

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,777	2,265	-22%	▼
	Admits	2,312	2,670	-13%	▼
	Discharges	2,428	2,803	-13%	▼
	Service Hours	7,198	11,042	-35%	▼
	Bed Days	15,522	14,214	9%	
	S.Rehab/PHP/IOP	4,693	7,415	-37%	▼

Consumer Satisfaction Survey

(Based on 426 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Respect		86%	80%	91%
✓ Overall		86%	80%	91%
✓ Access		86%	80%	88%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		81%	80%	83%
✓ Recovery		80%	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	974	41.1%
	IOP	769	32.5%
	Residential Services	345	14.6%
	Case Management	210	8.9%
Forensic SA	Case Management	71	3.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	259	15%	15%	Male	1,342	76%	▲ 60%
26-34	563	32%	24%	Female	434	24%	▼ 40%
35-44	463	26%	19%	Transgender			0%
45-54	337	19%	22%				
55-64	129	7%	15%				
65+	11	1%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,326	75%	75%	White/Caucasian	894	50%	▼ 65%
Hisp-Puerto Rican	370	21%	12%	Black/African American	467	26%	16%
Hispanic-Other	71	4%	7%	Other	407	23%	13%
Hispanic-Cuban	6	0%	0%	Am. Indian/Native Alaskan	4	0%	1%
Hispanic-Mexican	4	0%	1%	Multiple Races	2	0%	1%
Unknown			6%	Hawaiian/Other Pacific Islander	2	0%	0%
				Asian	1	0%	1%
				Unknown			3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	84	-26% ▼
Admits	54	74	-27% ▼
Discharges	56	77	-27% ▼
Service Hours	147	175	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	25%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		52	93%	50%	67%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		52	84%	60%	74%	24% ▲
● Stable Living Situation		40	65%	80%	50%	-15% ▼
● Self Help		27	44%	60%	60%	-16% ▼
● Employed		2	3%	20%	15%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	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	■	■		■	■	■	■	■	■	■	■		83%
Discharges	■	■	■	■	■	■	■	■	■	■		■	92%
Services	■	■		■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 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	39	53	-26% ▼
Admits	34	27	26% ▲
Discharges	27	49	-45% ▼
Service Hours	356	605	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	63%	50%	56%	13% ▲

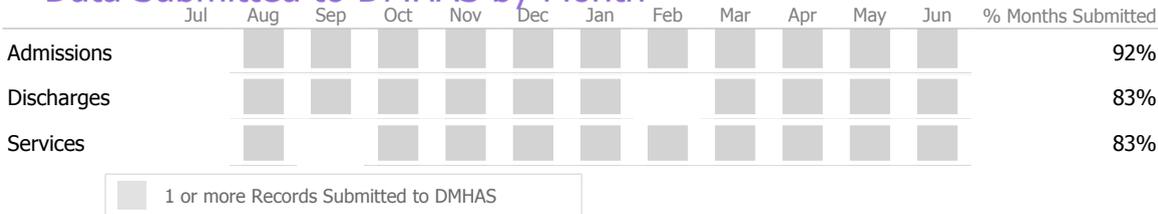
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		35	90%	60%	75%	30% ▲
✓ Employed		15	38%	20%	26%	18% ▲
✓ Stable Living Situation		33	85%	80%	85%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	92%	10%

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	125	128	-2%
Admits	104	93	12% ▲
Discharges	108	107	1%
Service Hours	599	874	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		67	62%	50%	56%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	30%	20%	26%	10%
✓ Stable Living Situation		113	89%	80%	85%	9%
● Self Help		66	52%	60%	75%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	92%	5%

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

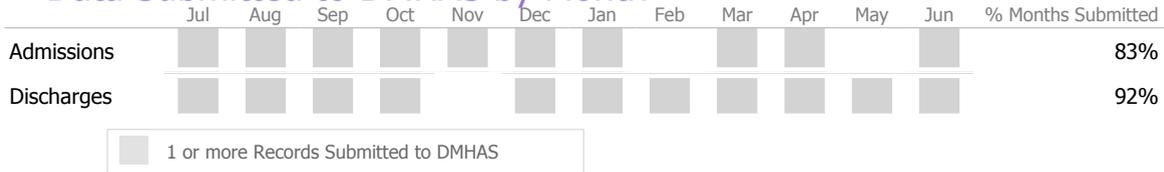
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	26	-8%
Admits	21	24	-13% ▼
Discharges	21	23	-9%
Bed Days	947	945	0%

Data Submitted to DMHAS by Month

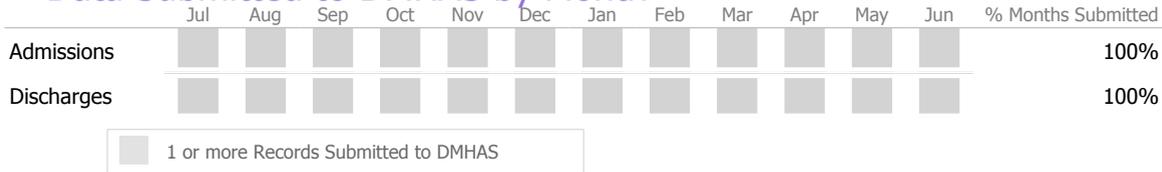


* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	187	164	14% ▲
Admits	200	176	14% ▲
Discharges	201	172	17% ▲
Bed Days	3,303	2,373	39% ▲

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	52	-12% ▼
Admits	36	35	3%
Discharges	24	40	-40% ▼
Service Hours	168	369	-55% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic 6 Month Updates	0%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	54%	50%	56%	4%

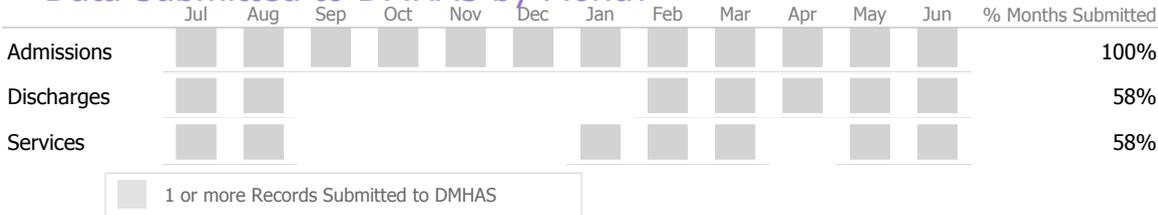
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		14	29%	20%	26%	9%
✓ Self Help		31	65%	60%	75%	5%
● Stable Living Situation		34	71%	80%	85%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		22	88%	90%	92%	-2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

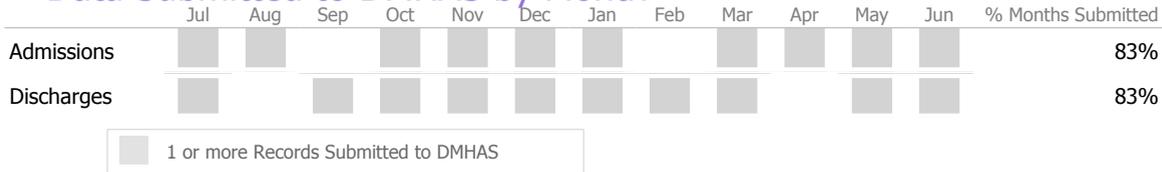
█ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	18	18	0%
Discharges	22	17	29% ▲
Bed Days	1,283	1,311	-2%

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	0	34	▼
Admits	-	18	-100% ▼
Discharges	-	34	-100% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

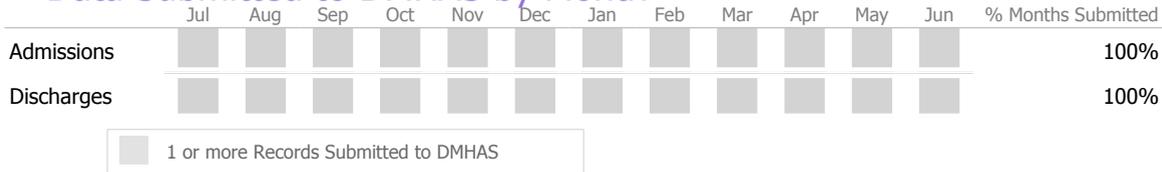
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	92	21% ▲
Admits	102	89	15% ▲
Discharges	103	79	30% ▲
Bed Days	7,368	4,770	54% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	55	-45% ▼
Admits	23	45	-49% ▼
Discharges	23	48	-52% ▼
Service Hours	94	324	-71% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	N/A	25%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	52%	50%	67%	2%

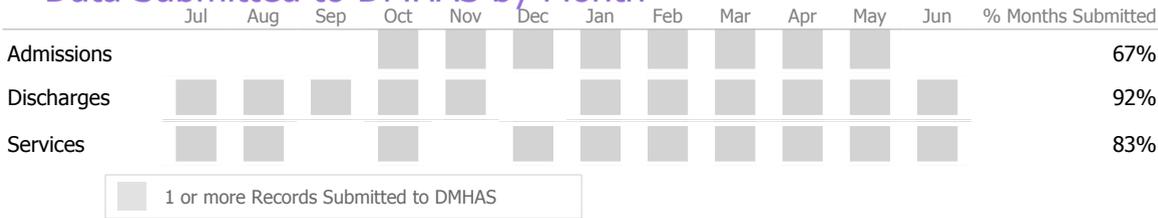
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	67%	60%	74%	7%
✓ Employed		7	23%	20%	15%	3%
✓ Stable Living Situation		24	80%	80%	50%	0%
● Self Help		10	33%	60%	60%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	90%	10%

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	36	47	-23% ▼
Admits	38	47	-19% ▼
Discharges	38	50	-24% ▼
Service Hours	76	140	-45% ▼
Social Rehab/PHP/IOP Days	100	155	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	6%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	91%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	50%	50%	59%	0%
Follow-up within 30 Days of Discharge		10	53%	90%	51%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		38	97%	75%	94%	22% ▲
Abstinence/Reduced Drug Use		26	67%	55%	61%	12% ▲
Improved/Maintained Axis V GAF Score		33	87%	75%	84%	12% ▲
Stable Living Situation		37	95%	95%	91%	0%
Employed		14	36%	50%	32%	-14% ▼
Self Help		13	33%	60%	44%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	59%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■		■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■						58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	151	-38% ▼
Admits	80	144	-44% ▼
Discharges	90	143	-37% ▼
Service Hours	366	592	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	85%	93%
On-Time Periodic		
6 Month Updates	N/A	49%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		35	39%	50%	53%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		94	99%	75%	90%	24% ▲
Abstinence/Reduced Drug Use		70	74%	55%	59%	19% ▲
Stable Living Situation		95	100%	95%	90%	5%
Employed		51	54%	50%	44%	4%
Improved/Maintained Axis V GAF Score		59	66%	75%	68%	-9%
Self Help		19	20%	60%	24%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	83%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		66	85%	75%	80%	10%

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 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	733	839	-13% ▼
Admits	757	856	-12% ▼
Discharges	772	876	-12% ▼
Service Hours	1,149	978	18% ▲
Social Rehab/PHP/IOP Days	4,593	7,260	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	6%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	91%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		398	52%	50%	59%	2%
Follow-up within 30 Days of Discharge		214	54%	90%	51%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		810	96%	75%	94%	21% ▲
Abstinence/Reduced Drug Use		550	65%	55%	61%	10%
Improved/Maintained Axis V GAF Score		611	79%	75%	84%	4%
Stable Living Situation		787	94%	95%	91%	-1%
Employed		240	29%	50%	32%	-21% ▼
Self Help		257	31%	60%	44%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		68	99%	90%	59%	9%

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	■	■	■			■		■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	883	1,117	-21% ▼
Admits	817	999	-18% ▼
Discharges	916	1,061	-14% ▼
Service Hours	4,243	6,986	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	88%	93%
On-Time Periodic		
6 Month Updates	100%	49%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		405	44%	50%	53%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		942	98%	75%	90%	23% ▲
Abstinence/Reduced Drug Use		661	69%	55%	59%	14% ▲
Stable Living Situation		905	94%	95%	90%	-1%
Employed		359	37%	50%	44%	-13% ▼
Improved/Maintained Axis V GAF Score		489	53%	75%	68%	-22% ▼
Self Help		214	22%	60%	24%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	100%	90%	83%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		687	91%	75%	80%	16% ▲

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 115 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	33	0%
Admits	28	25	12% ▲
Discharges	27	27	0%
Bed Days	2,621	2,548	3%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	67%	70%	67%	-3%
No Re-admit within 30 Days of Discharge		26	96%	85%	92%	11% ▲
Follow-up within 30 Days of Discharge		8	44%	90%	60%	-46% ▼

Recovery

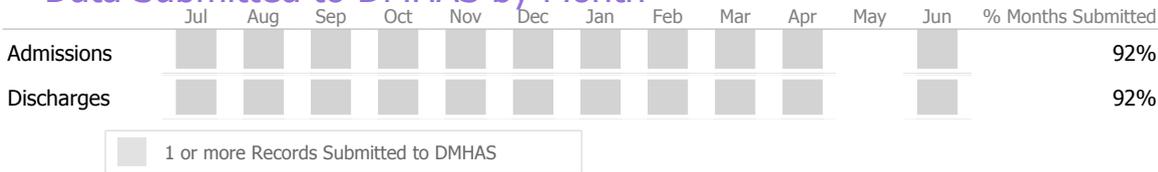
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	74%	70%	78%	4%
Improved/Maintained Axis V GAF Score		26	96%	95%	85%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	109 days	0.1	90%	90%	100%	0%

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