

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	817	546	50%	▲
	Admits	591	424	39%	▲
	Discharges	560	325	72%	▲
	Service Hours	4,453	4,117	8%	
	Bed Days	8,746	8,186	7%	

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

Consumer Satisfaction Survey

(Based on 198 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ Access		92%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		82%	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	621	69.0%
	Residential Services	251	27.9%
	Case Management	25	2.8%
Mental Health	Case Management	3	0.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	92	11%	12%	Male	537	66%	59%
26-34	270	33%	23%	Female	280	34%	41%
35-44	184	23%	20%	Transgender			0%
45-54	149	18%	22%				
55-64	95	12%	18%				
65+	27	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	757	93%	▲ 74%	White/Caucasian	726	89%	▲ 65%
Hisp-Puerto Rican	40	5%	13%	Other	40	5%	13%
Unknown	12	1%	6%	Black/African American	37	5%	▼ 16%
Hispanic-Other	6	1%	7%	Unknown	8	1%	3%
Hispanic-Mexican	2	0%	1%	Am. Indian/Native Alaskan	6	1%	1%
Hispanic-Cuban			0%	Asian			1%
				Multiple Races			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	3	6	-50% ▼
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	-	49	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	93%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	594	319	86% ▲
Admits	359	218	65% ▲
Discharges	307	109	182% ▲
Service Hours	3,751	3,121	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
Valid TEDS Data	94%	93%
On-Time Periodic		
6 Month Updates	46%	27%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		53	17%	50%	51%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		567	89%	75%	84%	14% ▲
Abstinence/Reduced Drug Use		384	60%	55%	54%	5%
Stable Living Situation		543	86%	95%	83%	-9%
Employed		249	39%	50%	41%	-11% ▼
Self Help		255	40%	60%	33%	-20% ▼
Improved/Maintained Axis V GAF Score		303	70%	75%	53%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		304	93%	90%	69%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		155	45%	75%	71%	-30% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	172	12% ▲
Admits	174	155	12% ▲
Discharges	171	156	10%
Bed Days	3,934	3,509	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%

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		129	75%	80%	77%	-5%
No Re-admit within 30 Days of Discharge		148	87%	85%	92%	2%
Follow-up within 30 Days of Discharge		66	51%	90%	60%	-39%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		159	82%	70%	61%	12% ▲
Improved/Maintained Axis V GAF Score		169	99%	75%	84%	24% ▲
Self Help		109	56%	60%	78%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	27 days	0.1	107%	90%	102%	17% ▲

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

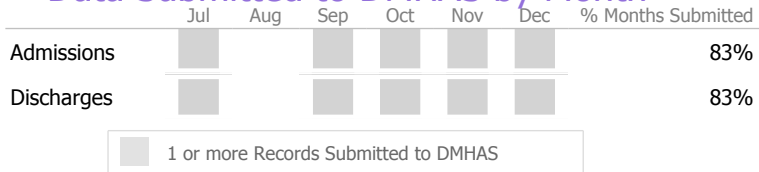
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	14	16	-13% ▼
Discharges	13	15	-13% ▼
Bed Days	2,146	2,115	1%

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	37	41	-10%
Admits	23	27	-15% ▼
Discharges	22	27	-19% ▼
Bed Days	2,666	2,562	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	68%	85%	71%	-17% ▼
✓ No Re-admit within 30 Days of Discharge		22	100%	85%	76%	15% ▲
● Follow-up within 30 Days of Discharge		9	60%	90%	55%	-30% ▼

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	N/A	0%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	97%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	88%

Recovery

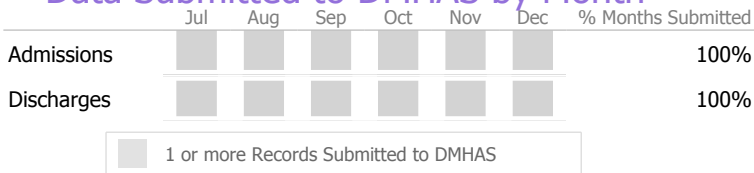
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		35	95%	70%	94%	25% ▲
● Employed		22	59%	60%	39%	-1%
✓ Improved/Maintained Axis V GAF Score		22	100%	75%	72%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	118 days	0.3	103%	90%	86%	13% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 11 Active Transitional/Halfway House 3.1 Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
Valid TEDS Data	N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	72%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 5 Active Buprenorphine Maintenance Programs

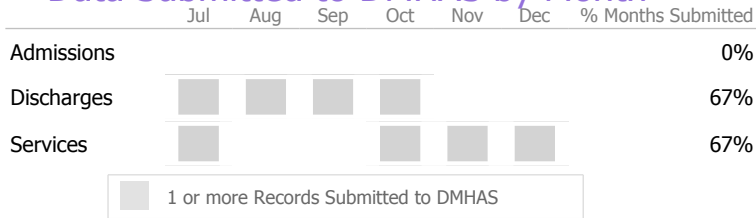
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	36	-31% ▼
Admits	-	6	-100% ▼
Discharges	23	10	130% ▲
Service Hours	485	909	-47% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	100%	-50% ▼

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	76%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	23%	-20% ▼
Self Help		N/A	N/A	60%	70%	-60% ▼
Stable Living Situation		N/A	N/A	80%	84%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	77%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 13 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	7	543% ▲
Admits	21	2	950% ▲
Discharges	24	6	300% ▲
Service Hours	218	37	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	98%	93%
On-Time Periodic		
6 Month Updates	20%	27%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	8%	50%	51%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		43	93%	75%	84%	18% ▲
Employed		26	57%	50%	41%	7%
Abstinence/Reduced Drug Use		28	61%	55%	54%	6%
Stable Living Situation		41	89%	95%	83%	-6%
Self Help		16	35%	60%	33%	-25% ▼
Improved/Maintained Axis V GAF Score		21	62%	75%	53%	-13% ▼

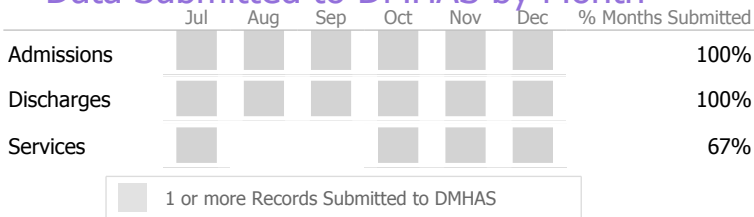
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	38%	75%	71%	-37% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs