

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,402	1,794	-22% ▼
	Admits	1,143	1,651	-31% ▼
	Discharges	1,019	1,820	-44% ▼
	Service Hours	11,544	9,976	16% ▲
	Bed Days	5,155	6,441	-20% ▼
	S.Rehab/PHP/IOP	1,847	2,688	-31% ▼

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

### Consumer Satisfaction Survey

(Based on 63 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Outcome		94%	80%	83%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Recovery		86%	80%	79%
✓ Respect		83%	80%	91%
✓ Access		81%	80%	88%

■ 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	1,144	63.1%
	Case Management	265	14.6%
	IOP	210	11.6%
	Residential Services	81	4.5%
<b>Mental Health</b>	Case Management	114	6.3%

### Client Demographics

Age	#	%	State Avg
18-25	158	12%	11%
26-34	390	29%	23%
35-44	375	27%	22%
45-54	271	20%	20%
55-64	148	11%	18%
65+	24	2%	6%

Gender	#	%	State Avg
Male	749	53%	60%
Female	652	47%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	976	70%	69%
Hisp-Puerto Rican	276	20%	11%
Hispanic-Other	89	6%	8%
Unknown	41	3%	11%
Hispanic-Mexican	15	1%	1%
Hispanic-Cuban	5	0%	0%

Race	#	%	State Avg
White/Caucasian	1,066	76%	62% ▲
Other	158	11%	13%
Black/African American	123	9%	17%
Unknown	38	3%	6%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	5	0%	0%
Asian	3	0%	1%
Multiple Races	3	0%	1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	818	1,044	-22% ▼
Admits	537	707	-24% ▼
Discharges	479	828	-42% ▼
Service Hours	7,588	6,133	24% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	90%
Valid TEDS Data	85%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	11%	20%
Co-occurring	Actual	State Avg
MH Screen Complete	98%	88%
SA Screen Complete	98%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		387	81%	50%	48%	31% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		541	58%	55%	53%	3%
Not Arrested		713	77%	75%	82%	2%
Stable Living Situation		738	80%	95%	81%	-15% ▼
Employed		243	26%	50%	40%	-24% ▼
Improved/Maintained Axis V GAF Score		432	54%	75%	56%	-21% ▼
Self Help		233	25%	60%	27%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		399	89%	90%	62%	-1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		301	64%	75%	66%	-11% ▼

### 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

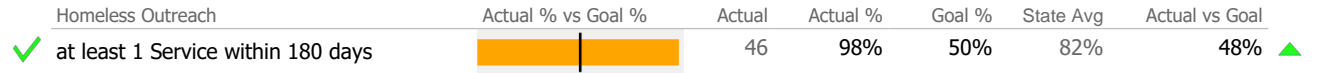
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

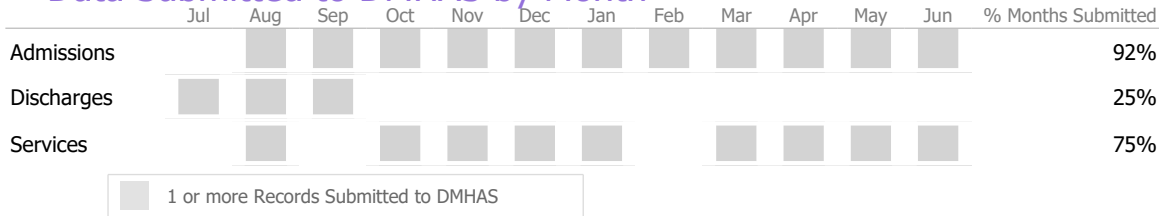
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	265	382	-31% ▼
Admits	47	173	-73% ▼
Discharges	3	179	-98% ▼
Service Hours	455	1,078	-58% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

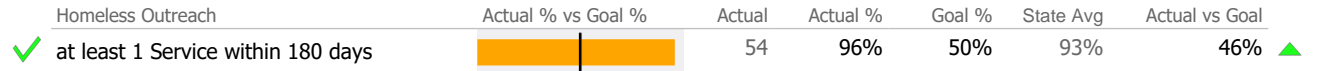
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 21 Active Outreach & Engagement Programs

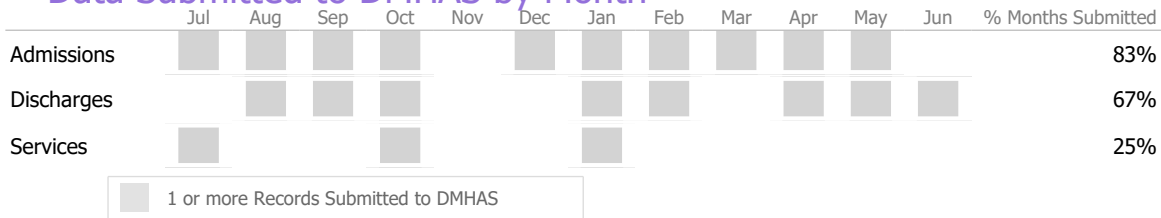
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	75	49% ▲
Admits	56	39	44% ▲
Discharges	69	19	263% ▲
Service Hours	162	144	12% ▲

### 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	45	79	-43% ▼
Admits	35	75	-53% ▼
Discharges	41	71	-42% ▼
Service Hours	61	123	-51% ▼
Social Rehab/PHP/IOP Days	384	663	-42% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	95%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	2%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		40	98%	50%	64%	48% ▲
Follow-up within 30 Days of Discharge		27	68%	90%	65%	-22% ▼

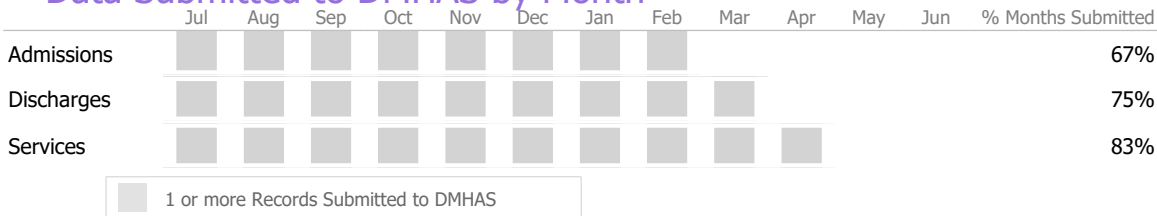
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		42	89%	75%	79%	14% ▲
Improved/Maintained Axis V GAF Score		41	89%	75%	77%	14% ▲
Abstinence/Reduced Drug Use		25	53%	55%	65%	-2%
Stable Living Situation		41	87%	95%	88%	-8%
Employed		14	30%	50%	27%	-20% ▼
Self Help		9	19%	60%	35%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	67%	90%	70%	-23% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 56 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	348	473	-26% ▼
Admits	228	357	-36% ▼
Discharges	221	393	-44% ▼
Service Hours	2,692	2,126	27% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	83%	89%
<b>On-Time Periodic</b>		
6 Month Updates	0%	20%
<b>Co-occurring</b>		
MH Screen Complete	98%	88%
SA Screen Complete	98%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		209	95%	50%	48%	45% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		328	84%	75%	82%	9%
Abstinence/Reduced Drug Use		206	53%	55%	53%	-2%
Stable Living Situation		333	85%	95%	81%	-10%
Employed		144	37%	50%	40%	-13% ▼
Improved/Maintained Axis V GAF Score		214	64%	75%	56%	-11% ▼
Self Help		48	12%	60%	27%	-48% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		156	91%	90%	62%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		133	68%	75%	66%	-7%

### 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

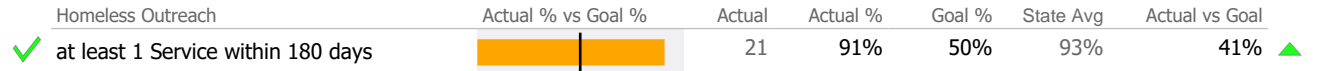
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 117 Active Standard Outpatient Programs

