

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,290	1,138	13% ▲
	Admits	269	253	6%
	Discharges	163	241	-32% ▼
	Service Hours	2,153	3,674	-41% ▼
	Bed Days	8,222	5,077	62% ▲
	S.Rehab/PHP/IOP	307	926	-67% ▼

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

Consumer Satisfaction Survey

(Based on 365 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		91%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Overall		90%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Recovery		82%	80%	79%
✓ Outcome		82%	80%	83%
● Access		79%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Medication Assisted Treatment	1,092	74.5%
	Residential Services	155	10.6%
	IOP	139	9.5%
	Outpatient	79	5.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	35	3%	9%	Male	883	69%	59%
26-34	218	17%	22%	Female	406	31%	41%
35-44	330	26%	21%	Transgender			0%
45-54	316	25%	20%				
55-64	302	24%	20%				
65+	70	6%	7%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	871	68%	71%	White/Caucasian	985	76%	▲ 64%
Hisp-Puerto Rican	325	25%	▲ 12%	Black/African American	260	20%	16%
Hispanic-Other	81	6%	7%	Unknown	26	2%	5%
Hispanic-Mexican	9	1%	1%	Hawaiian/Other Pacific Islander	9	1%	0%
Hispanic-Cuban	3	0%	0%	Am. Indian/Native Alaskan	6	0%	1%
Unknown	1	0%	9%	Asian	3	0%	1%
				Other	1	0%	▼ 13%
				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	69	44	57% ▲
Admits	25	32	-22% ▼
Discharges	5	24	-79% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	138	407	-66% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	100%	97%
<b>On-Time Periodic</b>		
6 Month Updates	0%	0%
<b>Co-occurring</b>		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
<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		3	60%	50%	68%	10% ▲
Follow-up within 30 Days of Discharge		2	67%	90%	66%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		64	91%	75%	79%	16% ▲
Abstinence/Reduced Drug Use		36	51%	55%	47%	-4%
Stable Living Situation		64	91%	95%	83%	-4%
Self Help		17	24%	60%	20%	-36% ▼
Employed		6	9%	50%	29%	-41% ▼
Improved/Maintained Axis V GAF Score		5	16%	75%	69%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	45%	90%	60%	-45% ▼

### 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 49 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	729	635	15% ▲
Admits	82	52	58% ▲
Discharges	17	60	-72% ▼
Service Hours	1,287	2,191	-41% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	61%	88%
<b>Co-occurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
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		6	35%	50%	43%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		534	73%	50%	71%	23% ▲
Not Arrested		710	97%	75%	94%	22% ▲
Stable Living Situation		699	96%	90%	93%	6%
Employed		300	41%	40%	46%	1%
Improved/Maintained Axis V GAF Score		513	87%	75%	56%	12% ▲
Self Help		246	34%	60%	44%	-26% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		637	89%	90%	93%	-1%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		505	69%	50%	69%	19% ▲

### 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 35 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	8	38% ▲
Admits	-	5	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	16	44	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
Valid TEDS Data	N/A	90%
<b>On-Time Periodic</b>		
6 Month Updates	0%	31%
<b>Co-occurring</b>		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	97%
<b>Diagnosis</b>		
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		N/A	N/A	50%	54%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		9	82%	75%	79%	7%
Stable Living Situation		10	91%	95%	78%	-4%
Employed		3	27%	50%	40%	-23%
Abstinence/Reduced Drug Use		3	27%	55%	48%	-28%
Self Help		1	9%	60%	28%	-51%
Improved/Maintained Axis V GAF Score		0	0%	75%	47%	-75%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	45%	90%	59%	-45%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	67%	-75%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	4	6	-33% ▼
Discharges	7	6	17% ▲
Bed Days	1,151	909	27% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
Valid TEDS Data	100%	90%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	78%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	86%	70%	76%	16% ▲
● No Re-admit within 30 Days of Discharge		5	71%	85%	90%	-14% ▼
✓ Follow-up within 30 Days of Discharge		6	100%	90%	72%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		10	59%	70%	64%	-11% ▼
● Improved/Maintained Axis V GAF Score		7	64%	95%	78%	-31% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	141 days	0.6	125%	90%	99%	35% ▲

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

### Data Submitted to DMHAS by Month

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

Legend: Grey square = 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	24	18	33% ▲
Admits	4	3	33% ▲
Discharges	7	6	17% ▲
Service Hours	33	86	-62% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	90%
<b>On-Time Periodic</b>		
6 Month Updates	0%	31%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		7	100%	50%	54%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		19	76%	75%	79%	1%
● Stable Living Situation		23	92%	95%	78%	-3%
● Abstinence/Reduced Drug Use		8	32%	55%	48%	-23% ▼
● Employed		6	24%	50%	40%	-26% ▼
● Self Help		8	32%	60%	28%	-28% ▼
● Improved/Maintained Axis V GAF Score		7	44%	75%	47%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	61%	90%	59%	-29% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	75%	75%	67%	0%

### 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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	39	13% ▲
Admits	17	19	-11% ▼
Discharges	10	14	-29% ▼
Service Hours	140	301	-53% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	100%	90%
<b>On-Time Periodic</b>		
6 Month Updates	0%	31%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		6	60%	50%	54%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		34	77%	50%	40%	27% ▲
Not Arrested		36	82%	75%	79%	7%
Abstinence/Reduced Drug Use		26	59%	55%	48%	4%
Stable Living Situation		41	93%	95%	78%	-2%
Self Help		7	16%	60%	28%	-44% ▼
Improved/Maintained Axis V GAF Score		6	26%	75%	47%	-49% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	62%	90%	59%	-28% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	59%	75%	67%	-16% ▼

### 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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	32	44% ▲
Admits	20	14	43% ▲
Discharges	22	14	57% ▲
Bed Days	2,349	1,730	36% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
Valid TEDS Data	100%	90%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	78%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	77%	70%	76%	7%
✓ No Re-admit within 30 Days of Discharge		22	100%	85%	90%	15% ▲
○ Follow-up within 30 Days of Discharge		12	71%	90%	72%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		38	81%	70%	64%	11% ▲
○ Improved/Maintained Axis V GAF Score		22	79%	95%	78%	-16% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		22	105 days	0.5	116%	90%	99%	26% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	92	64	44% ▲
Admits	39	35	11% ▲
Discharges	38	33	15% ▲
Bed Days	4,722	2,438	94% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
Valid TEDS Data	100%	90%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	78%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	79%	70%	76%	9%
✓ No Re-admit within 30 Days of Discharge		33	87%	85%	90%	2%
○ Follow-up within 30 Days of Discharge		18	60%	90%	72%	-30%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Abstinence/Reduced Drug Use		46	50%	70%	64%	-20%
○ Improved/Maintained Axis V GAF Score		38	76%	95%	78%	-19%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		31	107 days	0.3	166%	90%	99%	76% ▲

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

### Data Submitted to DMHAS by Month

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

Legend: Grey square = 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	72	53	36% ▲
Admits	38	33	15% ▲
Discharges	27	35	-23% ▼
Social Rehab/PHP/IOP Days	169	519	-67% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	100%	97%
<b>On-Time Periodic</b>		
6 Month Updates	0%	0%
<b>Co-occurring</b>		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
<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		18	67%	50%	68%	17% ▲
Follow-up within 30 Days of Discharge		12	67%	90%	66%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		57	77%	75%	79%	2%
Abstinence/Reduced Drug Use		32	43%	55%	47%	-12% ▼
Self Help		33	45%	60%	20%	-15% ▼
Employed		17	23%	50%	29%	-27% ▼
Stable Living Situation		50	68%	95%	83%	-27% ▼
Improved/Maintained Axis V GAF Score		20	50%	75%	69%	-25% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 49 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	365	365	0%
Admits	40	54	-26% ▼
Discharges	30	44	-32% ▼
Service Hours	677	1,053	-36% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	83%	88%
<b>Co-occurring</b>		
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
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		16	53%	50%	43%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		292	79%	50%	71%	29% ▲
Not Arrested		347	94%	75%	94%	19% ▲
Employed		165	45%	40%	46%	5%
Stable Living Situation		323	88%	90%	93%	-2%
Improved/Maintained Axis V GAF Score		264	86%	75%	56%	11% ▲
Self Help		131	36%	60%	44%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		305	90%	90%	93%	0%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		251	69%	50%	69%	19% ▲

### 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 35 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	% 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 9 Active Peer Based Mentoring Programs