

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,865	6,175	-5%
	Admits	301	652	-54% ▼
	Discharges	307	736	-58% ▼
	Service Hours	6,727	5,762	17% ▲

▲ > 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	5,855	99.1%
	Case Management	52	0.9%

### Consumer Satisfaction Survey

(Based on 626 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ Respect		91%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Outcome		87%	80%	83%
✓ Access		82%	80%	88%
✓ Recovery		82%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	188	3%	10%
26-34	1,539	26%	22%
35-44	1,574	27%	20%
45-54	1,313	22%	21%
55-64	999	17%	19%
65+	252	4%	7%

Gender	#	%	State Avg
Male	3,563	61%	58%
Female	2,298	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,419	75%	71%
Hisp-Puerto Rican	1,298	22%	13%
Unknown	78	1%	8%
Hispanic-Other	56	1%	7%
Hispanic-Mexican	10	0%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	4,473	76%	▲ 63%
Other	1,041	18%	13%
Black/African American	301	5%	▼ 16%
Unknown	21	0%	5%
Am. Indian/Native Alaskan	15	0%	1%
Asian	7	0%	1%
Hawaiian/Other Pacific Islander	7	0%	0%
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	580	586	-1%
Admits	29	58	-50% ▼
Discharges	23	48	-52% ▼
Service Hours	660	552	20% ▲

### 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	43%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	48%	50%	49%	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		319	55%	50%	64%	5%
Employed		213	37%	40%	41%	-3%
Not Arrested		407	70%	75%	85%	-5%
Self Help		270	46%	60%	44%	-14% ▼
Stable Living Situation		411	71%	90%	84%	-19% ▼
Improved/Maintained Axis V GAF Score		283	55%	75%	75%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		438	78%	90%	86%	-12% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		450	78%	50%	74%	28% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	833	860	-3%
Admits	36	63	-43% ▼
Discharges	12	79	-85% ▼
Service Hours	707	602	17% ▲

### 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	38%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	67%	50%	49%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		386	46%	50%	64%	-4%
● Not Arrested		496	59%	75%	85%	-16% ▼
● Employed		167	20%	40%	41%	-20% ▼
● Stable Living Situation		496	59%	90%	84%	-31% ▼
● Improved/Maintained Axis V GAF Score		334	44%	75%	75%	-31% ▼
● Self Help		168	20%	60%	44%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		552	67%	90%	86%	-23% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		688	83%	50%	74%	33% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				67%

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	834	958	-13% ▼
Admits	68	85	-20% ▼
Discharges	99	135	-27% ▼
Service Hours	771	1,028	-25% ▼

### 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	100%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		59	60%	50%	49%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		651	78%	50%	64%	28% ▲
Not Arrested		807	96%	75%	85%	21% ▲
Stable Living Situation		827	99%	90%	84%	9%
Employed		351	42%	40%	41%	2%
Self Help		465	55%	60%	44%	-5%
Improved/Maintained Axis V GAF Score		570	76%	75%	75%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		708	95%	90%	86%	5%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		621	74%	50%	74%	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 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	125	-58% ▼
Admits	1	12	-92% ▼
Discharges	9	48	-81% ▼
Service Hours	59	104	-43% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic 6 Month Updates	29%	51%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	22%	50%	55%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		33	63%	60%	64%	3%
Stable Living Situation		41	79%	80%	80%	-1%
Employed		9	17%	20%	25%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	21%	90%	78%	-69% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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	762	879	-13% ▼
Admits	31	73	-58% ▼
Discharges	40	88	-55% ▼
Service Hours	1,010	762	33% ▲

### 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	51%	69%
<b>Cooccurring</b>		
MH Screen Complete	94%	97%
SA Screen Complete	94%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	60%	50%	49%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		445	58%	50%	64%	8%
Employed		335	44%	40%	41%	4%
Not Arrested		572	75%	75%	85%	0%
Self Help		378	49%	60%	44%	-11% ▼
Stable Living Situation		581	76%	90%	84%	-14% ▼
Improved/Maintained Axis V GAF Score		417	60%	75%	75%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		598	82%	90%	86%	-8%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		627	82%	50%	74%	32% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	816	792	3%
Admits	59	109	-46% ▼
Discharges	27	96	-72% ▼
Service Hours	1,036	763	36% ▲

### 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%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	37%	50%	49%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		513	63%	50%	64%	13% ▲
Not Arrested		685	84%	75%	85%	9%
Employed		332	41%	40%	41%	1%
Stable Living Situation		689	84%	90%	84%	-6%
Self Help		438	54%	60%	44%	-6%
Improved/Maintained Axis V GAF Score		505	73%	75%	75%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		695	88%	90%	86%	-2%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		575	70%	50%	74%	20% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				67%

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	555	604	-8%
Admits	22	56	-61% ▼
Discharges	7	50	-86% ▼
Service Hours	545	498	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	99%	99%
<b>On-Time Periodic</b>		
6 Month Updates	13%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	57%	50%	49%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		167	30%	40%	41%	-10% ▼
● Abstinence/Reduced Drug Use		221	40%	50%	64%	-10% ▼
● Not Arrested		307	55%	75%	85%	-20% ▼
● Stable Living Situation		311	56%	90%	84%	-34% ▼
● Improved/Maintained Axis V GAF Score		220	43%	75%	75%	-32% ▼
● Self Help		57	10%	60%	44%	-50% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		377	69%	90%	86%	-21% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		494	89%	50%	74%	39% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

\* State Avg based on 27 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	554	635	-13% ▼
Admits	13	77	-83% ▼
Discharges	31	97	-68% ▼
Service Hours	621	523	19% ▲

### 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	50%	69%
<b>Cooccurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	58%	50%	49%	8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		454	82%	75%	85%	7%
Abstinence/Reduced Drug Use		292	53%	50%	64%	3%
Employed		228	41%	40%	41%	1%
Stable Living Situation		460	83%	90%	84%	-7%
Improved/Maintained Axis V GAF Score		345	68%	75%	75%	-7%
Self Help		177	32%	60%	44%	-28% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		436	83%	90%	86%	-7%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		431	78%	50%	74%	28% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				67%

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	463	445	4%
Admits	26	49	-47% ▼
Discharges	42	50	-16% ▼
Service Hours	599	383	56% ▲

### 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	Actual	State Avg
6 Month Updates	49%	69%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	81%	97%
SA Screen Complete	Actual	State Avg
SA Screen Complete	88%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	36%	50%	49%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		378	82%	75%	85%	7%
Abstinence/Reduced Drug Use		251	54%	50%	64%	4%
Employed		204	44%	40%	41%	4%
Stable Living Situation		390	84%	90%	84%	-6%
Improved/Maintained Axis V GAF Score		262	65%	75%	75%	-10%
Self Help		90	19%	60%	44%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		359	85%	90%	86%	-5%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		292	63%	50%	74%	13% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

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	502	510	-2%
Admits	16	70	-77% ▼
Discharges	17	45	-62% ▼
Service Hours	721	547	32% ▲

### 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	Actual	State Avg
6 Month Updates	60%	69%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	97%
<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%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	29%	50%	49%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		380	76%	50%	64%	26% ▲
Not Arrested		441	88%	75%	85%	13% ▲
Employed		249	50%	40%	41%	10%
Stable Living Situation		444	88%	90%	84%	-2%
Improved/Maintained Axis V GAF Score		363	80%	75%	75%	5%
Self Help		44	9%	60%	44%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		433	89%	90%	86%	-1%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		382	76%	50%	74%	26% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 27 Active Methadone Maintenance Programs