

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,267	1,008	26%	▲
	Admits	1,185	953	24%	▲
	Discharges	976	857	14%	▲
	Service Hours	3,812	5,674	-33%	▼
	Bed Days	5,106	5,188	-2%	
	S.Rehab/PHP/IOP	783	664	18%	▲

### Consumer Satisfaction Survey (Based on 115 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Overall		93%	80%	91%
✓ Recovery		91%	80%	79%
✓ Access		88%	80%	88%
✓ Outcome		88%	80%	83%
✓ Respect		87%	80%	91%

▲ > 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	903	54.0%
	Case Management	378	22.6%
	IOP	203	12.1%
	Residential Services	62	3.7%
<b>Mental Health</b>	Case Management	127	7.6%

### Client Demographics

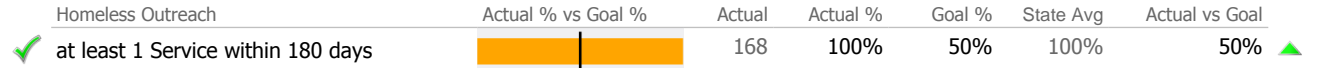
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	162	13%	13%	Male	712	56%	60%
26-34	382	31%	24%	Female	555	44%	40%
35-44	322	26%	20%	Transgender			0%
45-54	245	20%	21%				
55-64	104	8%	17%				
65+	14	1%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	890	70%	73%	White/Caucasian	946	75%	▲ 64%
Hisp-Puerto Rican	256	20%	12%	Other	156	12%	13%
Unknown	60	5%	7%	Black/African American	113	9%	16%
Hispanic-Other	48	4%	7%	Unknown	25	2%	4%
Hispanic-Mexican	11	1%	1%	Multiple Races	16	1%	1%
Hispanic-Cuban	2	0%	0%	Am. Indian/Native Alaskan	5	0%	1%
				Hawaiian/Other Pacific Islander	5	0%	0%
				Asian	1	0%	1%

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

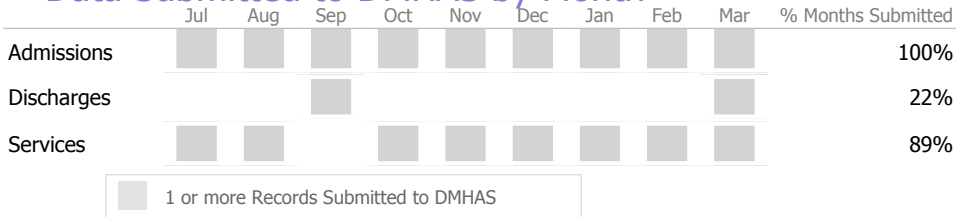
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	378	281	35% ▲
Admits	168	171	-2%
Discharges	190	83	129% ▲
Service Hours	840	857	-2%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

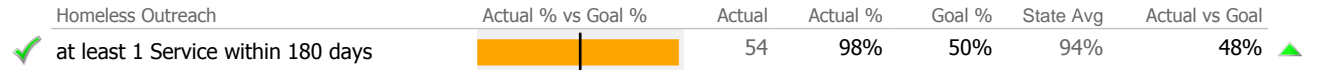
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 7 Active Outreach & Engagement Programs

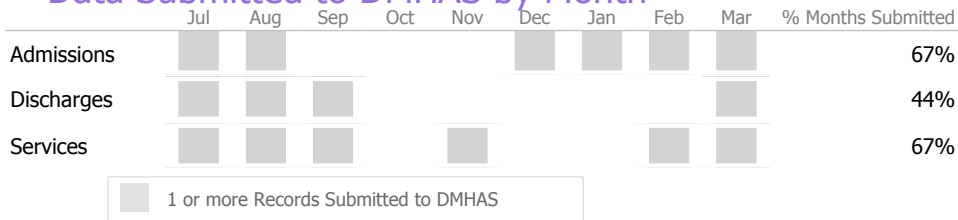
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	127	171	-26% ▼
Admits	57	112	-49% ▼
Discharges	107	109	-2%
Service Hours	172	481	-64% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	43	-7%
Admits	41	41	0%
Discharges	40	37	8%
Service Hours	17	13	36% ▲
Social Rehab/PHP/IOP Days	156	204	-24% ▼

### 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	0%	2%
<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		39	98%	50%	63%	48% ▲
● Follow-up within 30 Days of Discharge		28	72%	90%	61%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		44	92%	75%	88%	17% ▲
✓ Improved/Maintained Axis V GAF Score		37	88%	75%	85%	13% ▲
✓ Stable Living Situation		46	96%	95%	88%	1% ▲
● Abstinence/Reduced Drug Use		22	46%	55%	60%	-9%
● Employed		17	35%	50%	34%	-15% ▼
● Self Help		17	35%	60%	37%	-25% ▼

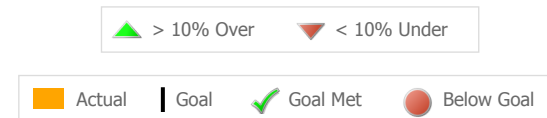
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	81%	-2%

