

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,330	1,491	-11% ▼
	Admits	735	847	-13% ▼
	Discharges	111	951	-88% ▼
	Service Hours	587	830	-29% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	1,122	82.6%
	Case Management	135	9.9%
<b>Mental Health</b>	Outpatient	31	2.3%
	Residential Services	3	0.2%
	Case Management	68	5.0%
<b>Forensic SA</b>	Case Management	68	5.0%

### Consumer Satisfaction Survey

(Based on 283 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Access		81%	80%	88%
✓ Outcome		81%	80%	83%
✓ Recovery		80%	80%	79%
✓ Respect		80%	80%	91%
General Satisfaction		79%	80%	92%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	102	8%	11%	Male	1,013	76%	▲ 60%
26-34	404	30%	23%	Female	315	24%	▼ 40%
35-44	362	27%	22%	Transgender			0%
45-54	261	20%	20%				
55-64	164	12%	18%				
65+	36	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	638	48%	▼ 69%	Black/African American	483	36%	▲ 17%
Hisp-Puerto Rican	332	25%	▲ 11%	Other	313	24%	▲ 13%
Unknown	183	14%	11%	White/Caucasian	285	21%	▼ 62%
Hispanic-Other	168	13%	8%	Unknown	163	12%	6%
Hispanic-Mexican	5	0%	1%	Asian	35	3%	1%
Hispanic-Cuban	4	0%	0%	Am. Indian/Native Alaskan	26	2%	1%
				Multiple Races	23	2%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	59	-47% ▼
Admits	29	8	263% ▲
Discharges	4	53	-92% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
6 Month Updates	0%	56%
MH Screen Complete	100%	61%
SA Screen Complete	10%	61%
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	39%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		27	77%	60%	64%	17% ▲
Employed		14	40%	30%	25%	10% ▲
Stable Living Situation		33	94%	95%	81%	-1%
Improved/Maintained Axis V GAF Score		4	12%	75%	55%	-63% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	85%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	2	3	-33% ▼
Discharges	1	2	-50% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	98%
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	76%	50% ▲

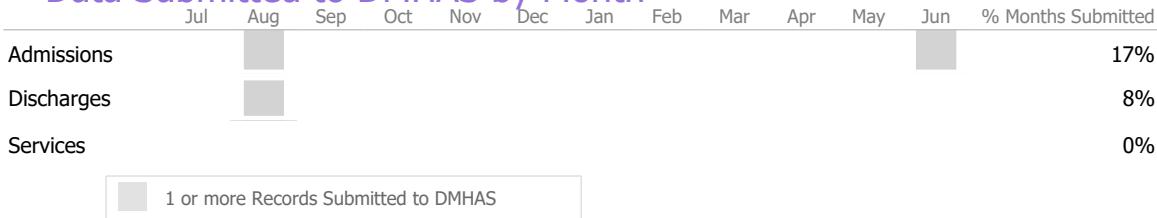
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	83%	40% ▲
Stable Living Situation		3	100%	85%	98%	15% ▲
Employed		0	0%	25%	10%	-25% ▼
Improved/Maintained Axis V GAF Score		0	0%	95%	61%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	99%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

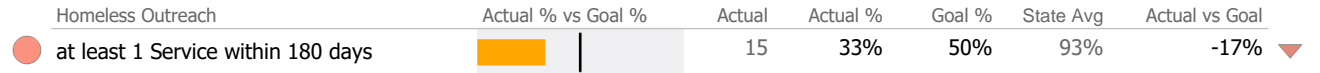
Actual | Goal    Goal Met    Below Goal

\* State Avg based on 25 Active Residential Support Programs

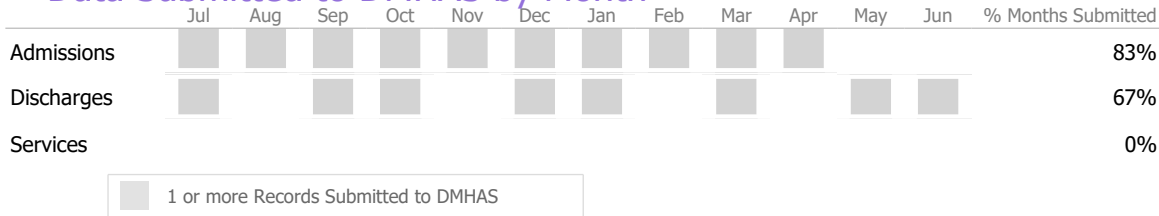
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	106	19% ▲
Admits	45	20	125% ▲
Discharges	15	24	-38% ▼
Service Hours	-	-	

### Service Engagement



### 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	9	8	13% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	530	561	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	89%	15% ▲

### Service Utilization

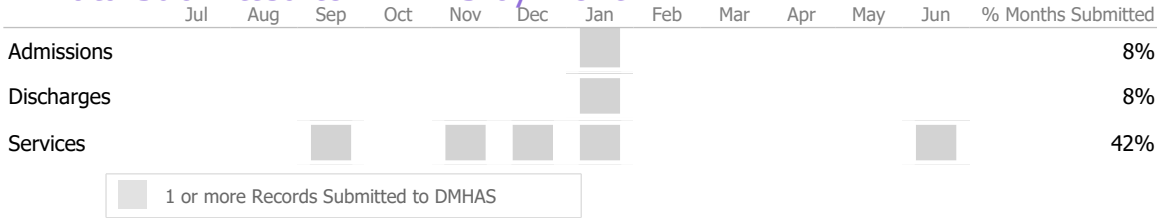
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		91%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 99 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	28	-43% ▼
Admits	11	20	-45% ▼
Discharges	7	23	-70% ▼
Service Hours	14	120	-89% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	25%	14%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	50%	55%	-7%

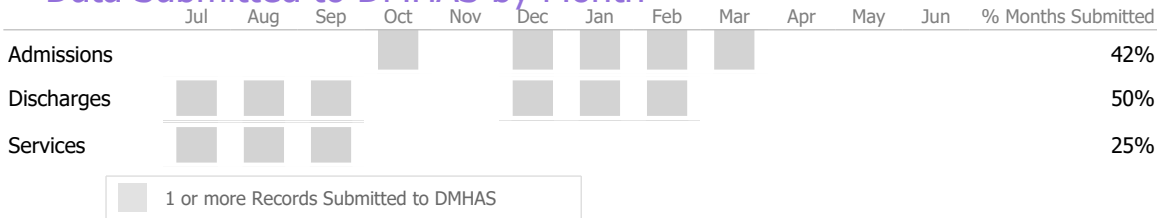
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	88%	60%	85%	28% ▲
Employed		6	38%	20%	15%	18% ▲
Self Help		9	56%	60%	72%	-4%
Stable Living Situation		12	75%	80%	51%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	38%	N/A ▼

### 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	63	69	-9%
Admits	40	56	-29% ▼
Discharges	38	46	-17% ▼
Service Hours	44	148	-70% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	14%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		17	45%	50%	55%	-5%

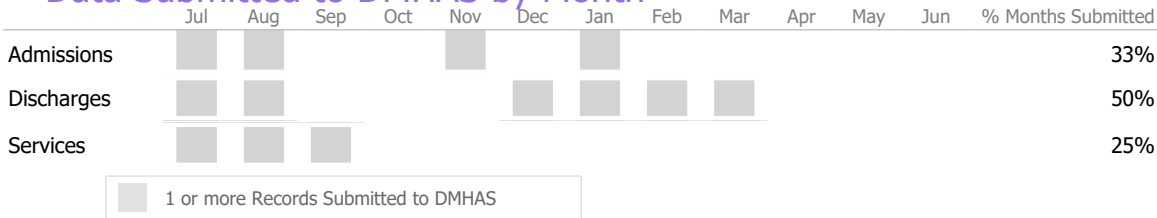
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		45	71%	60%	72%	11% ▲
✓ Social Support		38	60%	60%	85%	0%
● Employed		0	0%	20%	15%	-20% ▼
● Stable Living Situation		2	3%	80%	51%	-77% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	38%	N/A ▼

### Data Submitted to DMHAS by Month



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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	1,122	1,278	-12% ▼
Admits	607	740	-18% ▼
Discharges	45	803	-94% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
Valid TEDS Data	88%	89%
<b>On-Time Periodic</b>		
6 Month Updates	1%	20%
<b>Co-occurring</b>		
MH Screen Complete	86%	88%
SA Screen Complete	80%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	7%	50%	48%	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,059	93%	75%	82%	18% ▲
Abstinence/Reduced Drug Use		705	62%	55%	53%	7%
Employed		363	32%	50%	40%	-18% ▼
Stable Living Situation		719	63%	95%	81%	-32% ▼
Self Help		153	13%	60%	27%	-47% ▼
Improved/Maintained Axis V GAF Score		50	6%	75%	56%	-69% ▼

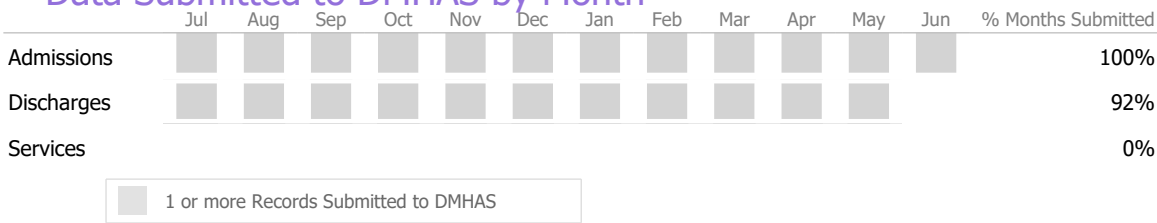
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	62%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	66%	-75% ▼

### Data Submitted to DMHAS by Month



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█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs