

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,198	2,329	-6%
	Admits	1,209	1,273	-5%
	Discharges	1,130	1,202	-6%
	Service Hours	385	557	-31% ▼
	Bed Days	19,195	14,855	29% ▲

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

Consumer Satisfaction Survey

(Based on 388 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Outcome		93%	80%	83%
✓ Recovery		92%	80%	79%
✓ General Satisfaction		92%	80%	92%
✓ Access		87%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA	Forensics Community-based	1,703	77.2%
	Residential Services	337	15.3%
Addiction	Outpatient	148	6.7%
	Medication Assisted Treatment	18	0.8%

Client Demographics

Age	#	%	State Avg
18-25	532	24%	▲ 12%
26-34	674	31%	24%
35-44	421	19%	21%
45-54	309	14%	20%
55-64	191	9%	17%
65+	59	3%	6%

Gender	#	%	State Avg
Male	1,779	81%	▲ 60%
Female	414	19%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,439	65%	71%
Hispanic-Other	618	28%	▲ 7%
Hisp-Puerto Rican	79	4%	13%
Unknown	50	2%	9%
Hispanic-Mexican	9	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,564	71%	63%
Black/African American	425	19%	16%
Other	110	5%	14%
Unknown	44	2%	5%
Asian	34	2%	1%
Multiple Races	15	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Am. Indian/Native Alaskan	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	20	-40% ▼
Admits	1	3	-67% ▼
Discharges	-	8	-100% ▼
Service Hours	93	162	-43% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	81%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	99%	10%

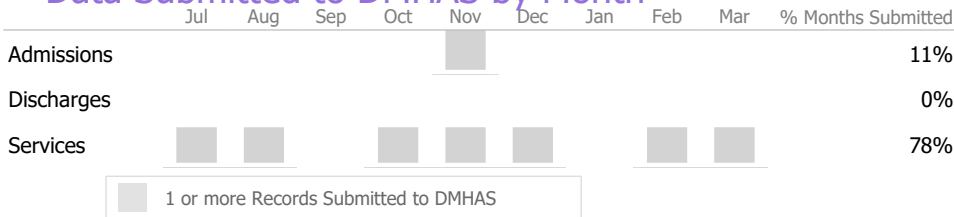
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	85%	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
✓ Valid TEDS Data		40%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	10	7	43% ▲
Discharges	2	8	-75% ▼
Service Hours	103	122	-15% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	81%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	99%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	44%	75%	85%	-31% ▼

Data Submission Quality

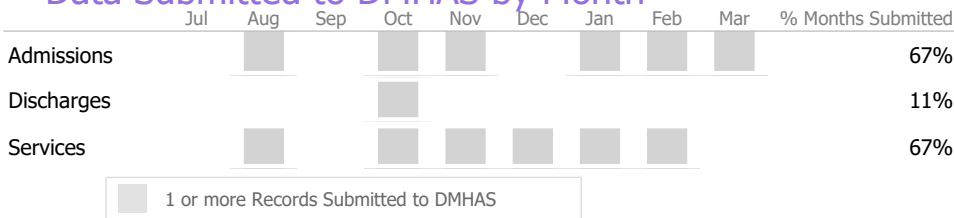
Data Entry	Actual	State Avg
Valid NOMS Data		85% 96%
✓ Valid TEDS Data		73% 40%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% 91%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%
Valid Axis V GAF Score		93% 100%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	129	-1%
Admits	118	119	-1%
Discharges	116	114	2%
Bed Days	4,892	5,242	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	95%
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%	100%
SA Screen Complete	100%	100%

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		95	82%	50%	85%	32% ▲
✓ No Re-admit within 30 Days of Discharge		110	95%	85%	86%	10%
● Follow-up within 30 Days of Discharge		77	81%	90%	72%	-9%

Recovery

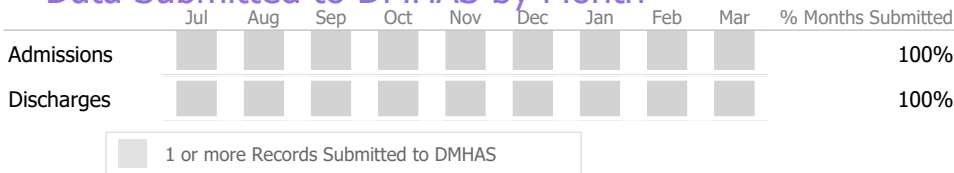
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		117	87%	70%	91%	17% ▲
● Improved/Maintained Axis V GAF Score		8	7%	75%	76%	-68% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	49 days	0.1	89%	90%	90%	-1%

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 4 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	107	14% ▲
Admits	96	69	39% ▲
Discharges	80	79	1%
Service Hours	152	272	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	92%
Valid TEDS Data	94%	88%
On-Time Periodic		
6 Month Updates	0%	25%
Cooccurring		
MH Screen Complete	100%	95%
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		57	71%	50%	54%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		119	95%	75%	83%	20% ▲
✓ Employed		78	62%	50%	41%	12% ▲
✓ Abstinence/Reduced Drug Use		76	61%	55%	51%	6%
● Stable Living Situation		94	75%	95%	81%	-20% ▼
● Self Help		2	2%	60%	31%	-58% ▼
● Improved/Maintained Axis V GAF Score		10	11%	75%	57%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	44%	90%	60%	-46% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		16	17%	75%	65%	-58% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■		■	■	■	■	■		78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

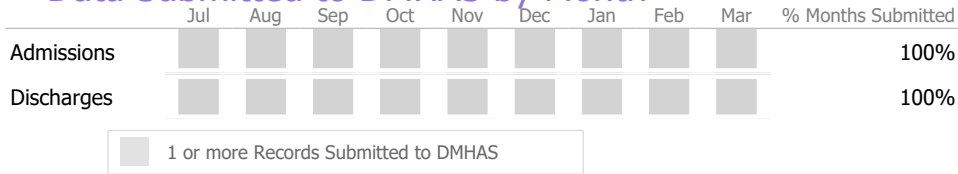
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,703	1,909	-11% ▼
Admits	805	974	-17% ▼
Discharges	767	865	-11% ▼

Data Submitted to DMHAS by Month



* State Avg based on 15 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	210	155	35% ▲
Admits	164	101	62% ▲
Discharges	154	125	23% ▲
Bed Days	14,303	9,613	49% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	95%
Valid TEDS Data	99%	100%
On-Time Periodic		
6 Month Updates	0%	3%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
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		114	74%	70%	75%	4%
✓ No Re-admit within 30 Days of Discharge		150	97%	85%	93%	12% ▲
● Follow-up within 30 Days of Discharge		58	51%	90%	68%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		184	87%	70%	80%	17% ▲
● Improved/Maintained Axis V GAF Score		20	12%	95%	78%	-83% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		50	231 days	0.2	104%	90%	103%	14% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18		
Admits	15	-	
Discharges	10	-	
Service Hours	36	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	93%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	13%	37%
Cooccurring		
MH Screen Complete	100%	84%
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		10	100%	50%	51%	50% ▲

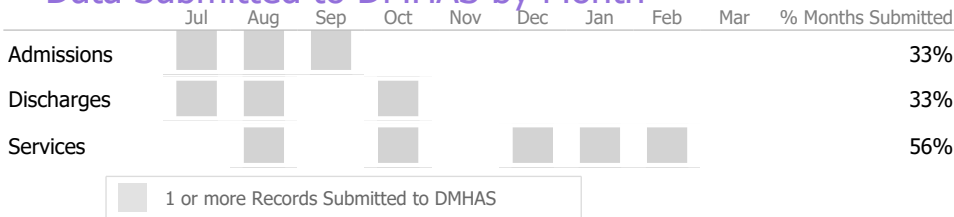
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		18	100%	75%	89%	25% ▲
✓ Abstinence/Reduced Drug Use		11	61%	55%	60%	6% ▲
✓ Stable Living Situation		18	100%	95%	87%	5% ▲
● Employed		6	33%	50%	33%	-17% ▼
● Improved/Maintained Axis V GAF Score		10	56%	75%	54%	-19% ▼
● Self Help		0	0%	60%	30%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	63%	-2% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs