

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	986	1,019	-3%
	Admits	1,439	1,539	-6%
	Discharges	1,376	1,445	-5%
	Service Hours	5,541	4,893	13% ▲
	Bed Days	15,238	14,137	8%

▲ > 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	#	%
Addiction	Outpatient	614	42.6%
	Residential Services	319	22.1%
	Case Management	116	8.0%
Other	Other	320	22.2%
Forensic SA	Case Management	73	5.1%

Client Demographics

Age	#	%	State Avg
18-25	118	12%	11%
26-34	297	30%	23%
35-44	304	31%	22%
45-54	177	18%	20%
55-64	81	8%	18%
65+	7	1%	6%

Gender	#	%	State Avg
Male	789	80%	▲ 60%
Female	197	20%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	691	70%	69%
Hisp-Puerto Rican	244	25%	▲ 11%
Hispanic-Other	37	4%	8%
Hispanic-Mexican	9	1%	1%
Hispanic-Cuban	4	0%	0%
Unknown	1	0%	▼ 11%

Race	#	%	State Avg
White/Caucasian	391	40%	▼ 62%
Black/African American	321	33%	▲ 17%
Other	264	27%	▲ 13%
Am. Indian/Native Alaskan	5	1%	1%
Asian	3	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Unknown			6%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	108	7%
Admits	89	97	-8%
Discharges	93	82	13% ▲
Service Hours	581	636	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		93	100%	50%	78%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		70	60%	20%	35%	40% ▲
✓ Self Help		113	97%	60%	74%	37% ▲
✓ Stable Living Situation		114	98%	80%	86%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	80%	10%

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	32	32	0%
Admits	30	29	3%
Discharges	31	30	3%
Bed Days	763	828	-8%

Discharge Outcomes

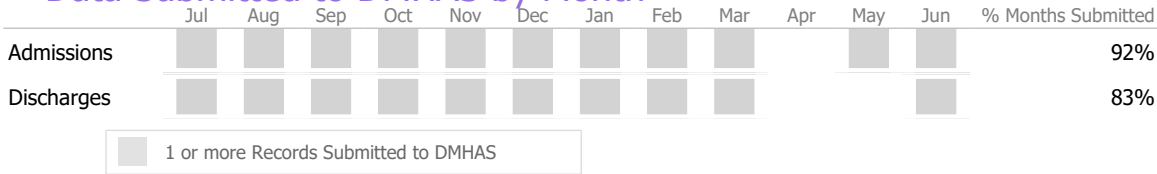
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 84%; background-color: orange; border: 1px solid gray;"></div>	26	84%	85%	80%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	26 days	0.1	69%	90%	76%	-21% ▼

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	191	216	-12% ▼
Admits	213	234	-9%
Discharges	216	232	-7%
Bed Days	3,819	3,650	5%

Discharge Outcomes

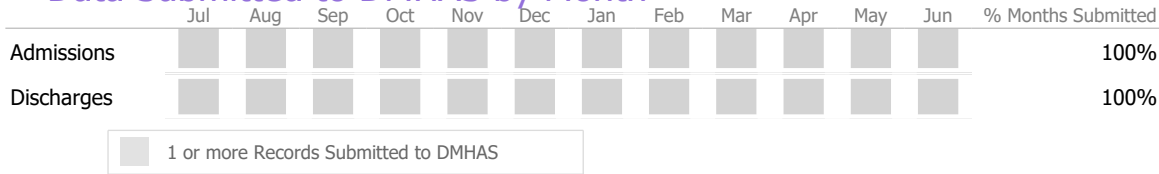
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		181	84%	85%	80%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	20 days	0.1	70%	90%	76%	-20% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

█ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 13 Active Recovery House Programs

Program Activity

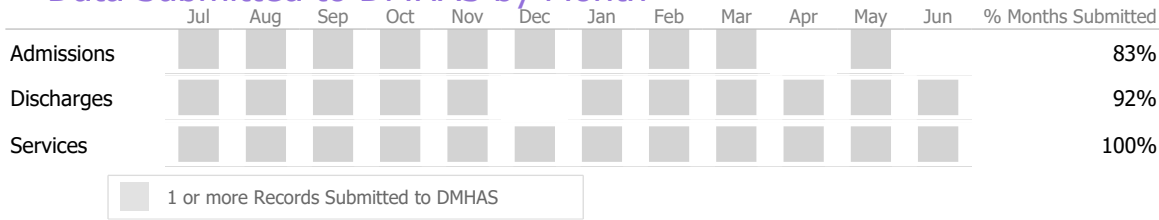
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	320	138	132% ▲
Admits	212	138	54% ▲
Discharges	173	30	477% ▲
Service Hours	1,745	669	161% ▲

Data Submission Quality

Data Entry Actual State Avg



Data Submitted to DMHAS by Month

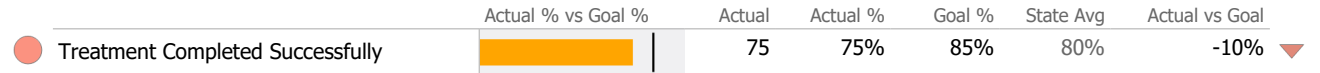


* State Avg based on 6 Active Integrated Primary Care Programs

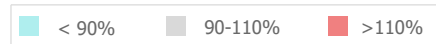
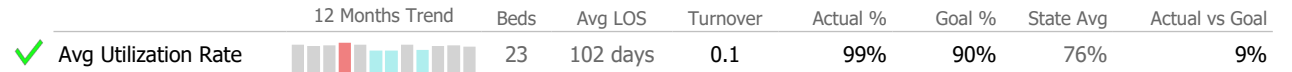
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	105	3%
Admits	100	92	9%
Discharges	100	96	4%
Bed Days	8,337	7,238	15% ▲

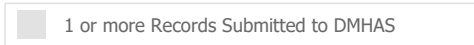
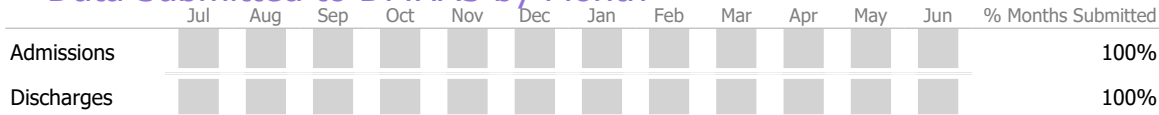
Discharge Outcomes



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	23	30	-23% ▼
Admits	21	28	-25% ▼
Discharges	20	27	-26% ▼
Service Hours	187	184	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	14%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	65%	50%	55%	15% ▲

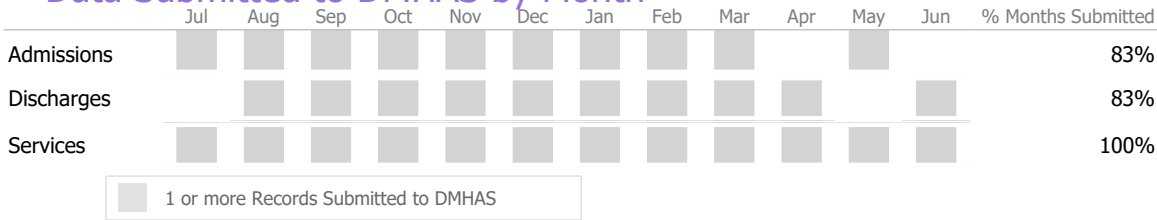
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	96%	60%	85%	36% ▲
✓ Employed		5	21%	20%	15%	1%
● Stable Living Situation		17	71%	80%	51%	-9%
● Self Help		10	42%	60%	72%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	38%	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	83	-16% ▼
Admits	64	72	-11% ▼
Discharges	67	77	-13% ▼
Service Hours	525	578	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	14%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		62	93%	50%	55%	43% ▲

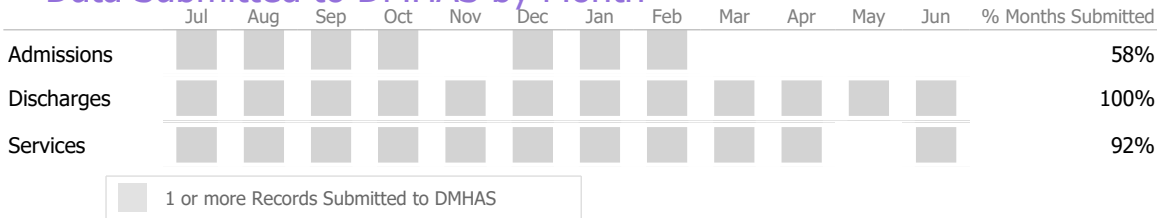
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		59	84%	60%	85%	24% ▲
● Stable Living Situation		54	77%	80%	51%	-3%
● Self Help		33	47%	60%	72%	-13% ▼
● Employed		5	7%	20%	15%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	38%	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	614	765	-20% ▼
Admits	686	817	-16% ▼
Discharges	650	839	-23% ▼
Service Hours	2,504	2,826	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	88%	89%
On-Time Periodic		
6 Month Updates	0%	20%
Co-occurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	96%
Diagnosis		
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		441	68%	50%	48%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		697	96%	75%	82%	21% ▲
● Abstinence/Reduced Drug Use		390	54%	55%	53%	-1%
● Stable Living Situation		659	91%	95%	81%	-4%
● Employed		273	38%	50%	40%	-12% ▼
● Improved/Maintained Axis V GAF Score		326	50%	75%	56%	-25% ▼
● Self Help		210	29%	60%	27%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	96%	90%	62%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		552	95%	75%	66%	20% ▲

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	29	37	-22% ▼
Admits	24	32	-25% ▼
Discharges	26	32	-19% ▼
Bed Days	2,319	2,335	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	13%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
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		19	73%	70%	76%	3%
No Re-admit within 30 Days of Discharge		25	96%	85%	92%	11% ▲
Follow-up within 30 Days of Discharge		9	47%	90%	71%	-43% ▼

Recovery

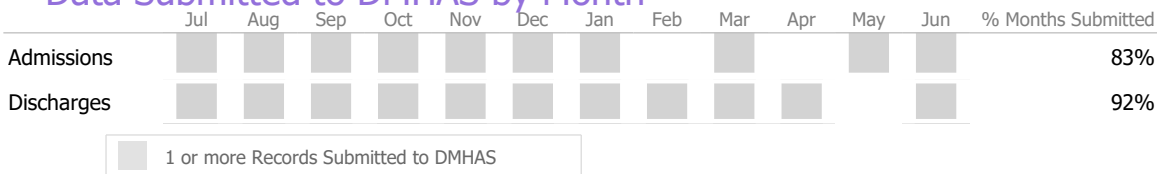
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	83%	70%	73%	13% ▲
Improved/Maintained Axis V GAF Score		24	92%	95%	88%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	116 days	0.2	79%	90%	93%	-11% ▼

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