

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,259	1,644	-23% ▼
	Admits	796	916	-13% ▼
	Discharges	749	1,189	-37% ▼
	Service Hours	14,460	14,857	-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	1,259	100.0%

### Consumer Satisfaction Survey

(Based on 120 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Access		98%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Recovery		96%	80%	79%
✓ Respect		95%	80%	91%
✓ Outcome		93%	80%	83%

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

### Client Demographics

Age	#	%	State Avg
18-25	81	6%	11%
26-34	398	32%	23%
35-44	350	28%	22%
45-54	281	22%	20%
55-64	148	12%	18%
65+	1	0%	6%

Gender	#	%	State Avg
Male	674	54%	60%
Female	582	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	713	57%	▲ 10%
Non-Hispanic	479	38%	▼ 70%
Hisp-Puerto Rican	50	4%	12%
Hispanic-Other	16	1%	8%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Unknown	662	53%	▲ 5%
White/Caucasian	421	33%	▼ 62%
Black/African American	103	8%	17%
Other	60	5%	13%
Am. Indian/Native Alaskan	10	1%	1%
Asian	2	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	477	511	-7%
Admits	308	340	-9%
Discharges	323	345	-6%
Service Hours	4,540	5,337	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	44%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		209	65%	50%	80%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		416	85%	60%	73%	25% ▲
✓ Employed		167	34%	20%	33%	14% ▲
✓ Stable Living Situation		413	84%	80%	85%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		162	98%	90%	77%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	532	570	-7%
Admits	305	363	-16% ▼
Discharges	296	354	-16% ▼
Service Hours	8,900	9,518	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	85%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		449	83%	50%	83%	33% ▲
✓ Self Help		370	68%	60%	69%	8%
✓ Employed		125	23%	20%	23%	3%
● Stable Living Situation		391	72%	80%	72%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		235	95%	90%	95%	5%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

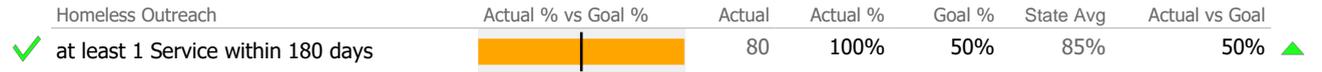
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Intensive Case Management Programs

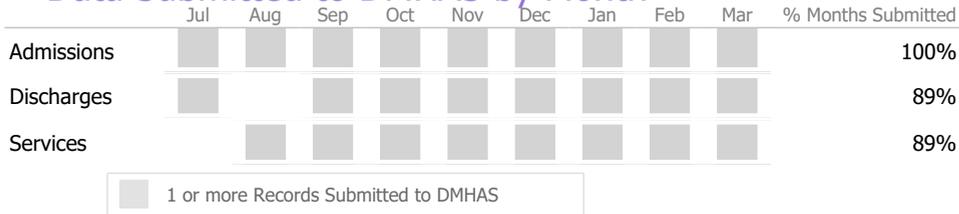
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	1	9500% ▲
Admits	84	1	8300% ▲
Discharges	39	-	
Service Hours	1,021	2	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 21 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	197	218	-10%
Admits	99	114	-13% ▼
Discharges	91	107	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	70%	44%

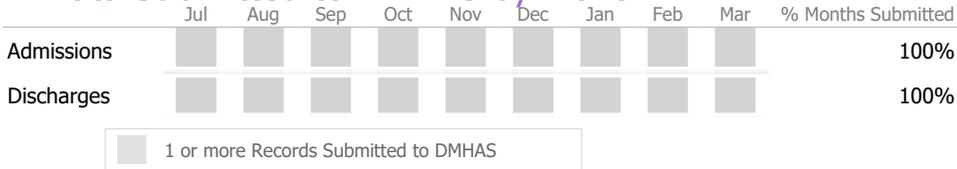
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		70	77%	50%	80%	27% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		185	92%	80%	85%	12% ▲
✓ Self Help		132	66%	60%	73%	6%
● Employed		28	14%	20%	33%	-6%

### 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