

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,267	1,285	-1%
	Admits	483	487	-1%
	Discharges	451	504	-11% ▼
	Service Hours	7,231	8,178	-12% ▼
	Bed Days	10,617	10,916	-3%
	S.Rehab/PHP/IOP	1,898	1,155	64% ▲

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

Consumer Satisfaction Survey (Based on 186 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		88%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Outcome		86%	80%	83%
✓ Recovery		83%	80%	79%
✓ Access		82%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	1,056	72.7%
	Residential Services	169	11.6%
	IOP	137	9.4%
	Outpatient	91	6.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	40	3%	11%	Male	841	66%	59%
26-34	226	18%	23%	Female	425	34%	41%
35-44	316	25%	21%	Transgender			0%
45-54	324	26%	21%				
55-64	285	23%	18%				
65+	57	5%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	869	69%	71%	White/Caucasian	1,000	79%	▲ 63%
Hisp-Puerto Rican	302	24%	▲ 13%	Black/African American	247	19%	16%
Hispanic-Other	87	7%	7%	Hawaiian/Other Pacific Islander	9	1%	0%
Hispanic-Mexican	6	0%	1%	Am. Indian/Native Alaskan	7	1%	1%
Hispanic-Cuban	3	0%	0%	Asian	4	0%	1%
Unknown			9%	Multiple Races			1%
				Other			▼ 13%
				Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	41	54% ▲
Admits	55	34	62% ▲
Discharges	44	25	76% ▲
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,015	563	80% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	33%	4%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	92%
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		10	23%	50%	60%	-27% ▼
Follow-up within 30 Days of Discharge		8	80%	90%	56%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		45	67%	55%	61%	12% ▲
Not Arrested		58	87%	75%	77%	12% ▲
Stable Living Situation		62	93%	95%	86%	-2%
Improved/Maintained Axis V GAF Score		34	74%	75%	55%	-1%
Employed		8	12%	50%	29%	-38% ▼
Self Help		15	22%	60%	41%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	96%	90%	65%	6%

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 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	673	656	3%
Admits	103	118	-13% ▼
Discharges	103	91	13% ▲
Service Hours	4,343	4,376	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	99%	56%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
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		50	49%	50%	48%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		547	80%	50%	66%	30% ▲
Not Arrested		653	95%	75%	87%	20% ▲
Improved/Maintained Axis V GAF Score		555	92%	75%	77%	17% ▲
Stable Living Situation		660	96%	90%	87%	6%
Employed		284	41%	40%	42%	1%
Self Help		271	40%	60%	45%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		567	97%	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		506	75%	50%	75%	25% ▲

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 27 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	24	-33% ▼
Admits	13	16	-19% ▼
Discharges	10	16	-38% ▼
Service Hours	134	293	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
Valid TEDS Data	100%	88%
On-Time Periodic		
6 Month Updates	0%	21%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	40%	50%	55%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		10	62%	55%	48%	7%
Not Arrested		13	81%	75%	84%	6%
Stable Living Situation		16	100%	95%	80%	5%
Employed		8	50%	50%	41%	0%
Self Help		6	38%	60%	30%	-22% ▼
Improved/Maintained Axis V GAF Score		7	64%	75%	50%	-11% ▼

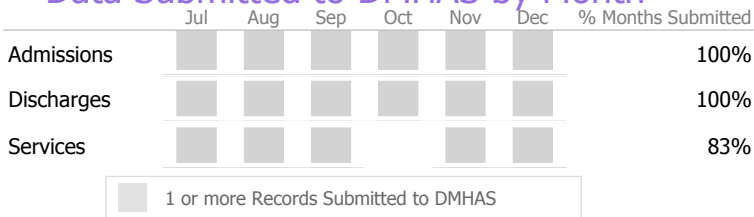
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	56%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	92%	75%	63%	17% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	19	53% ▲
Admits	19	11	73% ▲
Discharges	19	11	73% ▲
Bed Days	1,806	1,680	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
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%	96%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

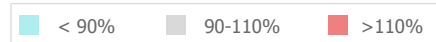
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	79%	70%	73%	9%
✓ No Re-admit within 30 Days of Discharge		19	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		14	93%	90%	66%	3%

Recovery

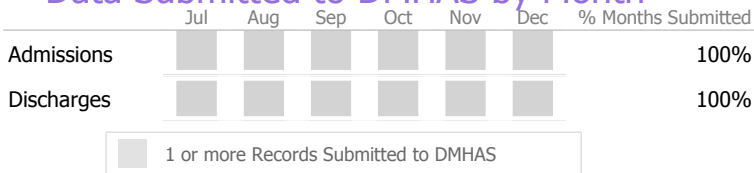
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		18	62%	70%	75%	-8%
✓ Improved/Maintained Axis V GAF Score		19	95%	95%	73%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	123 days	0.3	98%	90%	113%	8%



Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	10	12	-17% ▼
Discharges	10	14	-29% ▼
Service Hours	169	131	30% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	50%	55%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	95%	80%	5%
✓ Not Arrested		19	76%	75%	84%	1%
● Abstinence/Reduced Drug Use		13	52%	55%	48%	-3%
● Self Help		14	56%	60%	30%	-4%
● Employed		9	36%	50%	41%	-14% ▼
● Improved/Maintained Axis V GAF Score		10	59%	75%	50%	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%
✓ Valid TEDS Data		88%

On-Time Periodic	Actual	State Avg
6 Month Updates		21%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		96%
✓ SA Screen Complete		99%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		97%

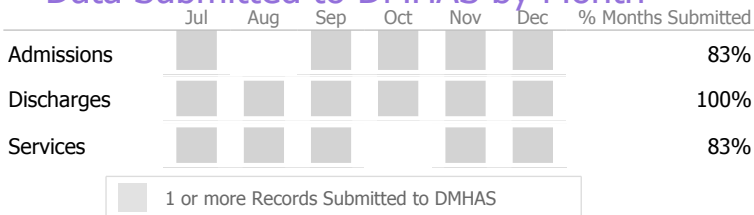
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	56%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		10	100%	75%	63%	25% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	84	-40% ▼
Admits	30	52	-42% ▼
Discharges	34	54	-37% ▼
Service Hours	588	1,031	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
Valid TEDS Data	100%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	21%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	68%	50%	55%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		35	70%	50%	41%	20% ▲
Not Arrested		45	90%	75%	84%	15% ▲
Abstinence/Reduced Drug Use		32	64%	55%	48%	9%
Stable Living Situation		46	92%	95%	80%	-3%
Improved/Maintained Axis V GAF Score		34	94%	75%	50%	19% ▲
Self Help		11	22%	60%	30%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	88%	90%	56%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	87%	75%	63%	12% ▲

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	46	54	-15% ▼
Admits	29	36	-19% ▼
Discharges	29	33	-12% ▼
Bed Days	3,336	3,747	-11% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		28	97%	70%	73%	27% ▲
✓ No Re-admit within 30 Days of Discharge		28	97%	85%	94%	12% ▲
● Follow-up within 30 Days of Discharge		16	57%	90%	66%	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	95%
✓ Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	4%
Cooccurring		
✓ MH Screen Complete	100%	95%
✓ SA Screen Complete	100%	96%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	99%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		39	83%	70%	75%	13% ▲
✓ Improved/Maintained Axis V GAF Score		29	100%	95%	73%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		22	107 days	0.3	82%	90%	113%	-8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 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	94	93	1%
Admits	66	65	2%
Discharges	59	65	-9%
Bed Days	5,475	5,489	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%

Diagnosis	Actual	State Avg
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		39	66%	70%	73%	-4%
No Re-admit within 30 Days of Discharge		55	93%	85%	94%	8%
Follow-up within 30 Days of Discharge		28	72%	90%	66%	-18%

Recovery

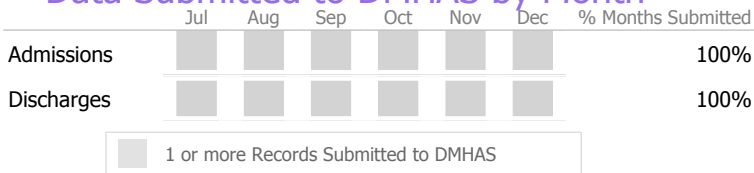
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		62	65%	70%	75%	-5%
Improved/Maintained Axis V GAF Score		57	97%	95%	73%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	94 days	0.2	96%	90%	113%	6%

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	75	63	19% ▲
Admits	61	50	22% ▲
Discharges	56	44	27% ▲
Social Rehab/PHP/IOP Days	883	592	49% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	97%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	92%

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

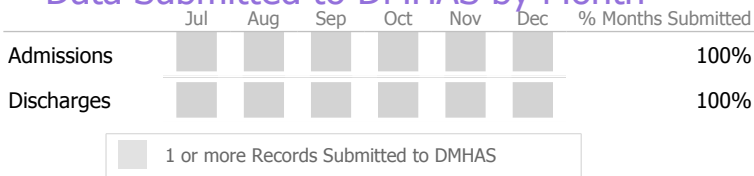
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		34	61%	50%	60%	11% ▲
● Follow-up within 30 Days of Discharge		26	76%	90%	56%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		51	62%	55%	61%	7%
✓ Not Arrested		65	79%	75%	77%	4%
● Self Help		47	57%	60%	41%	-3%
● Employed		28	34%	50%	29%	-16% ▼
● Improved/Maintained Axis V GAF Score		43	67%	75%	55%	-8%
● Stable Living Situation		59	72%	95%	86%	-23% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	402	402	0%
Admits	97	93	4%
Discharges	87	96	-9%
Service Hours	1,998	1,937	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	98%	56%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
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		50	57%	50%	48%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		328	80%	50%	66%	30% ▲
Not Arrested		379	92%	75%	87%	17% ▲
Employed		173	42%	40%	42%	2%
Stable Living Situation		365	89%	90%	87%	-1%
Improved/Maintained Axis V GAF Score		286	84%	75%	77%	9%
Self Help		147	36%	60%	45%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		311	96%	90%	86%	6%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		244	61%	50%	75%	11% ▲

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 27 Active Methadone Maintenance Programs

Program Activity

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

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 0 Active Peer Based Mentoring Programs