

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,160	5,109	1%
	Admits	3,468	3,333	4%
	Discharges	3,341	3,270	2%
	Service Hours	23,174	20,217	15% ▲
	S.Rehab/PHP/IOP	3,537	3,456	2%

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

Consumer Satisfaction Survey (Based on 269 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Respect		84%	80%	91%
✓ General Satisfaction		83%	80%	92%
✓ Access		81%	80%	88%
● Outcome		76%	80%	83%
● Recovery		76%	80%	79%

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	2,329	45.1%
	IOP	339	6.6%
	PHP	152	2.9%
	Case Management	84	1.6%
Forensic SA	Forensics Community-based	2,490	48.3%
	Case Management	112	2.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,580	31%	▲ 17%	Male	3,814	74%	▲ 60%
26-34	1,471	29%	22%	Female	1,344	26%	▼ 40%
35-44	906	18%	20%	Race			
45-54	783	15%	24%	White/Caucasian	2,803	54%	64%
55-64	277	5%	13%	Other	1,143	22%	15%
65+	81	2%	4%	Black/African American	812	16%	17%
Ethnicity				Unknown	299	6%	2%
Non-Hispanic	3,060	59%	▼ 74%	Multiple Races	55	1%	1%
Hispanic-Other	1,186	23%	▲ 7%	Asian	24	0%	1%
Hisp-Puerto Rican	703	14%	12%	Am. Indian/Native Alaskan	18	0%	1%
Unknown	157	3%	7%	Hawaiian/Other Pacific Islander	6	0%	0%
Hispanic-Mexican	34	1%	0%				
Hispanic-Cuban	20	0%	0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	64	6%
Admits	25	32	-22% ▼
Discharges	37	18	106% ▲
Service Hours	846	890	-5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		18	49%	75%	57%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		27	77%	90%	75%	-13% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		23	96%	75%	81%	21% ▲

Data Submission Quality

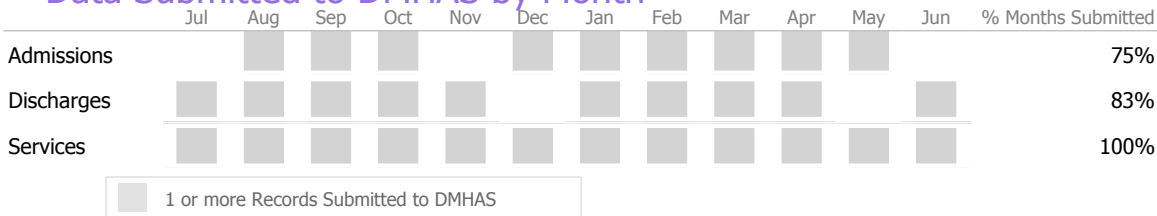
Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
✓ Valid TEDS Data		36%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		63%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 10 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	77	-4%
Admits	58	62	-6%
Discharges	55	61	-10%
Service Hours	31	37	-18% ▼
Social Rehab/PHP/IOP Days	647	653	-1%

Data Submission Quality

Data Entry

	Actual	State Avg
Valid NOMS Data	97%	86%
Valid TEDS Data	100%	99%

On-Time Periodic

	Actual	State Avg
6 Month Updates	0%	0%

Cooccurring

	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%

Diagnosis

	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		41	75%	50%	62%	25% ▲
Follow-up within 30 Days of Discharge		22	54%	90%	42%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		67	88%	75%	88%	13% ▲
Abstinence/Reduced Drug Use		51	67%	55%	44%	12% ▲
Stable Living Situation		72	95%	95%	87%	0%
Employed		33	43%	50%	24%	-7%
Improved/Maintained Axis V GAF Score		43	64%	75%	52%	-11% ▼
Self Help		14	18%	60%	27%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	48%	90%	41%	-42% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	268	237	13% ▲
Admits	192	196	-2%
Discharges	162	157	3%
Service Hours	220	191	15% ▲
Social Rehab/PHP/IOP Days	1,839	1,787	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	86%
Valid TEDS Data	97%	99%
On-Time Periodic		
6 Month Updates	1%	0%
Cooccurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		105	65%	50%	62%	15% ▲
Follow-up within 30 Days of Discharge		39	37%	90%	42%	-53% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		262	91%	75%	88%	16% ▲
Abstinence/Reduced Drug Use		154	54%	55%	44%	-1%
Stable Living Situation		255	89%	95%	87%	-6%
Employed		74	26%	50%	24%	-24% ▼
Improved/Maintained Axis V GAF Score		120	47%	75%	52%	-28% ▼
Self Help		72	25%	60%	27%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		47	38%	90%	41%	-52% ▼

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

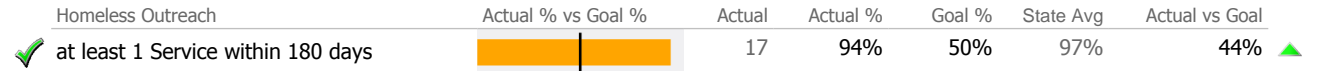
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Standard IOP Programs

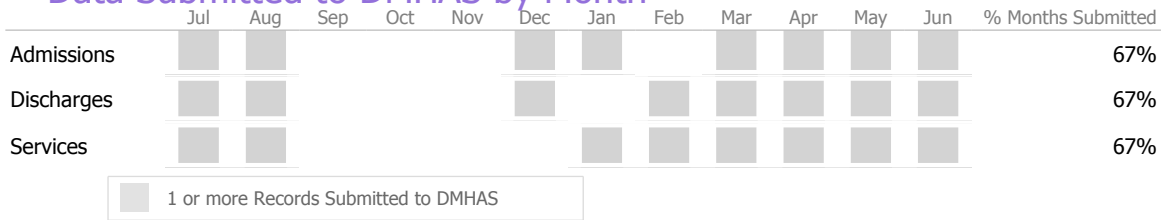
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	55	4%
Admits	18	30	-40% ▼
Discharges	32	16	100% ▲
Service Hours	29	10	172% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	152	130	17% ▲
Admits	137	110	25% ▲
Discharges	124	107	16% ▲
Service Hours	187	146	28% ▲
Social Rehab/PHP/IOP Days	1,051	1,016	3%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	76%
Valid TEDS Data		98%	99%
On-Time Periodic		Actual	State Avg
6 Month Updates		0%	0%
Cooccurring		Actual	State Avg
MH Screen Complete		100%	72%
SA Screen Complete		100%	72%
Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		100%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		73	59%	50%	69%	9%
✓ No Re-admit within 30 Days of Discharge		124	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		31	42%	90%	24%	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		144	83%	95%	85%	-12% ▼
● Improved/Maintained Axis V GAF Score		100	65%	75%	33%	-10%
● Employed		30	17%	50%	8%	-33% ▼
● Self Help		31	18%	60%	18%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	51%	90%	21%	-39% ▼

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 14 Active Partial Hospitalization Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	54	9%
Admits	37	42	-12% ▼
Discharges	31	35	-11% ▼
Service Hours	418	346	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	97%
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		16	52%	50%	61%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	67%	60%	78%	7%
✓ Employed		12	20%	20%	8%	0%
● Stable Living Situation		31	52%	80%	40%	-28% ▼
● Self Help		13	22%	60%	65%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	55%	90%	58%	-35% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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	85	63	35% ▲
Admits	73	63	16% ▲
Discharges	57	51	12% ▲
Service Hours	-	-	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	13%	14%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	82%	50%	61%	32% ▲

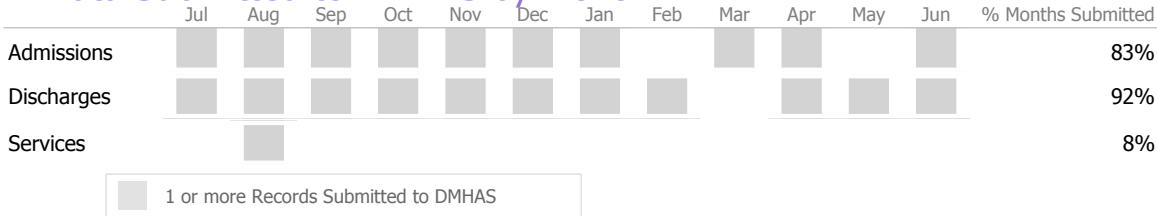
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		84	99%	60%	78%	39% ▲
✓ Self Help		83	98%	60%	65%	38% ▲
● Employed		0	0%	20%	8%	-20% ▼
● Stable Living Situation		1	1%	80%	40%	-79% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	58%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