### 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



\* State Avg based on 50 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	241	238	1%
Admits	161	183	-12% ▼
Discharges	103	190	-46% ▼
Service Hours	670	1,462	-54% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	99%	93%
<b>On-Time Periodic</b>		
6 Month Updates	0%	23%
<b>Cooccurring</b>		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
<b>Diagnosis</b>		
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		89	86%	50%	52%	36% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		246	93%	75%	85%	18% ▲
Abstinence/Reduced Drug Use		139	53%	55%	55%	-2%
Stable Living Situation		245	93%	95%	84%	-2%
Employed		118	45%	50%	42%	-5%
Improved/Maintained Axis V GAF Score		94	48%	75%	54%	-27% ▼
Self Help		50	19%	60%	33%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		126	78%	90%	72%	-12% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		60	41%	75%	69%	-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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	675	419	61% ▲
Admits	552	299	85% ▲
Discharges	369	283	30% ▲
Service Hours	2,064	2,829	-27% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	93%	93%
<b>On-Time Periodic</b>		
6 Month Updates	0%	23%
<b>Cooccurring</b>		
MH Screen Complete	100%	99%
SA Screen Complete	100%	99%
<b>Diagnosis</b>		
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		325	88%	50%	52%	38% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		739	95%	75%	85%	20% ▲
Abstinence/Reduced Drug Use		462	60%	55%	55%	5%
Stable Living Situation		636	82%	95%	84%	-13% ▼
Employed		281	36%	50%	42%	-14% ▼
Self Help		306	39%	60%	33%	-21% ▼
Improved/Maintained Axis V GAF Score		230	40%	75%	54%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		287	71%	90%	72%	-19% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		156	33%	75%	69%	-42% ▼

### 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 113 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 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	26	15% ▲
Admits	23	19	21% ▲
Discharges	21	17	24% ▲
Bed Days	2,036	2,502	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%

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

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	57%	70%	76%	-13% ▼
No Re-admit within 30 Days of Discharge		19	90%	85%	91%	5% ▲
Follow-up within 30 Days of Discharge		10	83%	90%	65%	-7% ▼

### Recovery

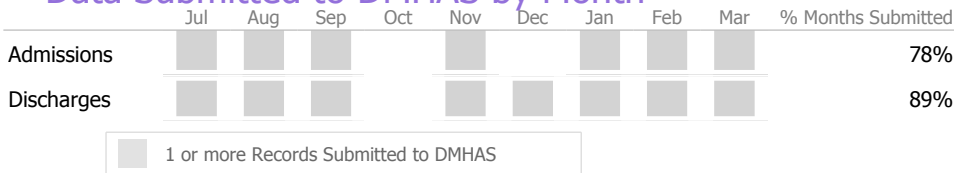
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		30	100%	70%	81%	30% ▲
Improved/Maintained Axis V GAF Score		21	91%	95%	86%	-4% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	121 days	0.2	74%	90%	88%	-16% ▼

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	32	37	-14% ▼
Admits	25	33	-24% ▼
Discharges	27	34	-21% ▼
Bed Days	3,070	2,686	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	15%

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

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	63%	70%	76%	-7%
No Re-admit within 30 Days of Discharge		23	85%	85%	91%	0%
Follow-up within 30 Days of Discharge		16	94%	90%	65%	4%

### Recovery

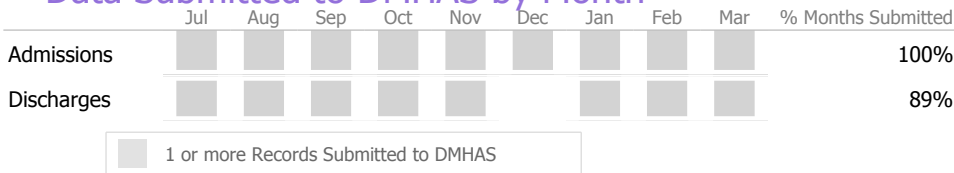
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		24	67%	70%	81%	-3%
Improved/Maintained Axis V GAF Score		24	80%	95%	86%	-15% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	139 days	0.2	112%	90%	88%	22% ▲

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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	164	95	73% ▲
Admits	158	95	66% ▲
Discharges	119	104	14% ▲
Service Hours	48	33	48% ▲
Social Rehab/PHP/IOP Days	627	460	36% ▲

### 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	0%	2%
<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		111	93%	50%	63%	43% ▲
Follow-up within 30 Days of Discharge		87	78%	90%	61%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		164	93%	75%	88%	18% ▲
Abstinence/Reduced Drug Use		118	67%	55%	60%	12% ▲
Self Help		120	68%	60%	37%	8%
Improved/Maintained Axis V GAF Score		109	81%	75%	85%	6%
Stable Living Situation		134	76%	95%	88%	-19% ▼
Employed		48	27%	50%	34%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	54%	90%	81%	-36% ▼

### 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 50 Active Standard IOP Programs