

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	876	802	9%
	Admits	1,245	1,133	10%
	Discharges	1,084	1,074	1%
	Service Hours	4,513	3,349	35% ▲
	Bed Days	12,065	10,376	16% ▲

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

### Consumer Satisfaction Survey

(Based on 544 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		95%	80%	91%
✓ Overall		95%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Access		93%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		90%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	527	40.6%
	Residential Services	280	21.6%
	Case Management	101	7.8%
<b>Other</b>	Other	317	24.4%
<b>Forensic SA</b>	Case Management	74	5.7%

### Client Demographics

Age	#	%	State Avg
18-25	106	12%	11%
26-34	270	31%	23%
35-44	268	31%	22%
45-54	151	17%	20%
55-64	73	8%	18%
65+	7	1%	6%

Gender	#	%	State Avg
Male	712	81%	▲ 60%
Female	164	19%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	608	69%	70%
Hisp-Puerto Rican	224	26%	▲ 12%
Hispanic-Other	31	4%	8%
Hispanic-Mexican	8	1%	1%
Hispanic-Cuban	5	1%	0%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	345	39%	▼ 62%
Black/African American	284	32%	▲ 17%
Other	237	27%	▲ 13%
Am. Indian/Native Alaskan	6	1%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%
Unknown			5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	89	13% ▲
Admits	74	78	-5%
Discharges	69	64	8%
Service Hours	455	494	-8%

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		69	100%	50%	80%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		60	59%	20%	33%	39% ▲
✓ Self Help		99	98%	60%	73%	38% ▲
✓ Stable Living Situation		99	98%	80%	85%	18% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	77%	7%

### 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

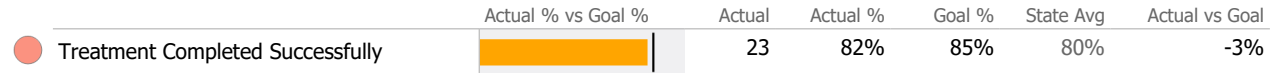
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

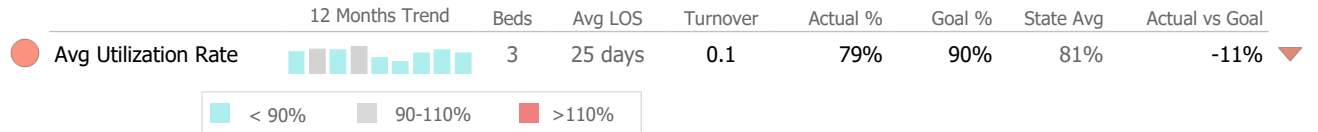
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	25	12% ▲
Admits	26	22	18% ▲
Discharges	28	24	17% ▲
Bed Days	652	702	-7%

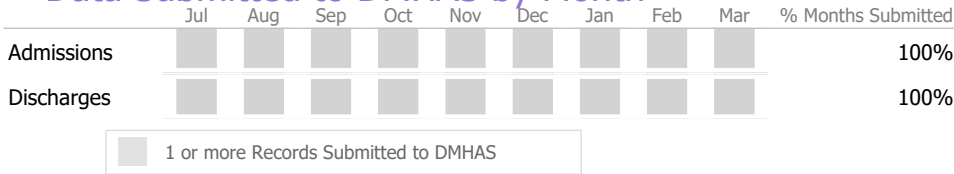
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month

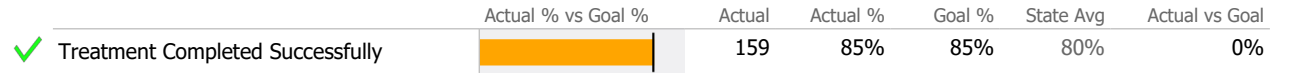


\* State Avg based on 13 Active Recovery House Programs

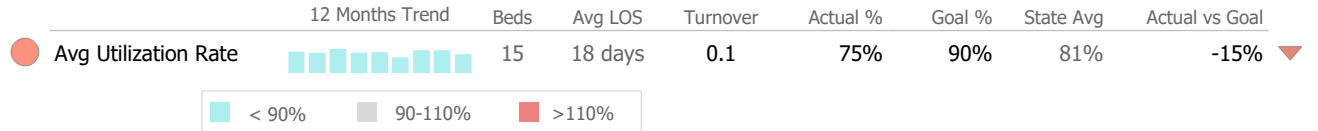
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	170	-4%
Admits	177	171	4%
Discharges	186	172	8%
Bed Days	3,091	2,677	15% ▲

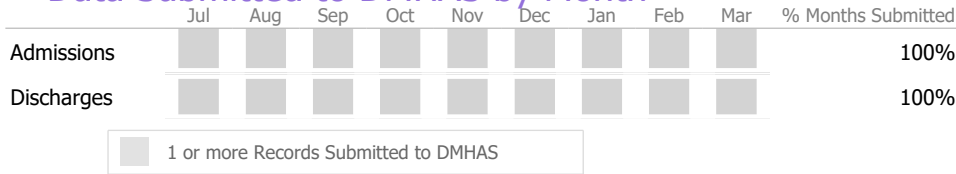
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 13 Active Recovery House Programs

### Program Activity

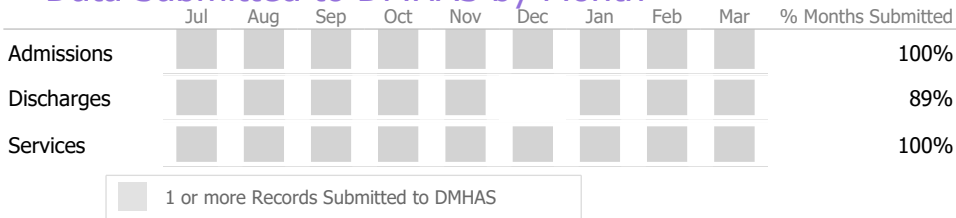
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	317	50	534% ▲
Admits	208	50	316% ▲
Discharges	75	2	3650% ▲
Service Hours	1,351	125	

### Data Submission Quality

Data Entry	Actual	State Avg
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### Data Submitted to DMHAS by Month

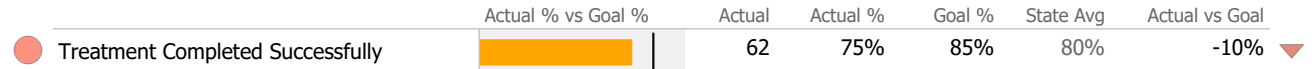


\* State Avg based on 6 Active Integrated Primary Care Programs

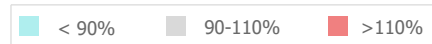
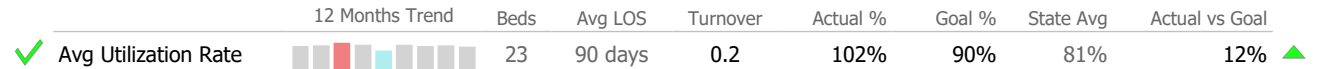
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	82	20% ▲
Admits	88	64	38% ▲
Discharges	83	65	28% ▲
Bed Days	6,422	5,282	22% ▲

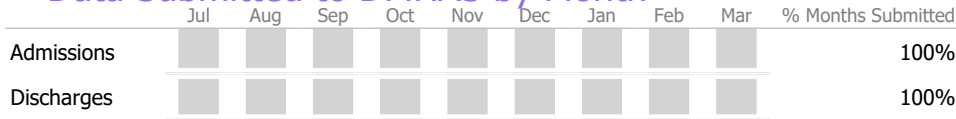
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



█ 1 or more Records Submitted to DMHAS



\* State Avg based on 13 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	26	-12% ▼
Admits	20	24	-17% ▼
Discharges	18	21	-14% ▼
Service Hours	147	140	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	67%	50%	56%	17% ▲

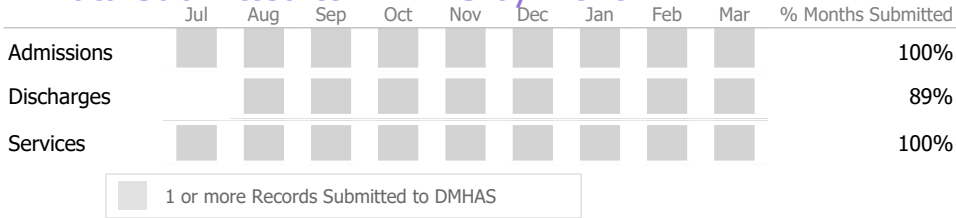
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	96%	60%	86%	36% ▲
✓ Employed		5	22%	20%	15%	2%
● Stable Living Situation		18	78%	80%	44%	-2%
● Self Help		11	48%	60%	75%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	53%	10%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	74	-5%
Admits	64	63	2%
Discharges	55	55	0%
Service Hours	496	413	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		50	91%	50%	56%	41% ▲

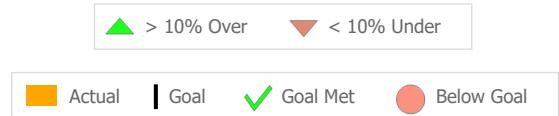
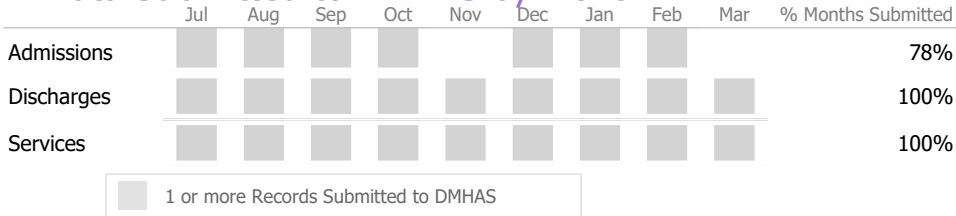
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		59	84%	60%	86%	24% ▲
● Employed		11	16%	20%	15%	-4%
● Self Help		34	49%	60%	75%	-11% ▼
● Stable Living Situation		45	64%	80%	44%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	53%	10%

### Data Submitted to DMHAS by Month



\* State Avg based on 8 Active Standard Case Management Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	527	625	-16% ▼
Admits	566	639	-11% ▼
Discharges	549	647	-15% ▼
Service Hours	2,064	2,177	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid TEDS Data	89%	90%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	20%
<b>Co-occurring</b>		
MH Screen Complete	100%	88%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
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		399	73%	50%	52%	23% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		570	94%	75%	82%	19% ▲
● Abstinence/Reduced Drug Use		315	52%	55%	51%	-3%
● Stable Living Situation		550	91%	95%	82%	-4%
● Employed		222	37%	50%	43%	-13% ▼
● Self Help		196	32%	60%	26%	-28% ▼
● Improved/Maintained Axis V GAF Score		244	44%	75%	58%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	98%	90%	66%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		482	98%	75%	70%	23% ▲

### 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	27	28	-4%
Admits	22	22	0%
Discharges	21	24	-13% ▼
Bed Days	1,900	1,715	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
Valid TEDS Data	100%	94%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	40%
<b>Co-occurring</b>		
MH Screen Complete	100%	85%
SA Screen Complete	100%	85%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	67%	70%	76%	-3%
No Re-admit within 30 Days of Discharge		20	95%	85%	92%	10%
Follow-up within 30 Days of Discharge		6	43%	90%	72%	-47% ▼

### Recovery

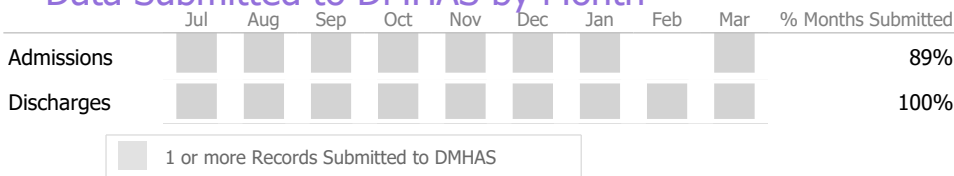
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		21	75%	70%	71%	5%
Improved/Maintained Axis V GAF Score		19	90%	95%	89%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	107 days	0.2	86%	90%	99%	-4%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs