

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,727	6,397	5%
	Admits	2,513	1,578	59% ▲
	Discharges	2,319	1,734	34% ▲
	Service Hours	31,467	33,441	-6%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	6,720	98.4%
	Case Management	108	1.6%

Consumer Satisfaction Survey (Based on 639 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		89%	80%	91%
✓ Outcome		87%	80%	83%
✓ General Satisfaction		84%	80%	92%
✓ Recovery		82%	80%	79%
✓ Access		80%	80%	88%

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

Client Demographics

Age	#	%	State Avg
18-25	211	3%	11%
26-34	1,830	27%	23%
35-44	1,911	28%	22%
45-54	1,438	21%	20%
55-64	1,052	16%	18%
65+	285	4%	6%

Gender	#	%	State Avg
Male	4,097	61%	60%
Female	2,622	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	5,089	76%	70%
Hisp-Puerto Rican	1,366	20%	12%
Hispanic-Other	174	3%	8%
Unknown	81	1%	10%
Hispanic-Mexican	9	0%	1%
Hispanic-Cuban	8	0%	0%

Race	#	%	State Avg
White/Caucasian	5,203	77% ▲	62%
Other	1,090	16%	13%
Black/African American	367	5% ▼	17%
Unknown	28	0%	5%
Am. Indian/Native Alaskan	23	0%	1%
Asian	10	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Multiple Races	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	741	636	17% ▲
Admits	227	154	47% ▲
Discharges	183	140	31% ▲
Service Hours	2,508	3,106	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	97%	98%
SA Screen Complete	97%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		92	50%	50%	57%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		599	77%	50%	74%	27% ▲
✓ Not Arrested		765	98%	75%	94%	23% ▲
✓ Self Help		586	75%	60%	65%	15% ▲
✓ Employed		401	51%	40%	44%	11% ▲
✓ Stable Living Situation		771	98%	90%	93%	8%
✓ Improved/Maintained Axis V GAF Score		617	92%	75%	87%	17% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		589	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		462	62%	50%	66%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services		■	■	■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	873	817	7%
Admits	328	186	76% ▲
Discharges	299	269	11% ▲
Service Hours	4,240	3,675	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		116	39%	50%	57%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		686	73%	50%	74%	23% ▲
Not Arrested		918	98%	75%	94%	23% ▲
Self Help		705	75%	60%	65%	15% ▲
Stable Living Situation		885	94%	90%	93%	4%
Improved/Maintained Axis V GAF Score		691	86%	75%	87%	11% ▲
Employed		290	31%	40%	44%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		626	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		507	58%	50%	66%	8%

Data Submitted to DMHAS by Month

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

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* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,102	1,029	7%
Admits	416	283	47% ▲
Discharges	406	289	40% ▲
Service Hours	5,332	4,784	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		236	58%	50%	57%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		860	73%	50%	74%	23% ▲
✓ Self Help		942	80%	60%	65%	20% ▲
✓ Not Arrested		1,134	97%	75%	94%	22% ▲
✓ Stable Living Situation		1,139	97%	90%	93%	7%
✓ Improved/Maintained Axis V GAF Score		924	90%	75%	87%	15% ▲
○ Employed		414	35%	40%	44%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		747	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		661	60%	50%	66%	10%

Data Submitted to DMHAS by Month

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

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* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	80	35% ▲
Admits	43	32	34% ▲
Discharges	46	21	119% ▲
Service Hours	582	197	196% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	86%	44%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	54%	50%	80%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		75	69%	60%	73%	9%
✓ Employed		26	24%	20%	33%	4%
✓ Stable Living Situation		90	83%	80%	85%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	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	■	■	■	■	■	■	■	■	■	89%

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■ 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	858	881	-3%
Admits	228	167	37% ▲
Discharges	210	228	-8%
Service Hours	3,845	4,250	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		117	56%	50%	57%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		693	77%	50%	74%	27% ▲
✓ Not Arrested		875	97%	75%	94%	22% ▲
✓ Employed		451	50%	40%	44%	10%
✓ Stable Living Situation		883	98%	90%	93%	8%
✓ Self Help		571	64%	60%	65%	4%
✓ Improved/Maintained Axis V GAF Score		637	81%	75%	87%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		670	97%	90%	94%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		590	69%	50%	66%	19% ▲

Data Submitted to DMHAS by Month

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

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▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,058	926	14% ▲
Admits	362	234	55% ▲
Discharges	378	213	77% ▲
Service Hours	3,642	4,571	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	95%	92%
Co-occurring		
MH Screen Complete	99%	98%
SA Screen Complete	99%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		177	47%	50%	57%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,115	98%	75%	94%	23% ▲
Abstinence/Reduced Drug Use		760	67%	50%	74%	17% ▲
Self Help		739	65%	60%	65%	5%
Employed		510	45%	40%	44%	5%
Stable Living Situation		1,090	96%	90%	93%	6%
Improved/Maintained Axis V GAF Score		866	88%	75%	87%	13% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		743	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		648	61%	50%	66%	11% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■		■	■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	748	603	24% ▲
Admits	306	139	120% ▲
Discharges	239	120	99% ▲
Service Hours	2,990	3,231	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	97%	98%
SA Screen Complete	97%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		153	64%	50%	57%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		613	78%	50%	74%	28% ▲
Not Arrested		766	97%	75%	94%	22% ▲
Employed		383	48%	40%	44%	8%
Self Help		525	66%	60%	65%	6%
Stable Living Situation		764	97%	90%	93%	7%
Improved/Maintained Axis V GAF Score		536	84%	75%	87%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		537	97%	90%	94%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		421	56%	50%	66%	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 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	681	637	7%
Admits	206	116	78% ▲
Discharges	238	160	49% ▲
Service Hours	2,772	3,542	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Co-occurring	Actual	State Avg
MH Screen Complete	99%	98%
SA Screen Complete	99%	98%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		185	78%	50%	57%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		584	82%	50%	74%	32% ▲
✓ Not Arrested		696	97%	75%	94%	22% ▲
✓ Self Help		541	76%	60%	65%	16% ▲
✓ Employed		367	51%	40%	44%	11% ▲
✓ Stable Living Situation		700	98%	90%	93%	8% ▲
✓ Improved/Maintained Axis V GAF Score		541	89%	75%	87%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		467	97%	90%	94%	7% ▲

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		450	66%	50%	66%	16% ▲

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 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	587	556	6%
Admits	182	147	24% ▲
Discharges	160	172	-7%
Service Hours	2,506	2,728	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	96%	98%
SA Screen Complete	96%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		97	61%	50%	57%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		521	85%	60%	65%	25% ▲
✓ Abstinence/Reduced Drug Use		452	74%	50%	74%	24% ▲
✓ Not Arrested		583	95%	75%	94%	20% ▲
✓ Employed		318	52%	40%	44%	12% ▲
✓ Improved/Maintained Axis V GAF Score		492	92%	75%	87%	17% ▲
✓ Stable Living Situation		591	97%	90%	93%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		444	98%	90%	94%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		370	63%	50%	66%	13% ▲

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 36 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	663	582	14% ▲
Admits	215	120	79% ▲
Discharges	160	122	31% ▲
Service Hours	3,050	3,358	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	98%	98%
SA Screen Complete	98%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		95	59%	50%	57%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		560	80%	50%	74%	30% ▲
✓ Self Help		557	80%	60%	65%	20% ▲
✓ Not Arrested		679	98%	75%	94%	23% ▲
✓ Employed		342	49%	40%	44%	9%
✓ Stable Living Situation		682	98%	90%	93%	8%
✓ Improved/Maintained Axis V GAF Score		552	96%	75%	87%	21% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		519	97%	90%	94%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		428	65%	50%	66%	15% ▲

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

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