

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,574	1,478	6%
	Admits	835	893	-6%
	Discharges	1,220	838	46% ▲
	Service Hours	2,106	2,390	-12% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Forensic SA</b>			
	Forensics Community-based	832	51.4%
<b>Addiction</b>			
	Case Management	527	32.6%
	Outpatient	234	14.5%
<b>Mental Health</b>			
	Case Management	25	1.5%

### Consumer Satisfaction Survey

(Based on 215 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Access		87%	80%	88%
✓ Recovery		85%	80%	79%
✓ Outcome		85%	80%	83%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	235	15%	11%	Male	1,042	66%	60%
26-34	393	25%	23%	Female	532	34%	40%
35-44	383	24%	22%	Transgender			0%
45-54	280	18%	20%	<b>Race</b>			
55-64	214	14%	18%	Other	501	32%	▲ 13%
65+	67	4%	6%	White/Caucasian	497	32%	▼ 62%
<b>Ethnicity</b>				Black/African American	477	30%	▲ 17%
Non-Hispanic	581	37%	▼ 70%	Unknown	80	5%	5%
Hisp-Puerto Rican	578	37%	▲ 12%	Asian	15	1%	1%
Unknown	201	13%	10%	Am. Indian/Native Alaskan	2	0%	1%
Hispanic-Other	176	11%	8%	Hawaiian/Other Pacific Islander	2	0%	0%
Hispanic-Mexican	32	2%	1%	Multiple Races			1%
Hispanic-Cuban	6	0%	0%				

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	1	-	
Discharges	1	-	
Service Hours	238	154	55% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	90%	8%

### Service Utilization

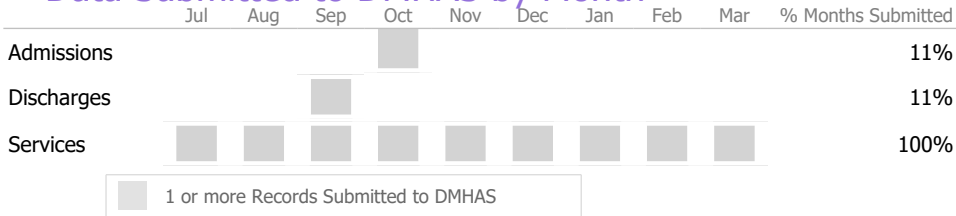
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 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	234	234	0%
Admits	139	161	-14% ▼
Discharges	105	130	-19% ▼
Service Hours	1,359	1,276	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid TEDS Data	94%	90%
On-Time Periodic		
6 Month Updates	53%	20%
Co-occurring		
MH Screen Complete	98%	88%
SA Screen Complete	97%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		52	50%	50%	52%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		204	84%	75%	82%	9%
● Stable Living Situation		223	91%	95%	82%	-4%
● Employed		97	40%	50%	43%	-10%
● Abstinence/Reduced Drug Use		97	40%	55%	51%	-15% ▼
✓ Improved/Maintained Axis V GAF Score		145	87%	75%	58%	12% ▲
● Self Help		16	7%	60%	26%	-53% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		133	96%	90%	66%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		110	81%	75%	70%	6%

### 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

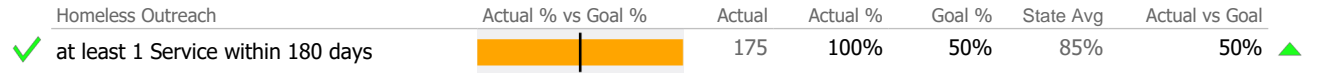
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 115 Active Standard Outpatient Programs

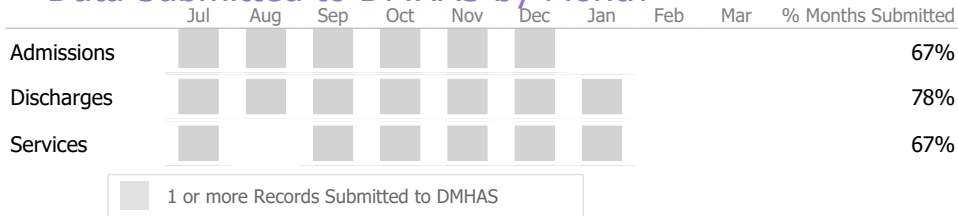
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	527	426	24% ▲
Admits	175	235	-26% ▼
Discharges	528	170	211% ▲
Service Hours	391	814	-52% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

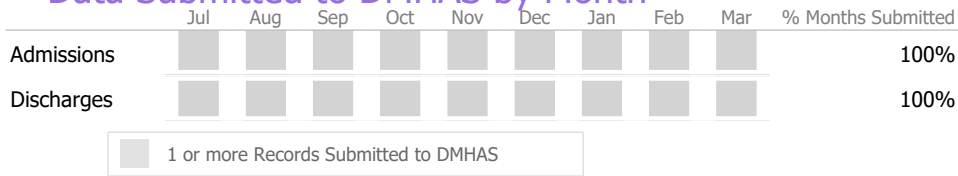
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	832	847	-2%
Admits	520	496	5%
Discharges	586	538	9%

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	119	147	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		8	80%	85%	90%	-5%

### Service Utilization

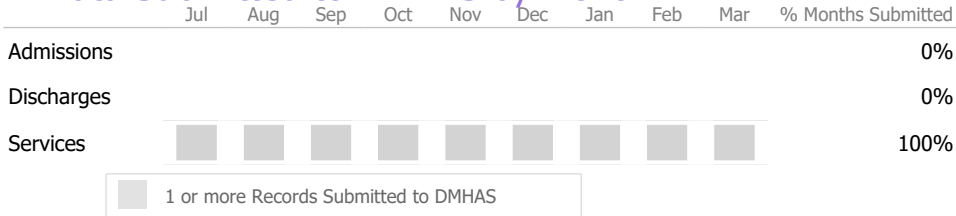
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	96%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs