

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,355	1,419	-5%
	Admits	634	722	-12% ▼
	Discharges	578	728	-21% ▼
	Service Hours	9,574	11,829	-19% ▼
	Bed Days	16,197	16,194	0%
	S.Rehab/PHP/IOP	2,480	1,719	44% ▲

▲ > 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	1,092	69.2%
	Residential Services	205	13.0%
	IOP	165	10.4%
	Outpatient	117	7.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	48	4%	12%	Male	909	67%	60%
26-34	244	18%	24%	Female	445	33%	40%
35-44	334	25%	21%	Transgender			0%
45-54	345	26%	20%				
55-64	298	22%	17%				
65+	58	4%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	931	69%	71%	White/Caucasian	1,055	78%	▲ 63%
Hisp-Puerto Rican	316	23%	13%	Black/African American	276	20%	16%
Hispanic-Other	96	7%	7%	Hawaiian/Other Pacific Islander	12	1%	0%
Hispanic-Mexican	8	1%	1%	Am. Indian/Native Alaskan	8	1%	1%
Hispanic-Cuban	4	0%	0%	Asian	4	0%	1%
Unknown			9%	Multiple Races			1%
				Other			▼ 14%
				Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	62	31% ▲
Admits	75	58	29% ▲
Discharges	50	49	2%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	1,390	864	61% ▲

Data Submission Quality

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

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

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

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		11	22%	50%	66%	-28% ▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		9	82%	90%	62%	-8%

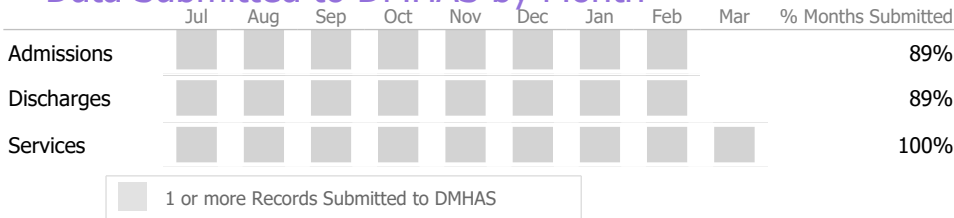
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		77	89%	75%	77%	14% ▲
Abstinence/Reduced Drug Use		57	66%	55%	64%	11% ▲
Stable Living Situation		81	93%	95%	87%	-2%
Improved/Maintained Axis V GAF Score		39	67%	75%	59%	-8%
Self Help		21	24%	60%	42%	-36% ▼
Employed		9	10%	50%	28%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	95%	90%	63%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	695	696	0%
Admits	135	168	-20% ▼
Discharges	120	129	-7%
Service Hours	5,655	6,607	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	78%	51%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		59	49%	50%	47%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		569	79%	50%	68%	29% ▲
Not Arrested		683	95%	75%	89%	20% ▲
Improved/Maintained Axis V GAF Score		576	89%	75%	77%	14% ▲
Stable Living Situation		687	96%	90%	89%	6%
Employed		294	41%	40%	43%	1%
Self Help		280	39%	60%	46%	-21% ▼

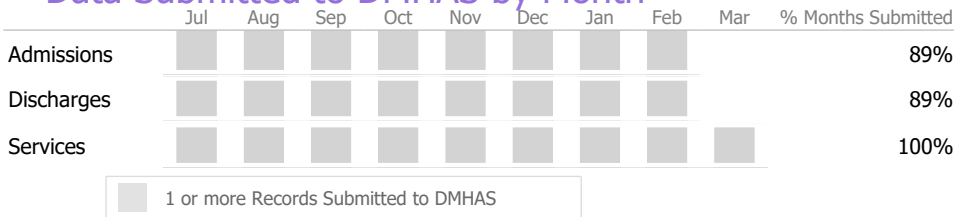
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		590	99%	90%	84%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		530	76%	50%	74%	26% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	28	-29% ▼
Admits	17	20	-15% ▼
Discharges	10	21	-52% ▼
Service Hours	183	390	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	100%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	25%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
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		4	40%	50%	54%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		13	65%	55%	51%	10%
Not Arrested		16	80%	75%	83%	5%
Stable Living Situation		20	100%	95%	81%	5%
Employed		10	50%	50%	41%	0%
Self Help		6	30%	60%	31%	-30% ▼
Improved/Maintained Axis V GAF Score		7	58%	75%	57%	-17% ▼

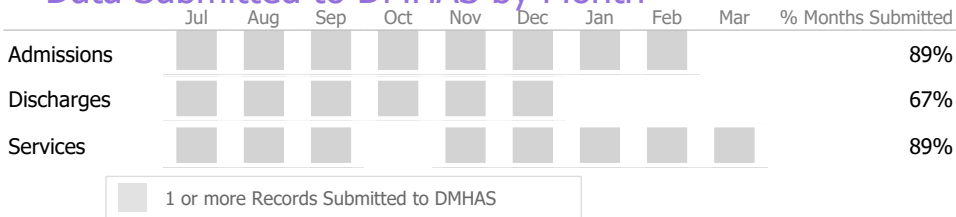
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	90%	90%	60%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	88%	75%	65%	13% ▲

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	34	27	26% ▲
Admits	25	20	25% ▲
Discharges	25	20	25% ▲
Bed Days	2,695	2,438	11% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	72%	70%	75%	2%
✓ No Re-admit within 30 Days of Discharge		24	96%	85%	93%	11% ▲
✓ Follow-up within 30 Days of Discharge		17	94%	90%	68%	4%

Data Submission Quality

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		25	71%	70%	80%	1%
✓ Improved/Maintained Axis V GAF Score		25	100%	95%	78%	5%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Bed Utilization

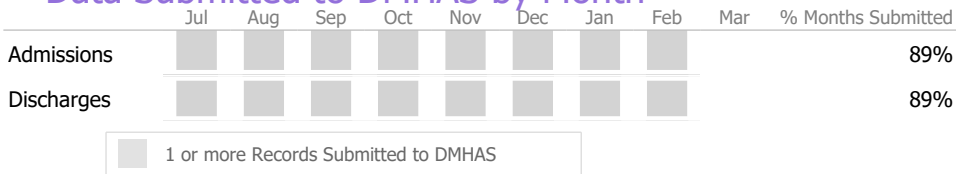
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	123 days	0.2	98%	90%	103%	8%

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

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%	99%

Data Submitted to DMHAS by Month



▲ > 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	35	34	3%
Admits	21	21	0%
Discharges	15	23	-35% ▼
Service Hours	242	210	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	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		14	93%	50%	54%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		36	100%	95%	81%	5%
● Not Arrested		25	69%	75%	83%	-6%
● Abstinence/Reduced Drug Use		16	44%	55%	51%	-11% ▼
● Self Help		16	44%	60%	31%	-16% ▼
● Employed		11	31%	50%	41%	-19% ▼
✓ Improved/Maintained Axis V GAF Score		15	75%	75%	57%	0%

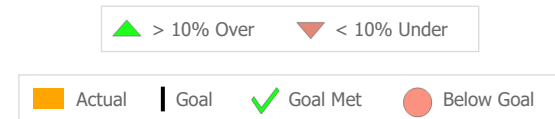
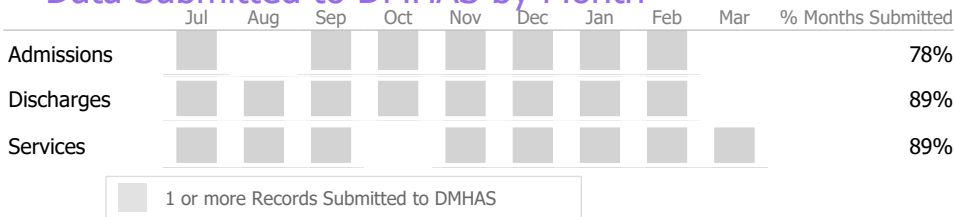
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	90%	90%	60%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		15	71%	75%	65%	-4%

Data Submitted to DMHAS by Month



* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	98	-37% ▼
Admits	42	66	-36% ▼
Discharges	43	73	-41% ▼
Service Hours	750	1,471	-49% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	67%	50%	54%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		44	71%	50%	41%	21% ▲
✓ Not Arrested		57	92%	75%	83%	17% ▲
✓ Abstinence/Reduced Drug Use		40	65%	55%	51%	10%
● Stable Living Situation		57	92%	95%	81%	-3%
✓ Improved/Maintained Axis V GAF Score		41	89%	75%	57%	14% ▲
● Self Help		16	26%	60%	31%	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99% 92%
✓ Valid TEDS Data		100% 88%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% 25%

Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 95%
✓ SA Screen Complete		100% 99%

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

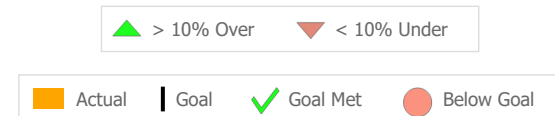
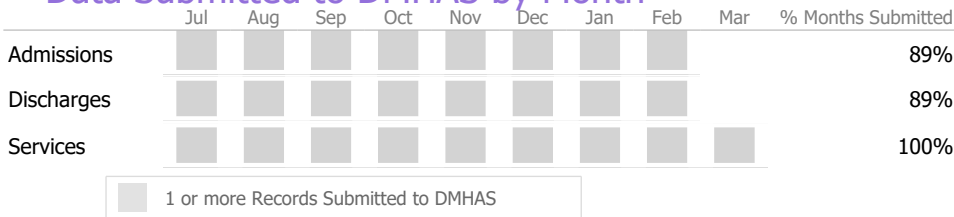
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	84%	90%	60%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		33	79%	75%	65%	4%

Data Submitted to DMHAS by Month



* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	73	-16% ▼
Admits	44	55	-20% ▼
Discharges	40	51	-22% ▼
Bed Days	5,217	5,569	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

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%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		37	92%	70%	75%	22% ▲
✓ No Re-admit within 30 Days of Discharge		39	98%	85%	93%	13% ▲
● Follow-up within 30 Days of Discharge		19	51%	90%	68%	-39% ▼

Recovery

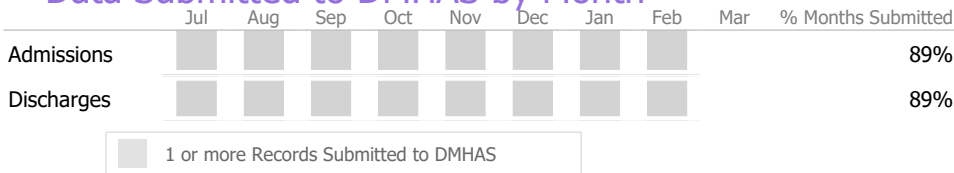
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		58	94%	70%	80%	24% ▲
✓ Improved/Maintained Axis V GAF Score		40	100%	95%	78%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		22	106 days	0.2	87%	90%	103%	-3%

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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	126	-11% ▼
Admits	87	102	-15% ▼
Discharges	87	100	-13% ▼
Bed Days	8,285	8,187	1%

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	0%	3%

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%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		60	69%	70%	75%	-1%
No Re-admit within 30 Days of Discharge		83	95%	85%	93%	10%
Follow-up within 30 Days of Discharge		43	72%	90%	68%	-18%

Recovery

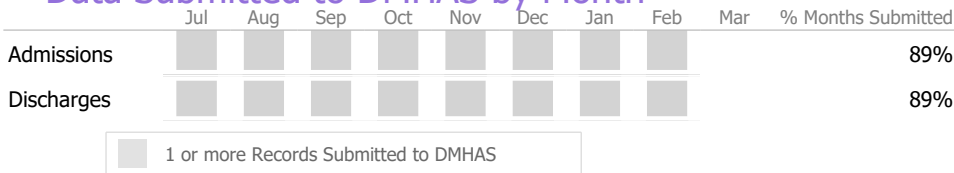
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		91	78%	70%	80%	8%
Improved/Maintained Axis V GAF Score		85	97%	95%	78%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	98 days	0.2	98%	90%	103%	8%

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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	79	8%
Admits	72	71	1%
Discharges	74	66	12% ▲
Social Rehab/PHP/IOP Days	1,090	855	27% ▲

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%	0%

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

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		48	65%	50%	66%	15% ▲
● Follow-up within 30 Days of Discharge		37	77%	90%	62%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		63	68%	55%	64%	13% ▲
✓ Not Arrested		78	84%	75%	77%	9%
✓ Self Help		58	62%	60%	42%	2%
● Improved/Maintained Axis V GAF Score		59	72%	75%	59%	-3%
● Employed		31	33%	50%	28%	-17% ▼
● Stable Living Situation		68	73%	95%	87%	-22% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		89%
Discharges	■	■	■	■	■	■	■	■		89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	417	442	-6%
Admits	116	141	-18% ▼
Discharges	114	141	-19% ▼
Service Hours	2,745	2,742	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		68	60%	50%	47%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		355	83%	50%	68%	33% ▲
✓ Not Arrested		399	93%	75%	89%	18% ▲
✓ Employed		181	42%	40%	43%	2%
✓ Improved/Maintained Axis V GAF Score		317	83%	75%	77%	8%
● Stable Living Situation		382	89%	90%	89%	-1%
● Self Help		169	39%	60%	46%	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%
✓ Valid TEDS Data	100%	99%
On-Time Periodic		
✓ 6 Month Updates	70%	51%
Cooccurring		
✓ MH Screen Complete	100%	97%
✓ SA Screen Complete	100%	97%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	99%

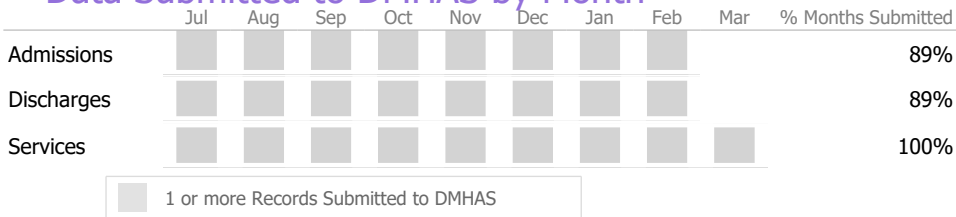
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		311	98%	90%	84%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		256	61%	50%	74%	11% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs