

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,300	1,294	0%
	Admits	1,494	1,461	2%
	Discharges	1,477	1,506	-2%
	Service Hours	1,230	1,396	-12%
	Bed Days	4,860	5,160	-6%

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

## Consumer Satisfaction Survey

(Based on 320 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		86%	80%	91%
✓ Participation in Treatment		84%	80%	92%
✓ General Satisfaction		84%	80%	92%
✓ Overall		83%	80%	91%
✓ Outcome		82%	80%	83%
✓ Quality and Appropriateness		82%	80%	93%
✓ Recovery		80%	80%	79%
● Access		73%	80%	88%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
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## Addiction

Residential Services		1,052	77.2%
Medication Assisted Treatment		192	14.1%
Employment Services		50	3.7%
Recovery Support		11	0.8%

## Forensic SA

Case Management		37	2.7%
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## Mental Health

Case Management		21	1.5%
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## Client Demographics

Age	#	%	State Avg
18-25		59	5%
26-34		369	28%
35-44		358	28%
45-54		295	23%
55-64		191	15%
65+		28	2%

Gender	#	%	State Avg
Male		871	67%
Female		429	33%
Transgender			0%

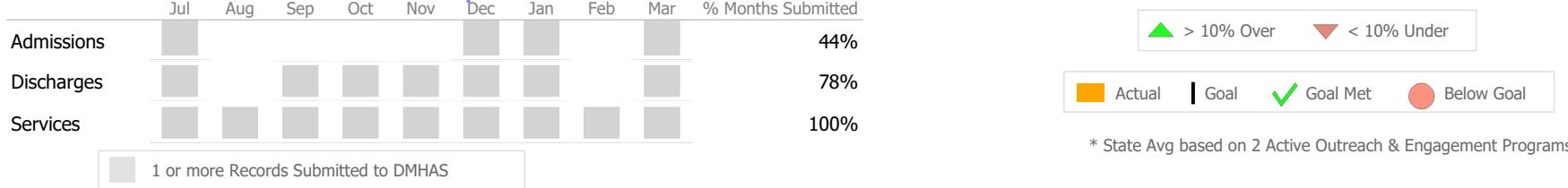
Ethnicity	#	%	State Avg
Non-Hispanic		1,074	83%  70%
Hisp-Puerto Rican		138	11%
Hispanic-Other		78	6%
Unknown		8	1%
Hispanic-Cuban		1	0%
Hispanic-Mexican		1	0%
White/Caucasian		903	69%
Black/African American		199	15%
Other		176	14%
Unknown		9	1%
Am. Indian/Native Alaskan		6	0%
Multiple Races		4	0%
Hawaiian/Other Pacific Islander		3	0%
Asian			1%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	29	28% <span style="color: green;">▲</span>
Admits	24	14	71% <span style="color: green;">▲</span>
Discharges	17	18	-6%
Service Hours	122	48	155% <span style="color: green;">▲</span>

## Data Submitted to DMHAS by Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	5	4	25%	▲
Admits	-	3	-100%	▼
Discharges	-	-		

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
Valid TEDS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	3%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	93%
SA Screen Complete	N/A	99%

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

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		5	100%	75%	86%	25% ▲
Stable Living Situation		5	100%	95%	84%	5%
Abstinence/Reduced Drug Use		3	60%	55%	39%	5%
Self Help		3	60%	60%	23%	0%
Employed		1	20%	50%	30%	-30% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75% ▼

## Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

▲ &gt; 10% Over ▼ &lt; 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 7 Active Naltrexone Programs

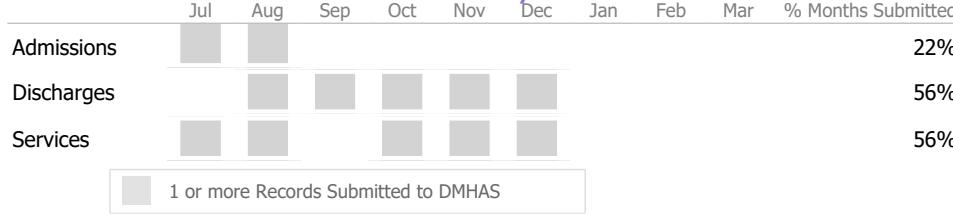
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	30	-30% <span style="color: red;">▼</span>
Admits	3	14	-79% <span style="color: red;">▼</span>
Discharges	8	13	-38% <span style="color: red;">▼</span>
Service Hours	97	232	-58% <span style="color: red;">▼</span>

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<span style="background-color: orange; border: 1px solid black; padding: 2px;"> </span>   <span style="background-color: orange; border: 1px solid black; padding: 2px;"> </span>	3	100%	50%	93%	50% <span style="color: green;">▲</span>

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

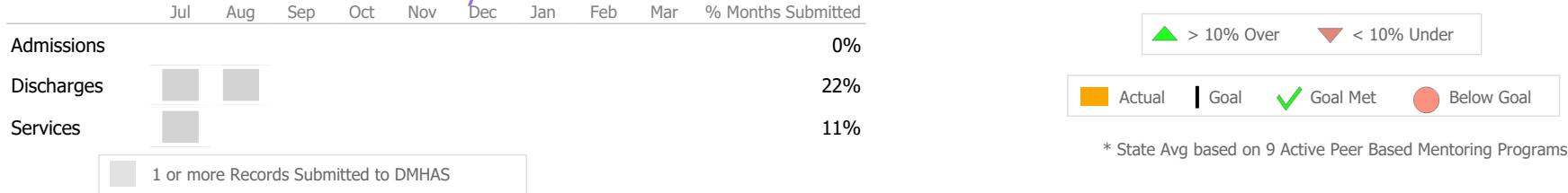
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	115	-90%	▼
Admits	-	75	-100%	▼
Discharges	11	108	-90%	▼
Service Hours	1	27	-98%	▼

## Data Submitted to DMHAS by Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,052	1,078	-2%
Admits	1,314	1,318	0%
Discharges	1,329	1,327	0%
Bed Days	4,860	5,160	-6%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %		Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual	Actual %					
Treatment Completed Successfully	<span style="width: 71%;">71%</span>	940	71%	80%	71%	-9%							
No Re-admit within 30 Days of Discharge	<span style="width: 78%;">78%</span>	1,037	78%	85%	79%	-7%							
Follow-up within 30 Days of Discharge	<span style="width: 54%;">54%</span>	504	54%	90%	54%	-36%							

## Data Submission Quality

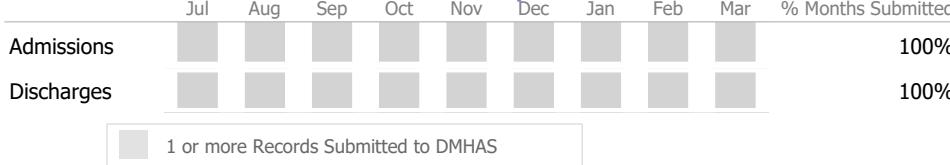
Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	<span style="width: 100%;">100%</span>	84%
<span style="color: green;">✓</span>	Valid TEDS Data	<span style="width: 100%;">100%</span>	98%

On-Time Periodic		Actual	State Avg
	6 Month Updates	<span style="width: 0%;">N/A</span>	0%

Co-occurring		Actual	State Avg
<span style="color: green;">✓</span>	MH Screen Complete	<span style="width: 100%;">100%</span>	98%
<span style="color: green;">✓</span>	SA Screen Complete	<span style="width: 100%;">100%</span>	98%

Diagnosis		Actual	State Avg
<span style="color: green;">✓</span>	Valid Axis I Diagnosis	<span style="width: 100%;">100%</span>	100%
<span style="color: green;">✓</span>	Valid Axis V GAF Score	<span style="width: 100%;">100%</span>	100%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

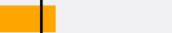
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

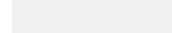
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	4	1150%	▲
Admits	37	3	1133%	▲
Discharges	8	-		
Service Hours	-		-100%	▼

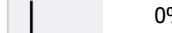
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		21	42%	35%	29%	7%

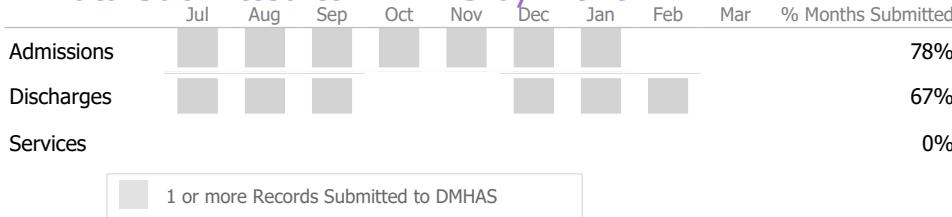
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	65%	N/A

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
● 6 Month Updates		0%

## Data Submitted to DMHAS by Month



▲ > 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	187	120	56% <span style="color: green;">▲</span>
Admits	116	34	241% <span style="color: green;">▲</span>
Discharges	104	40	160% <span style="color: green;">▲</span>
Service Hours	1,011	1,089	-7% <span style="color: grey;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
<span style="color: green;">✓</span>	Valid NOMS Data	100%	93%
<span style="color: green;">✓</span>	Valid TEDS Data	99%	96%
On-Time Periodic			
<span style="color: green;">✓</span>	6 Month Updates	100%	33%
Co-occurring			
<span style="color: green;">✓</span>	MH Screen Complete	100%	83%
<span style="color: green;">✓</span>	SA Screen Complete	100%	94%
Diagnosis			
<span style="color: green;">✓</span>	Valid Axis I Diagnosis	100%	99%
	Valid Axis V GAF Score	97%	98%

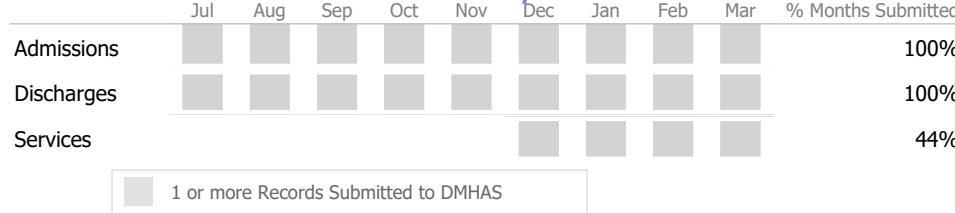
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully	<span style="color: orange;">█</span>	16	15%	50%	40%	-35% <span style="color: red;">▼</span>
<b>Recovery</b>						
<span style="color: green;">✓</span> Not Arrested	<span style="color: orange;">█</span>	189	97%	75%	74%	22% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Abstinence/Reduced Drug Use	<span style="color: orange;">█</span>	115	59%	55%	53%	4% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Stable Living Situation	<span style="color: orange;">█</span>	193	99%	95%	76%	4% <span style="color: green;">▲</span>
<span style="color: green;">✓</span> Employed	<span style="color: orange;">█</span>	97	50%	50%	32%	0% <span style="color: grey;">▼</span>
<span style="color: red;">●</span> Self Help	<span style="color: orange;">█</span>	28	14%	60%	26%	-46% <span style="color: red;">▼</span>
<span style="color: red;">●</span> Improved/Maintained Axis V GAF Score	<span style="color: orange;">█</span>	45	26%	75%	51%	-49% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Clients Receiving Services	<span style="color: orange;">█</span>	92	99%	90%	52%	9% <span style="color: green;">▲</span>

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Buprenorphine Maintenance Programs