Hispanic-Mexican	14	1%	1%	Am. Indian/Native Alaskan	6	1%	1%
Hispanic-Cuban	4	0%	0%	Hawaiian/Other Pacific Islander	5	0%	0%
				Asian	2	0%	1%
				Multiple Races	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	680	768	-11% ▼
Admits	339	330	3%
Discharges	330	473	-30% ▼
Service Hours	4,065	2,394	70% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
Valid TEDS Data	87%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	24%
Co-occurring	Actual	State Avg
MH Screen Complete	99%	86%
SA Screen Complete	99%	98%
Diagnosis	Actual	State Avg
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		267	81%	50%	54%	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		412	56%	55%	50%	1%
Not Arrested		527	72%	75%	81%	-3%
Stable Living Situation		568	78%	95%	80%	-17% ▼
Employed		188	26%	50%	42%	-24% ▼
Improved/Maintained Axis V GAF Score		320	60%	75%	54%	-15% ▼
Self Help		186	25%	60%	27%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		360	89%	90%	65%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		181	58%	75%	70%	-17% ▼

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

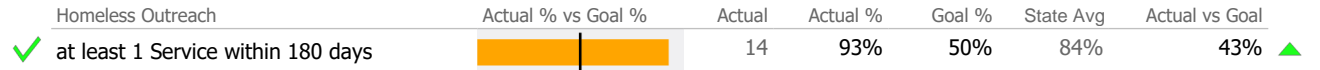
Actual | Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

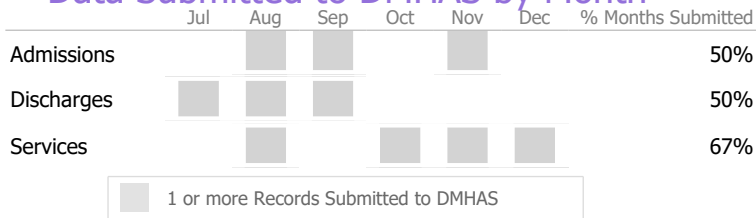
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	233	337	-31% ▼
Admits	15	124	-88% ▼
Discharges	3	117	-97% ▼
Service Hours	230	690	-67% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

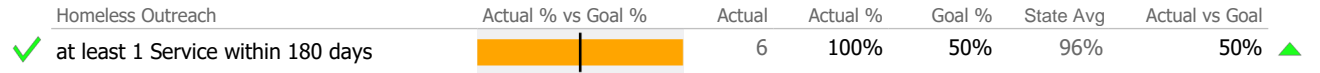
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 20 Active Outreach & Engagement Programs

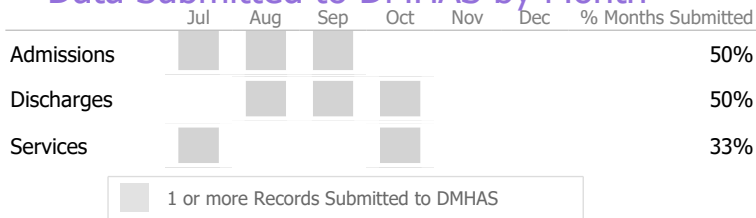
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	52	19% ▲
Admits	6	16	-63% ▼
Discharges	50	18	178% ▲
Service Hours	29	63	-55% ▼

Service Engagement



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	39	41	-5%
Admits	28	33	-15% ▼
Discharges	29	31	-6%
Service Hours	42	44	-5%
Social Rehab/PHP/IOP Days	305	237	29% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	1%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
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		28	97%	50%	55%	47% ▲
Follow-up within 30 Days of Discharge		15	54%	90%	68%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		35	88%	75%	75%	13% ▲
Improved/Maintained Axis V GAF Score		29	91%	75%	65%	16% ▲
Stable Living Situation		34	85%	95%	82%	-10%
Abstinence/Reduced Drug Use		17	42%	55%	45%	-13% ▼
Employed		13	32%	50%	28%	-18% ▼
Self Help		7	18%	60%	17%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	75%	90%	70%	-15% ▼

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	280	336	-17% ▼
Admits	137	171	-20% ▼
Discharges	132	227	-42% ▼
Service Hours	1,417	761	86% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	81%	90%
On-Time Periodic		
6 Month Updates	0%	24%
Co-occurring		
MH Screen Complete	99%	86%
SA Screen Complete	99%	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		126	95%	50%	54%	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		240	80%	75%	81%	5%
Abstinence/Reduced Drug Use		146	49%	55%	50%	-6%
Stable Living Situation		251	83%	95%	80%	-12% ▼
Employed		115	38%	50%	42%	-12% ▼
Improved/Maintained Axis V GAF Score		137	60%	75%	54%	-15% ▼
Self Help		40	13%	60%	27%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		162	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		78	61%	75%	70%	-14% ▼

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

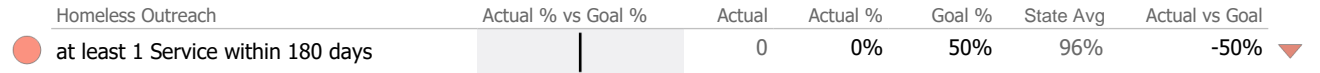
▲ > 10% Over ▼ < 10% Under

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	1	200% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	-	

Service Engagement



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

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	32	-13% ▼
Admits	20	19	5%
Discharges	19	25	-24% ▼
Bed Days	1,271	1,629	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	82%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	N/A	4%
Co-occurring		
MH Screen Complete	100%	83%
SA Screen Complete	96%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	53%	70%	75%	-17% ▼
No Re-admit within 30 Days of Discharge		17	89%	85%	91%	4%
Follow-up within 30 Days of Discharge		6	60%	90%	73%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		28	97%	70%	67%	27% ▲
Improved/Maintained Axis V GAF Score		19	100%	95%	85%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	71 days	0.3	69%	90%	92%	-21% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

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

Legend: Grey box = 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	18	11	64% ▲
Discharges	20	21	-5%
Bed Days	1,368	1,676	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	82%
Valid TEDS Data	100%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

Co-occurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	83%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	65%	70%	75%	-5%
No Re-admit within 30 Days of Discharge		16	80%	85%	91%	-5%
Follow-up within 30 Days of Discharge		12	92%	90%	73%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	81%	70%	67%	11% ▲
Improved/Maintained Axis V GAF Score		19	95%	95%	85%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	95 days	0.3	74%	90%	92%	-16% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 27 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	152	-26% ▼
Admits	85	105	-19% ▼
Discharges	73	99	-26% ▼
Service Hours	170	145	18% ▲
Social Rehab/PHP/IOP Days	883	654	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
Valid TEDS Data	97%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	1%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
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		57	78%	50%	55%	28% ▲
Follow-up within 30 Days of Discharge		42	74%	90%	68%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		85	72%	55%	45%	17% ▲
Not Arrested		83	70%	75%	75%	-5%
Stable Living Situation		101	86%	95%	82%	-9%
Improved/Maintained Axis V GAF Score		73	87%	75%	65%	12% ▲
Self Help		37	31%	60%	17%	-29% ▼
Employed		17	14%	50%	28%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	69%	90%	70%	-21% ▼

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 50 Active Standard IOP Programs