

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,323	1,963	18%	▲
	Admits	2,669	2,315	15%	▲
	Discharges	2,483	2,185	14%	▲
	Service Hours	11,029	8,568	29%	▲
	Bed Days	15,829	15,424	3%	
	S.Rehab/PHP/IOP	7,413	9,842	-25%	▼

Consumer Satisfaction Survey

(Based on 578 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		89%	80%	91%
✓ Overall		88%	80%	91%
✓ Outcome		85%	80%	83%
✓ General Satisfaction		84%	80%	92%
✓ Access		84%	80%	88%
✓ Recovery		84%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,316	45.6%
	IOP	886	30.7%
	Residential Services	338	11.7%
	Case Management	232	8.0%
Forensic SA	Case Management	113	3.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	446	19%	16%	Male	1,775	76%	60%	
26-34	716	31%	24%	Female	548	24%	40%	
35-44	589	26%	19%	Race	White/Caucasian	1,139	49%	66%
45-54	405	18%	23%		Other	570	25%	13%
55-64	123	5%	14%		Black/African American	569	24%	17%
65+	23	1%	4%		Unknown	18	1%	3%
					Asian	11	0%	1%
Ethnicity	Non-Hispanic	1,691	73%	75%	Am. Indian/Native Alaskan	8	0%	1%
	Hisp-Puerto Rican	495	21%	12%	Hawaiian/Other Pacific Islander	8	0%	0%
	Hispanic-Other	102	4%	6%	Multiple Races			1%
	Unknown	21	1%	6%				
Hispanic-Cuban	9	0%	0%					
Hispanic-Mexican	5	0%	1%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	73	16% ▲
Admits	74	67	10%
Discharges	68	62	10%
Service Hours	175	147	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	22%	22%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		59	87%	50%	76%	37% ▲

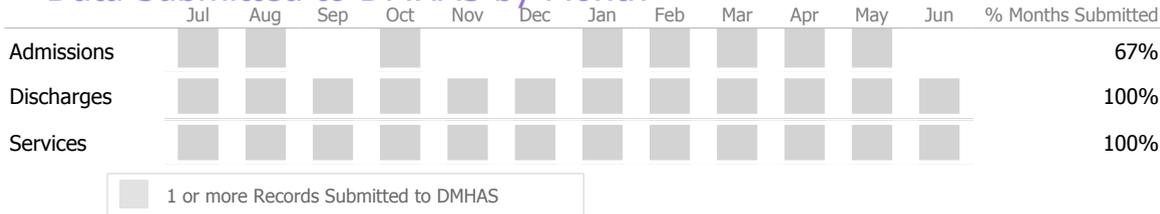
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		61	71%	60%	55%	11% ▲
● Stable Living Situation		58	67%	80%	44%	-13% ▼
● Employed		6	7%	20%	15%	-13% ▼
● Self Help		28	33%	60%	57%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	72%	90%	81%	-18% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	58	-9%
Admits	27	41	-34% ▼
Discharges	45	31	45% ▲
Service Hours	602	699	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		35	78%	50%	48%	28% ▲

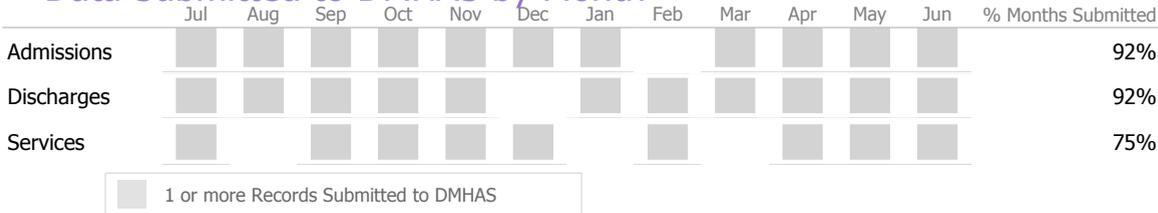
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		51	94%	60%	66%	34% ▲
✓ Employed		26	48%	20%	14%	28% ▲
✓ Stable Living Situation		49	91%	80%	84%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	11%	90%	90%	-79% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	119	8%
Admits	93	81	15% ▲
Discharges	100	82	22% ▲
Service Hours	870	1,376	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	33%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		69	69%	50%	48%	19% ▲

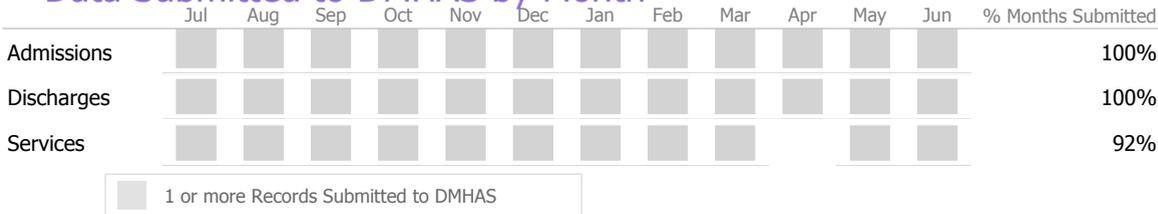
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		117	89%	80%	84%	9%
✓ Employed		33	25%	20%	14%	5%
● Self Help		51	39%	60%	66%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	91%	90%	90%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

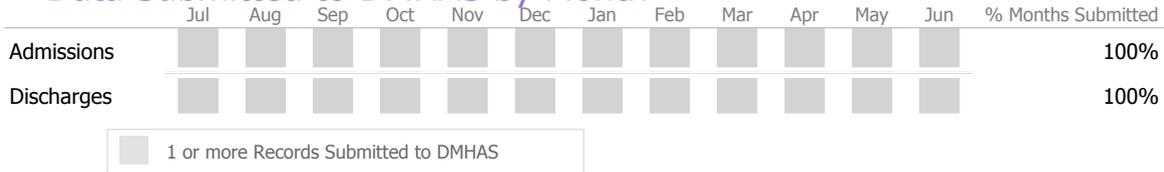
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	29	-7%
Admits	25	27	-7%
Discharges	22	27	-19% ▼
Bed Days	1,192	1,000	19% ▲

Data Submitted to DMHAS by Month

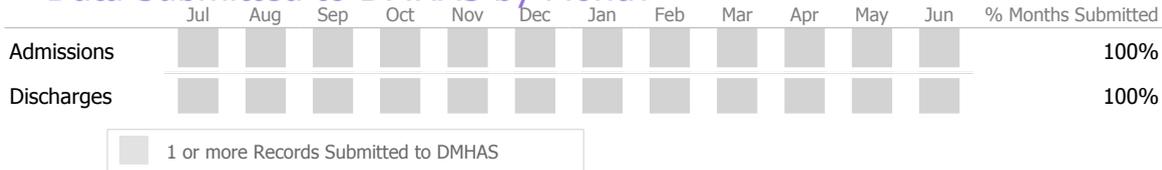


* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	165	187	-12% ▼
Admits	176	183	-4%
Discharges	167	185	-10%
Bed Days	3,146	2,378	32% ▲

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	55	-5%
Admits	35	30	17% ▲
Discharges	40	40	0%
Service Hours	369	380	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		33	82%	50%	48%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		42	81%	60%	66%	21% ▲
✓ Employed		18	35%	20%	14%	15% ▲
● Stable Living Situation		31	60%	80%	84%	-20% ▼

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

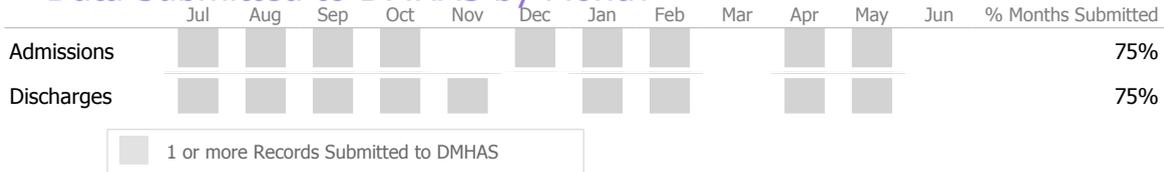
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	18	19	-5%
Discharges	17	20	-15% ▼
Bed Days	1,311	1,349	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

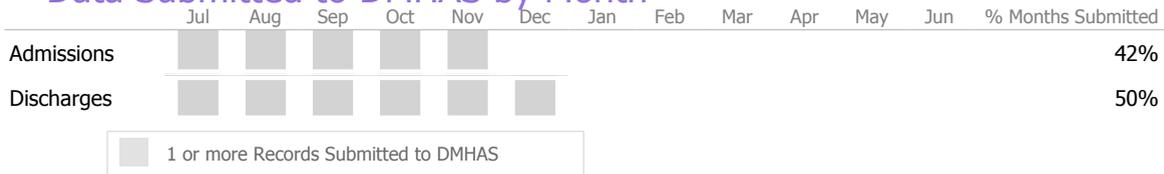
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	66	-48% ▼
Admits	18	55	-67% ▼
Discharges	33	52	-37% ▼
Bed Days	2,587	5,345	-52% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

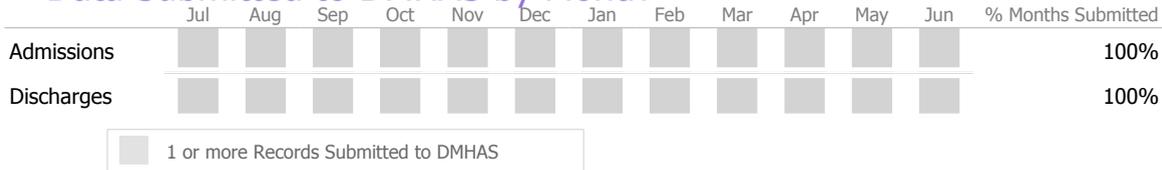
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	48	92% ▲
Admits	89	40	123% ▲
Discharges	77	40	93% ▲
Bed Days	5,045	2,707	86% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	35	57% ▲
Admits	44	27	63% ▲
Discharges	30	24	25% ▲
Service Hours	324	226	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	86%
On-Time Periodic 6 Month Updates	33%	22%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	53%	50%	76%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	22%	20%	15%	2%
● Social Support		32	58%	60%	55%	-2%
● Stable Living Situation		35	64%	80%	44%	-16% ▼
● Self Help		19	35%	60%	57%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	84%	90%	81%	-6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	64	-27% ▼
Admits	47	67	-30% ▼
Discharges	49	63	-22% ▼
Service Hours	139	74	88% ▲
Social Rehab/PHP/IOP Days	155	1,005	-85% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	14%
Cooccurring		
MH Screen Complete	98%	96%
SA Screen Complete	98%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	45%	50%	55%	-5%
Follow-up within 30 Days of Discharge		8	36%	90%	52%	-54% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		51	100%	75%	93%	25% ▲
Abstinence/Reduced Drug Use		37	73%	55%	65%	18% ▲
Stable Living Situation		50	98%	95%	90%	3%
Improved/Maintained Axis V GAF Score		38	76%	75%	83%	1%
Employed		20	39%	50%	31%	-11% ▼
Self Help		13	25%	60%	51%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	50%	90%	80%	-40% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	151	140	8%
Admits	143	119	20% ▲
Discharges	114	136	-16% ▼
Service Hours	591	500	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
Valid TEDS Data	82%	92%
On-Time Periodic		
6 Month Updates	8%	33%
Cooccurring		
MH Screen Complete	94%	97%
SA Screen Complete	94%	96%
Diagnosis		
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	94%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		45	39%	50%	51%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		152	96%	75%	86%	21% ▲
Abstinence/Reduced Drug Use		101	64%	55%	58%	9%
Stable Living Situation		148	94%	95%	85%	-1%
Employed		74	47%	50%	40%	-3%
Improved/Maintained Axis V GAF Score		66	52%	75%	62%	-23% ▼
Self Help		23	15%	60%	26%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	89%	90%	81%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		97	71%	75%	73%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	844	679	24% ▲
Admits	854	691	24% ▲
Discharges	790	648	22% ▲
Service Hours	973	684	42% ▲
Social Rehab/PHP/IOP Days	7,258	8,837	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	25%	14%
Cooccurring		
MH Screen Complete	99%	96%
SA Screen Complete	99%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		369	47%	50%	55%	-3%
Follow-up within 30 Days of Discharge		191	52%	90%	52%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		929	97%	75%	93%	22% ▲
Abstinence/Reduced Drug Use		641	67%	55%	65%	12% ▲
Improved/Maintained Axis V GAF Score		728	86%	75%	83%	11% ▲
Stable Living Situation		884	92%	95%	90%	-3%
Self Help		356	37%	60%	51%	-23% ▼
Employed		246	26%	50%	31%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		159	92%	90%	80%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	1,166	930	25%	▲
Admits	1,001	837	20%	▲
Discharges	904	744	22%	▲
Service Hours	6,985	4,483	56%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
Valid TEDS Data	87%	92%
On-Time Periodic		
6 Month Updates	11%	33%
Cooccurring		
MH Screen Complete	98%	97%
SA Screen Complete	98%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	98%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		472	52%	50%	51%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		944	75%	55%	58%	20% ▲
✓ Not Arrested		1,210	96%	75%	86%	21% ▲
● Stable Living Situation		1,182	94%	95%	85%	-1%
● Improved/Maintained Axis V GAF Score		732	72%	75%	62%	-3%
● Employed		408	33%	50%	40%	-17% ▼
● Self Help		311	25%	60%	26%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		289	82%	90%	81%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		832	88%	75%	73%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	39	-15% ▼
Admits	25	31	-19% ▼
Discharges	27	31	-13% ▼
Bed Days	2,548	2,645	-4%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	7%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%

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		22	81%	70%	71%	11% ▲
No Re-admit within 30 Days of Discharge		24	89%	85%	91%	4%
Follow-up within 30 Days of Discharge		12	55%	90%	58%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		27	82%	70%	80%	12% ▲
Improved/Maintained Axis V GAF Score		27	100%	95%	89%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	117 days	0.2	87%	90%	100%	-3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

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