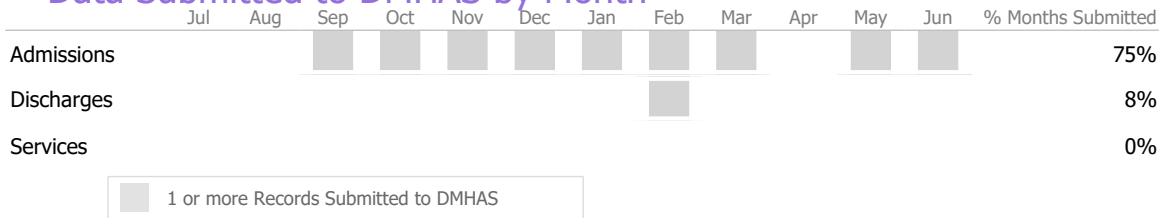
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	4	525% ▲
Admits	23	4	475% ▲
Discharges	1	2	-50% ▼
Service Hours	88	-	

### 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	38	53	-28% ▼
Admits	30	40	-25% ▼
Discharges	36	44	-18% ▼
Bed Days	2,546	3,482	-27% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
Valid TEDS Data	100%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	13%

Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	98%	86%

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	69%	70%	76%	-1%
No Re-admit within 30 Days of Discharge		34	94%	85%	92%	9%
Follow-up within 30 Days of Discharge		18	72%	90%	71%	-18% ▼

### Recovery

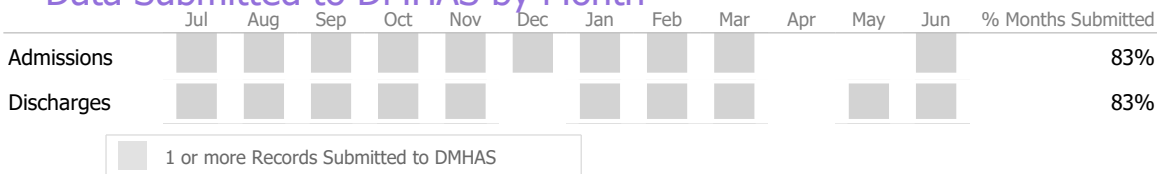
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		37	95%	70%	73%	25% ▲
Improved/Maintained Axis V GAF Score		36	100%	95%	88%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	93 days	0.2	70%	90%	93%	-20% ▼

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	43	0%
Admits	36	31	16% ▲
Discharges	40	36	11% ▲
Bed Days	2,609	2,959	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
Valid TEDS Data	100%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	13%

Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	60%	70%	76%	-10% ▼
No Re-admit within 30 Days of Discharge		33	82%	85%	92%	-3%
Follow-up within 30 Days of Discharge		20	83%	90%	71%	-7%

### Recovery

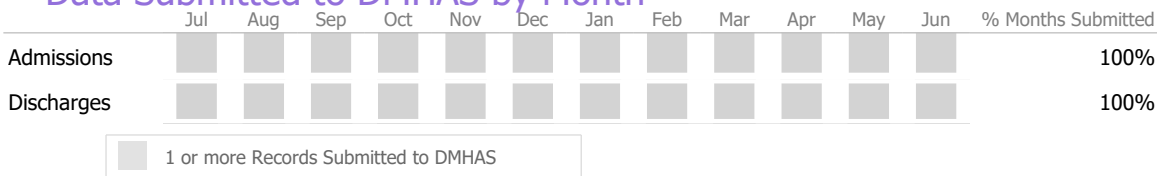
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		36	80%	70%	73%	10% ▲
Improved/Maintained Axis V GAF Score		39	95%	95%	88%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	100 days	0.1	71%	90%	93%	-19% ▼

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	262	-37% ▼
Admits	151	225	-33% ▼
Discharges	129	248	-48% ▼
Service Hours	499	371	34% ▲
Social Rehab/PHP/IOP Days	1,463	2,025	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	92%
Valid TEDS Data	94%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	2%
Co-occurring	Actual	State Avg
MH Screen Complete	99%	90%
SA Screen Complete	99%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		108	84%	50%	64%	34% ▲
Follow-up within 30 Days of Discharge		78	72%	90%	65%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		133	72%	55%	65%	17% ▲
Not Arrested		133	72%	75%	79%	-3%
Improved/Maintained Axis V GAF Score		122	80%	75%	77%	5%
Stable Living Situation		158	86%	95%	88%	-9%
Self Help		58	32%	60%	35%	-28% ▼
Employed		32	17%	50%	27%	-33% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	75%	90%	70%	-15% ▼

### 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 56 Active Standard IOP Programs