

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,201	5,891	5%
	Admits	605	722	-16% ▼
	Discharges	675	571	18% ▲
	Service Hours	5,763	6,586	-13% ▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	6,195	98.0%
	Case Management	125	2.0%

### Consumer Satisfaction Survey

(Based on 2,170 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		94%	80%	91%
✓ Respect		94%	80%	91%
✓ Outcome		92%	80%	83%
✓ General Satisfaction		92%	80%	92%
✓ Recovery		88%	80%	79%
✓ Access		87%	80%	88%

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

### Client Demographics

Age	#	%	State Avg
18-25	275	4%	11%
26-34	1,742	28%	22%
35-44	1,559	25%	19%
45-54	1,398	23%	22%
55-64	1,010	16%	19%
65+	217	3%	6%

Gender	#	%	State Avg
Male	3,778	61%	58%
Female	2,421	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,739	76%	74%
Hisp-Puerto Rican	1,309	21%	13%
Unknown	85	1%	6%
Hispanic-Other	53	1%	7%
Hispanic-Mexican	9	0%	1%
Hispanic-Cuban	6	0%	0%

Race	#	%	State Avg
White/Caucasian	4,743	76%	▲ 65%
Other	1,077	17%	13%
Black/African American	320	5%	▼ 16%
Am. Indian/Native Alaskan	22	0%	1%
Unknown	22	0%	3%
Hawaiian/Other Pacific Islander	9	0%	0%
Asian	8	0%	1%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	583	528	10% ▲
Admits	55	59	-7%
Discharges	46	40	15% ▲
Service Hours	552	731	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	58%	72%
<b>Cooccurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
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		9	20%	50%	44%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		419	71%	50%	71%	21% ▲
Not Arrested		548	93%	75%	94%	18% ▲
Self Help		418	71%	60%	52%	11% ▲
Employed		273	46%	40%	44%	6%
Stable Living Situation		562	95%	90%	93%	5%
Improved/Maintained Axis V GAF Score		363	73%	75%	85%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		326	60%	90%	76%	-30% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		393	67%	50%	68%	17% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	838	863	-3%
Admits	40	71	-44% ▼
Discharges	76	59	29% ▲
Service Hours	602	720	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	32%	72%
<b>Cooccurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
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		31	41%	50%	44%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		518	61%	50%	71%	11% ▲
Not Arrested		642	76%	75%	94%	1%
Stable Living Situation		645	76%	90%	93%	-14% ▼
Employed		192	23%	40%	44%	-17% ▼
Improved/Maintained Axis V GAF Score		464	61%	75%	85%	-14% ▼
Self Help		217	26%	60%	52%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		383	50%	90%	76%	-40% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		630	75%	50%	68%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	955	976	-2%
Admits	83	156	-47% ▼
Discharges	135	107	26% ▲
Service Hours	1,028	1,200	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	99%	72%
<b>Cooccurring</b>		
MH Screen Complete	99%	98%
SA Screen Complete	99%	98%
<b>Diagnosis</b>		
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		72	53%	50%	44%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		778	81%	50%	71%	31% ▲
Not Arrested		916	96%	75%	94%	21% ▲
Stable Living Situation		941	98%	90%	93%	8%
Improved/Maintained Axis V GAF Score		760	92%	75%	85%	17% ▲
Employed		403	42%	40%	44%	2%
Self Help		525	55%	60%	52%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		646	79%	90%	76%	-11% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		632	66%	50%	68%	16% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	132	-5%
Admits	12	33	-64% ▼
Discharges	48	15	220% ▲
Service Hours	104	189	-45% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	52%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	50%	50%	75%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		90	72%	60%	68%	12% ▲
✓ Stable Living Situation		115	92%	80%	84%	12% ▲
✓ Employed		25	20%	20%	20%	0%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		51	66%	90%	70%	-24% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	940	864	9%
Admits	70	91	-23% ▼
Discharges	61	70	-13% ▼
Service Hours	762	843	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	64%	72%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	98%
<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%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	33%	50%	44%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		639	68%	50%	71%	18% ▲
Not Arrested		865	92%	75%	94%	17% ▲
Employed		443	47%	40%	44%	7%
Stable Living Situation		870	92%	90%	93%	2%
Self Help		499	53%	60%	52%	-7%
Improved/Maintained Axis V GAF Score		572	72%	75%	85%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		514	58%	90%	76%	-32% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		650	69%	50%	68%	19% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	786	724	9%
Admits	108	76	42% ▲
Discharges	90	85	6%
Service Hours	763	776	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	74%	72%
Cooccurring		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
Diagnosis		
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		27	30%	50%	44%	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		636	80%	50%	71%	30% ▲
Not Arrested		774	98%	75%	94%	23% ▲
Self Help		624	79%	60%	52%	19% ▲
Stable Living Situation		773	98%	90%	93%	8%
Employed		354	45%	40%	44%	5%
Improved/Maintained Axis V GAF Score		579	93%	75%	85%	18% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		453	65%	90%	76%	-25% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		481	61%	50%	68%	11% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	601	525	14% ▲
Admits	55	59	-7%
Discharges	50	35	43% ▲
Service Hours	498	510	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	39%	72%
<b>Cooccurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	98%	98%
<b>Diagnosis</b>		
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		30	60%	50%	44%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		551	91%	75%	94%	16% ▲
✓ Abstinence/Reduced Drug Use		393	65%	50%	71%	15% ▲
✓ Employed		291	48%	40%	44%	8%
✓ Stable Living Situation		560	93%	90%	93%	3%
● Improved/Maintained Axis V GAF Score		366	72%	75%	85%	-3%
● Self Help		133	22%	60%	52%	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		326	59%	90%	76%	-31% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		390	65%	50%	68%	15% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	651	605	8%
Admits	75	69	9%
Discharges	81	78	4%
Service Hours	523	580	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	53%	72%
<b>Cooccurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	99%	98%
<b>Diagnosis</b>		
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		24	30%	50%	44%	-20%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		633	95%	75%	94%	20%
Employed		301	45%	40%	44%	5%
Abstinence/Reduced Drug Use		361	54%	50%	71%	4%
Stable Living Situation		631	95%	90%	93%	5%
Improved/Maintained Axis V GAF Score		399	75%	75%	85%	0%
Self Help		296	45%	60%	52%	-15%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		338	58%	90%	76%	-32%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		379	58%	50%	68%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	437	393	11% ▲
Admits	45	54	-17% ▼
Discharges	50	37	35% ▲
Service Hours	383	386	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	51%	72%
<b>Cooccurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
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		13	26%	50%	44%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		403	92%	75%	94%	17% ▲
Abstinence/Reduced Drug Use		285	65%	50%	71%	15% ▲
Employed		216	49%	40%	44%	9%
Stable Living Situation		427	97%	90%	93%	7%
Improved/Maintained Axis V GAF Score		287	78%	75%	85%	3%
Self Help		132	30%	60%	52%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		232	60%	90%	76%	-30% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		271	62%	50%	68%	12% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	498	478	4%
Admits	62	54	15% ▲
Discharges	38	45	-16% ▼
Service Hours	547	651	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	88%	72%
<b>Cooccurring</b>		
MH Screen Complete	98%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
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		18	47%	50%	44%	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		406	81%	50%	71%	31% ▲
Not Arrested		482	96%	75%	94%	21% ▲
Employed		263	53%	40%	44%	13% ▲
Stable Living Situation		479	96%	90%	93%	6%
Improved/Maintained Axis V GAF Score		377	96%	75%	85%	21% ▲
Self Help		53	11%	60%	52%	-49% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		322	70%	90%	76%	-20% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		329	66%	50%	68%	16% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 27 Active Methadone Maintenance Programs