

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,004	1,007	0%
	Admits	950	1,093	-13% ▼
	Discharges	825	921	-10%
	Service Hours	5,675	6,890	-18% ▼
	Bed Days	5,188	5,248	-1%
	S.Rehab/PHP/IOP	664	914	-27% ▼

### Consumer Satisfaction Survey

(Based on 142 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		99%	80%	91%
✓ Participation in Treatment		99%	80%	92%
✓ Respect		95%	80%	91%
✓ Access		94%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		93%	80%	83%
✓ Recovery		91%	80%	79%

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

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	637	49.5%
	Case Management	281	21.8%
	IOP	137	10.6%
	Residential Services	63	4.9%
<b>Mental Health</b>	Case Management	170	13.2%

### Client Demographics

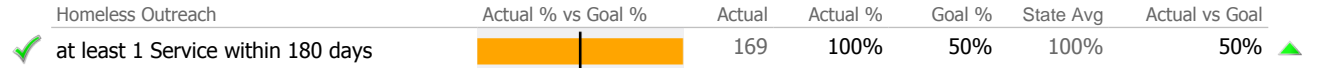
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	149	15%	14%	Male	633	63%	60%
26-34	293	30%	24%	Female	371	37%	40%
35-44	235	24%	20%	Transgender			0%
45-54	207	21%	22%				
55-64	92	9%	16%				
65+	7	1%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	689	69%	74%	White/Caucasian	804	80%	▲ 65%
Hisp-Puerto Rican	228	23%	▲ 12%	Black/African American	79	8%	17%
Unknown	61	6%	6%	Other	76	8%	13%
Hispanic-Other	19	2%	7%	Unknown	31	3%	3%
Hispanic-Mexican	6	1%	1%	Multiple Races	10	1%	1%
Hispanic-Cuban	1	0%	0%	Asian	3	0%	1%
				Am. Indian/Native Alaskan	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

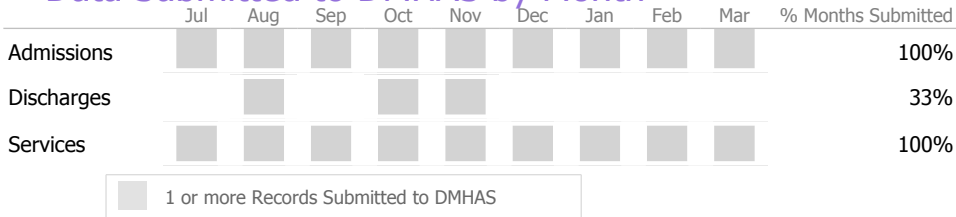
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	281	204	38% ▲
Admits	171	143	20% ▲
Discharges	83	96	-14% ▼
Service Hours	857	1,042	-18% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

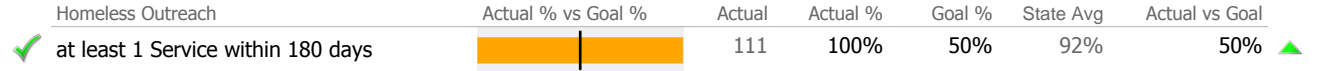
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 6 Active Outreach & Engagement Programs

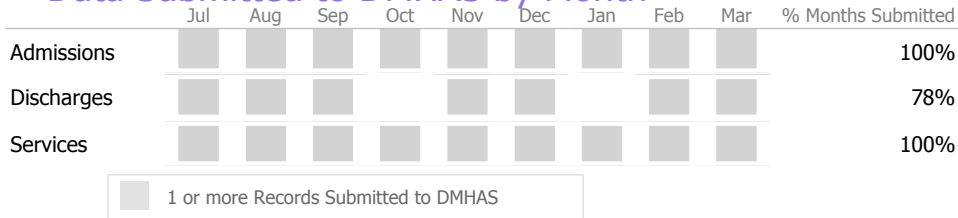
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	170	208	-18% ▼
Admits	112	162	-31% ▼
Discharges	109	143	-24% ▼
Service Hours	481	422	14% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 40 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	59	-27% ▼
Admits	41	57	-28% ▼
Discharges	37	50	-26% ▼
Service Hours	13	12	3%
Social Rehab/PHP/IOP Days	204	331	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	3%
<b>Cooccurring</b>		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		28	76%	50%	59%	26% ▲
● Follow-up within 30 Days of Discharge		20	71%	90%	60%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		43	93%	75%	87%	18% ▲
● Abstinence/Reduced Drug Use		25	54%	55%	45%	-1%
● Stable Living Situation		43	93%	95%	86%	-2%
✓ Improved/Maintained Axis V GAF Score		30	81%	75%	77%	6%
● Employed		13	28%	50%	34%	-22% ▼
● Self Help		17	37%	60%	30%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	72%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 51 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	238	245	-3%
Admits	183	207	-12% ▼
Discharges	186	187	-1%
Service Hours	1,462	1,937	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	96%	91%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	43%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		145	78%	50%	55%	28% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		237	94%	75%	85%	19% ▲
✓ Abstinence/Reduced Drug Use		146	58%	55%	56%	3%
● Employed		110	44%	50%	43%	-6%
● Stable Living Situation		216	86%	95%	87%	-9%
● Improved/Maintained Axis V GAF Score		156	73%	75%	69%	-2%
● Self Help		53	21%	60%	24%	-39% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	92%	90%	79%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		107	60%	75%	75%	-15% ▼

### Data Submitted to DMHAS by Month

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

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■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	415	426	-3%
Admits	296	353	-16% ▼
Discharges	257	286	-10%
Service Hours	2,829	3,450	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	91%	91%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	26%	43%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		186	72%	50%	55%	22% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		426	96%	75%	85%	21% ▲
✓ Abstinence/Reduced Drug Use		295	66%	55%	56%	11% ▲
● Employed		208	47%	50%	43%	-3%
● Stable Living Situation		399	90%	95%	87%	-5%
✓ Improved/Maintained Axis V GAF Score		267	81%	75%	69%	6%
● Self Help		179	40%	60%	24%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		168	88%	90%	79%	-2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		154	55%	75%	75%	-20% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

 > 10% Over
  < 10% Under

 Actual
 |  Goal
  Goal Met
  Below Goal

\* State Avg based on 40 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	37	-30% ▼
Admits	19	27	-30% ▼
Discharges	17	27	-37% ▼
Bed Days	2,502	2,644	-5%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	4%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%

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		11	65%	70%	71%	-5%
No Re-admit within 30 Days of Discharge		17	100%	85%	91%	15%
Follow-up within 30 Days of Discharge		6	55%	90%	64%	-35%

### Recovery

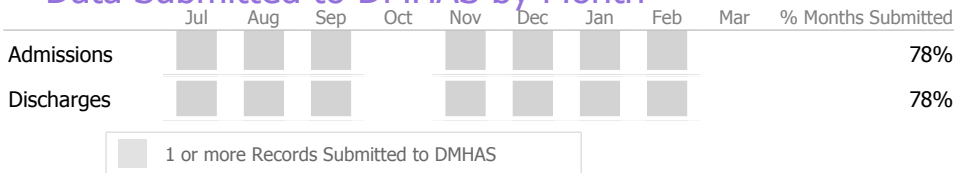
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	85%	70%	75%	15%
Improved/Maintained Axis V GAF Score		17	89%	95%	80%	-6%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	139 days	0.2	91%	90%	81%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	42	-12% ▼
Admits	33	32	3%
Discharges	34	32	6%
Bed Days	2,686	2,604	3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	76%	70%	71%	6%
● No Re-admit within 30 Days of Discharge		25	74%	85%	91%	-11% ▼
● Follow-up within 30 Days of Discharge		20	77%	90%	64%	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
✓ Valid TEDS Data	100%	100%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		27	63%	70%	75%	-7%
✓ Improved/Maintained Axis V GAF Score		34	100%	95%	80%	5%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

### Bed Utilization

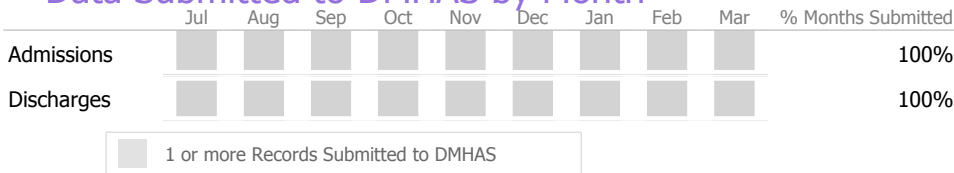
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	104 days	0.2	98%	90%	81%	8%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	95%
✓ SA Screen Complete	100%	95%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	116	-18% ▼
Admits	95	112	-15% ▼
Discharges	102	100	2%
Service Hours	33	27	19% ▲
Social Rehab/PHP/IOP Days	460	583	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	99%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	3%
<b>Cooccurring</b>		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		84	82%	50%	59%	32% ▲
Follow-up within 30 Days of Discharge		64	76%	90%	60%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		104	94%	75%	87%	19% ▲
Improved/Maintained Axis V GAF Score		83	81%	75%	77%	6%
Abstinence/Reduced Drug Use		56	50%	55%	45%	-5%
Stable Living Situation		101	91%	95%	86%	-4%
Self Help		51	46%	60%	30%	-14% ▼
Employed		36	32%	50%	34%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	56%	90%	72%	-34% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 51 Active Standard IOP Programs