

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,427	1,855	-23% ▼
	Admits	1,002	1,175	-15% ▼
	Discharges	924	1,446	-36% ▼
	Service Hours	17,499	19,414	-10%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	1,427	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	92	6%	11%
26-34	452	32%	23%
35-44	404	28%	22%
45-54	316	22%	20%
55-64	161	11%	18%
65+	2	0%	6%

Gender	#	%	State Avg
Male	768	54%	60%
Female	656	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Unknown	793	56%	▲ 11%
Non-Hispanic	557	39%	▼ 69%
Hisp-Puerto Rican	59	4%	11%
Hispanic-Other	16	1%	8%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
Unknown	702	49%	▲ 6%
White/Caucasian	506	35%	▼ 62%
Black/African American	121	8%	17%
Other	72	5%	13%
Am. Indian/Native Alaskan	12	1%	1%
Multiple Races	9	1%	1%
Asian	4	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	542	605	-10% ▼
Admits	378	450	-16% ▼
Discharges	374	461	-19% ▼
Service Hours	5,450	6,538	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		234	63%	50%	78%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		471	84%	60%	74%	24% ▲
✓ Employed		209	37%	20%	35%	17% ▲
✓ Stable Living Situation		475	85%	80%	86%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		181	98%	90%	80%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	616	660	-7%
Admits	400	465	-14% ▼
Discharges	377	453	-17% ▼
Service Hours	10,757	12,813	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	86%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		532	83%	50%	84%	33% ▲
✓ Self Help		412	64%	60%	66%	4%
✓ Employed		146	23%	20%	24%	3%
● Stable Living Situation		461	72%	80%	73%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		251	95%	90%	95%	5%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

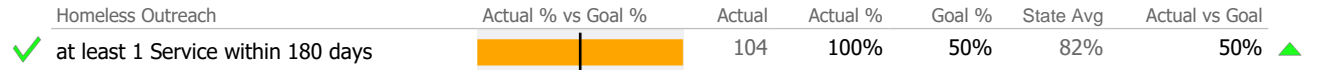
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Intensive Case Management Programs

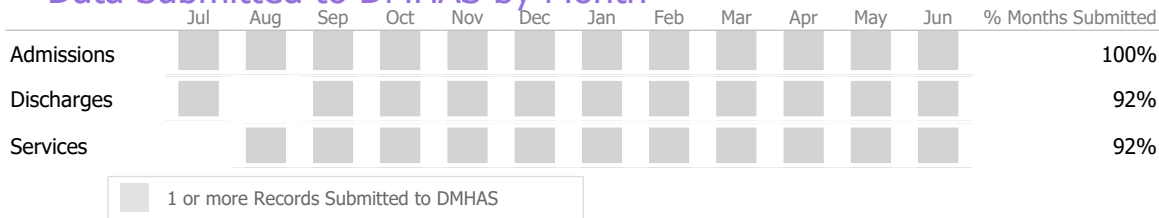
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	19	532% ▲
Admits	109	19	474% ▲
Discharges	61	1	6000% ▲
Service Hours	1,292	63	

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	210	244	-14% ▼
Admits	115	143	-20% ▼
Discharges	112	148	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	75%	49%

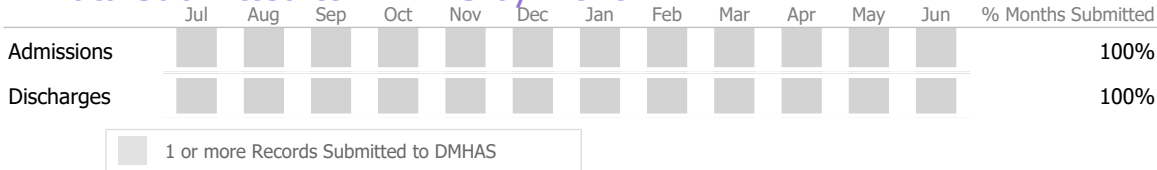
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		82	73%	50%	78%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		200	92%	80%	86%	12% ▲
Self Help		153	71%	60%	74%	11% ▲
Employed		33	15%	20%	35%	-5%

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