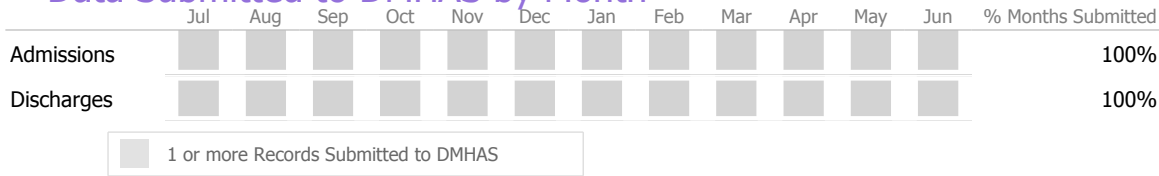
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,108	1,252	-12% ▼
Admits	647	690	-6%
Discharges	687	785	-12% ▼

Data Submitted to DMHAS by Month

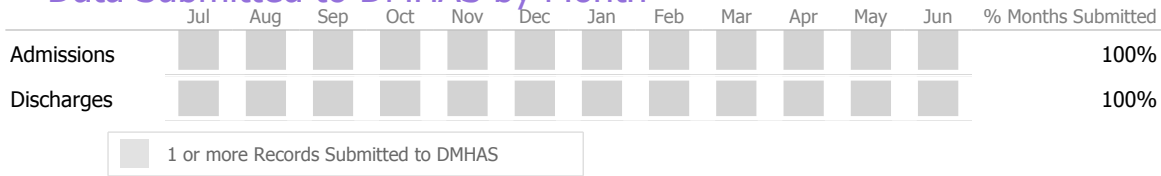


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,389	1,556	-11% ▼
Admits	652	826	-21% ▼
Discharges	842	821	3%

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,228	1,008	22% ▲
Admits	852	699	22% ▲
Discharges	623	625	0%
Service Hours	11,009	9,483	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	94%
Valid TEDS Data	88%	94%
On-Time Periodic		
6 Month Updates	21%	12%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		393	63%	50%	56%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,094	86%	75%	85%	11% ▲
Abstinence/Reduced Drug Use		624	49%	55%	56%	-6%
Employed		502	39%	50%	34%	-11% ▼
Stable Living Situation		1,033	81%	95%	82%	-14% ▼
Improved/Maintained Axis V GAF Score		592	62%	75%	52%	-13% ▼
Self Help		83	7%	60%	21%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		434	66%	90%	58%	-24% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		753	91%	75%	74%	16% ▲

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	1,053	916	15% ▲
Admits	764	577	32% ▲
Discharges	678	592	15% ▲
Service Hours	10,195	9,079	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
Valid TEDS Data	97%	94%
On-Time Periodic		
6 Month Updates	14%	12%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		467	69%	50%	56%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		982	86%	75%	85%	11% ▲
Abstinence/Reduced Drug Use		720	63%	55%	56%	8%
Stable Living Situation		1,006	88%	95%	82%	-7%
Employed		487	43%	50%	34%	-7%
Improved/Maintained Axis V GAF Score		620	71%	75%	52%	-4%
Self Help		154	14%	60%	21%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		317	69%	90%	58%	-21% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		651	92%	75%	74%	17% ▲

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	27	16	69% ▲
Admits	13	6	117% ▲
Discharges	13	2	550% ▲
Service Hours	240	34	607% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	88%
On-Time Periodic 6 Month Updates	33%	34%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	92%	50%	48%	42% ▲

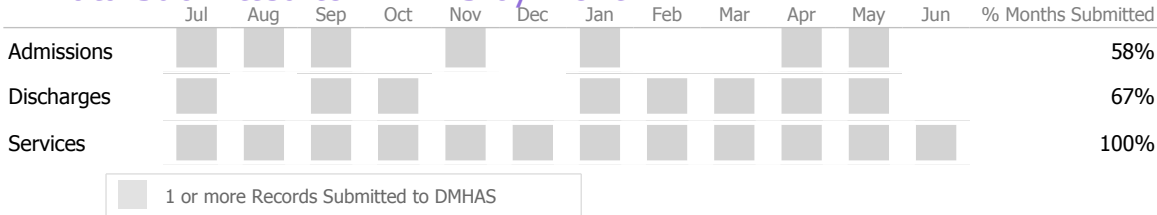
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	81%	80%	70%	1%
● Employed		2	7%	20%	15%	-13% ▼
● Self Help		6	22%	60%	34%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		9	64%	90%	81%	-26% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs