

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,953	3,020	-35% ▼
	Admits	2,302	3,403	-32% ▼
	Discharges	2,155	3,848	-44% ▼
	Service Hours	8,402	20,340	-59% ▼
	Bed Days	15,424	16,764	-8%
	S.Rehab/PHP/IOP	9,840	16,417	-40% ▼

Consumer Satisfaction Survey (Based on 655 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		85%	80%	91%
✓ Respect		84%	80%	91%
✓ General Satisfaction		80%	80%	92%
● Access		79%	80%	88%
● Recovery		78%	80%	79%
● Outcome		78%	80%	83%

▲ > 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	1,067	42.9%
	IOP	739	29.7%
	Residential Services	377	15.1%
	Case Management	224	9.0%
Forensic SA	Case Management	82	3.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	378	20%	16%	Male	1,485	76%	60%		
26-34	623	32%	23%	Female	466	24%	40%		
35-44	457	24%	20%	Race	White/Caucasian	981	50%	65%	
45-54	349	18%	24%		Black/African American	511	26%	17%	
55-64	108	6%	14%		Other	444	23%	14%	
65+	13	1%	4%		Hawaiian/Other Pacific Islander	8	0%	0%	
Ethnicity	Non-Hispanic	1,463	75%		75%	Am. Indian/Native Alaskan	6	0%	1%
	Hisp-Puerto Rican	391	20%		12%	Asian	3	0%	1%
	Hispanic-Other	88	5%	6%	Multiple Races			1%	
	Hispanic-Cuban	7	0%	0%	Unknown			3%	
Hispanic-Mexican	4	0%	0%						
Unknown			6%						

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	43	65% ▲
Admits	65	31	110% ▲
Discharges	62	36	72% ▲
Service Hours	147	89	66% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	N/A	13%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		51	82%	50%	64%	32% ▲

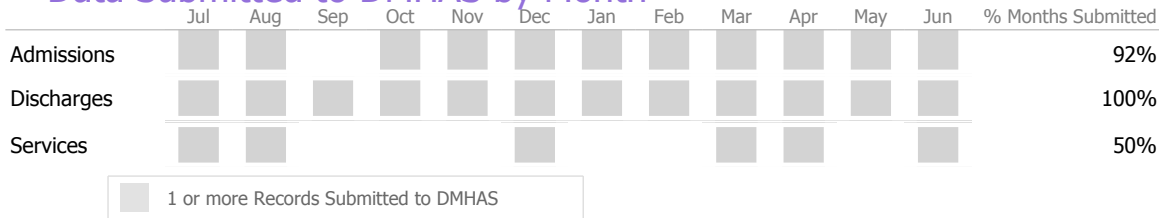
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	89%	60%	71%	29% ▲
● Employed		0	0%	20%	9%	-20% ▼
● Self Help		24	33%	60%	67%	-27% ▼
● Stable Living Situation		37	51%	80%	37%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	91%	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	51	48	6%
Admits	34	25	36% ▲
Discharges	31	32	-3%
Service Hours	569	633	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	N/A	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		14	45%	50%	41%	-5%

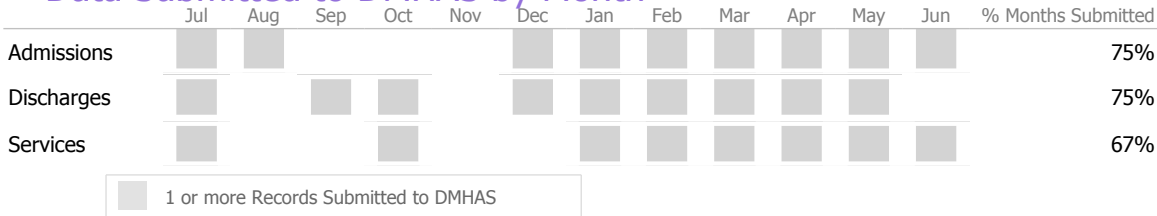
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		15	29%	20%	19%	9%
✓ Self Help		34	67%	60%	48%	7%
✓ Stable Living Situation		44	86%	80%	77%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	93%	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	119	101	18% ▲
Admits	81	75	8%
Discharges	82	64	28% ▲
Service Hours	1,376	742	85% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	69%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	39%	50%	41%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		27	22%	20%	19%	2%
Stable Living Situation		95	79%	80%	77%	-1%
Self Help		64	53%	60%	48%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	93%	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	■	■		■		■			■	■	■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

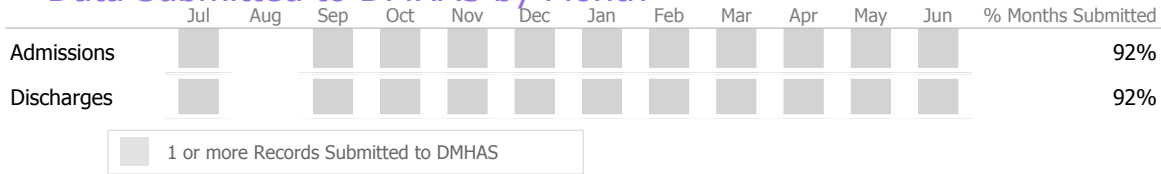
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	35	-17% ▼
Admits	27	32	-16% ▼
Discharges	27	33	-18% ▼
Bed Days	1,000	1,019	-2%

Data Submitted to DMHAS by Month

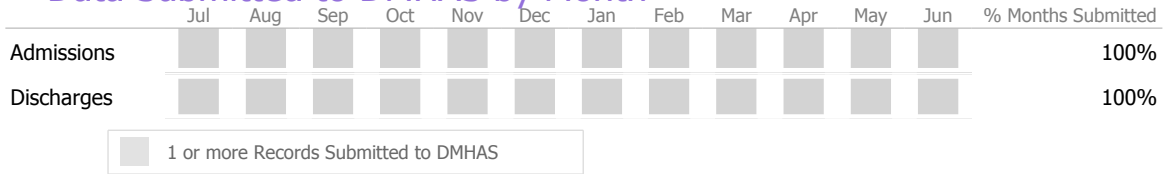


* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	187	218	-14% ▼
Admits	183	217	-16% ▼
Discharges	185	222	-17% ▼
Bed Days	2,378	3,744	-36% ▼

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	62	-11% ▼
Admits	30	42	-29% ▼
Discharges	40	36	11% ▲
Service Hours	380	426	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	65%	50%	41%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		20	35%	20%	19%	15% ▲
Stable Living Situation		47	82%	80%	77%	2%
Self Help		18	32%	60%	48%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	93%	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	■		■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |

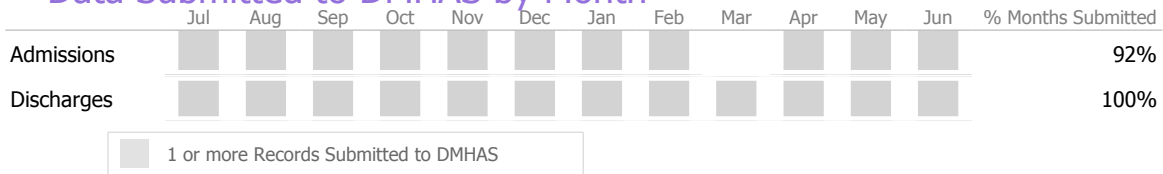
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 17 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	22	5%
Admits	19	18	6%
Discharges	20	18	11% ▲
Bed Days	1,349	1,365	-1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

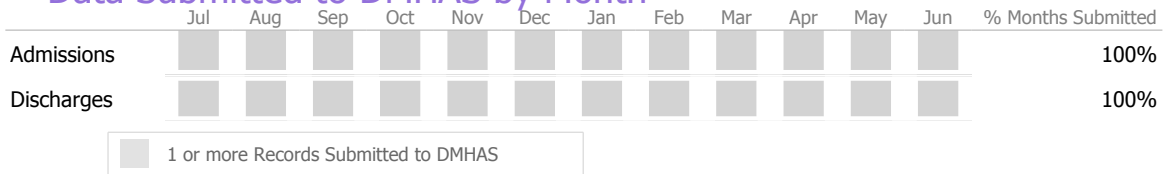
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	67	-1%
Admits	55	52	6%
Discharges	52	54	-4%
Bed Days	5,345	5,170	3%

Data Submitted to DMHAS by Month

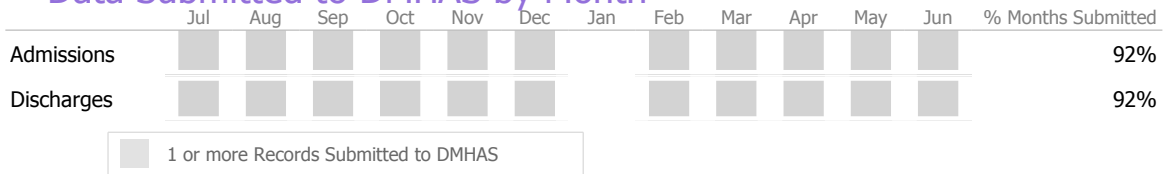


* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	39	23% ▲
Admits	40	33	21% ▲
Discharges	40	33	21% ▲
Bed Days	2,707	2,819	-4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	31	10%
Admits	26	27	-4%
Discharges	24	23	4%
Service Hours	226	188	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	0%	13%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	29%	50%	64%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	85%	60%	71%	25% ▲
Stable Living Situation		30	88%	80%	37%	8%
Employed		5	15%	20%	9%	-5%
Self Help		11	32%	60%	67%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	91%	10%

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	■	■	■	■	■	■	■	■	■	■	■	■	67%

■ 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	64	0	
Admits	67	-	
Discharges	63	-	
Service Hours	74	-	
Social Rehab/PHP/IOP Days	1,005	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	98%	99%
On-Time Periodic		
6 Month Updates	N/A	6%
Cooccurring		
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis		
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		40	63%	50%	60%	13% ▲
Follow-up within 30 Days of Discharge		19	48%	90%	49%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		64	96%	75%	94%	21% ▲
Improved/Maintained Axis V GAF Score		57	90%	75%	80%	15% ▲
Stable Living Situation		66	99%	95%	93%	4%
Employed		34	51%	50%	28%	1%
Abstinence/Reduced Drug Use		28	42%	55%	64%	-13% ▼
Self Help		21	31%	60%	49%	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	84%	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	■	■							■	■	■	■	50%

■ 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	139	406	-66% ▼
Admits	118	406	-71% ▼
Discharges	131	454	-71% ▼
Service Hours	489	2,419	-80% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	93%	94%
On-Time Periodic		
6 Month Updates	N/A	34%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	97%	99%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		64	49%	50%	52%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		142	95%	75%	89%	20% ▲
Abstinence/Reduced Drug Use		107	71%	55%	58%	16% ▲
Stable Living Situation		146	97%	95%	87%	2%
Employed		76	51%	50%	37%	1%
Improved/Maintained Axis V GAF Score		92	70%	75%	60%	-5%
Self Help		34	23%	60%	25%	-37% ▼

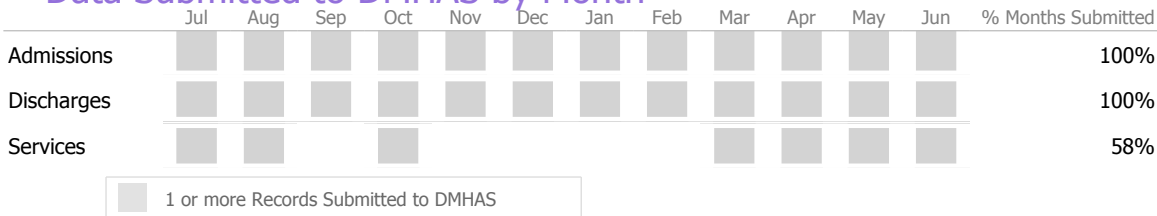
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	95%	90%	84%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		81	74%	75%	74%	-1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	678	885	-23% ▼
Admits	690	920	-25% ▼
Discharges	640	966	-34% ▼
Service Hours	683	1,242	-45% ▼
Social Rehab/PHP/IOP Days	8,835	16,417	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	99%	99%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%

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		375	59%	50%	60%	9%
● Follow-up within 30 Days of Discharge		192	51%	90%	49%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		714	95%	75%	94%	20% ▲
✓ Abstinence/Reduced Drug Use		462	61%	55%	64%	6%
✓ Improved/Maintained Axis V GAF Score		585	91%	75%	80%	16% ▲
● Stable Living Situation		704	93%	95%	93%	-2%
● Self Help		250	33%	60%	49%	-27% ▼
● Employed		167	22%	50%	28%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		116	99%	90%	84%	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	■	■		■	■				■	■	■	■	67%

■ 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	929	1,827	-49% ▼
Admits	836	1,492	-44% ▼
Discharges	727	1,845	-61% ▼
Service Hours	4,460	14,601	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	90%	94%
On-Time Periodic		
6 Month Updates	56%	34%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		385	53%	50%	52%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		980	98%	75%	89%	23% ▲
✓ Abstinence/Reduced Drug Use		774	78%	55%	58%	23% ▲
✓ Stable Living Situation		950	95%	95%	87%	0%
✓ Improved/Maintained Axis V GAF Score		624	83%	75%	60%	8%
● Employed		327	33%	50%	37%	-17% ▼
● Self Help		225	23%	60%	25%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		265	98%	90%	84%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		476	60%	75%	74%	-15% ▼

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	■	■	■	■	■	■	■	■	■	■	■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	39	0%
Admits	31	33	-6%
Discharges	31	32	-3%
Bed Days	2,645	2,647	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	71%	70%	68%	1%
✓ No Re-admit within 30 Days of Discharge		27	87%	85%	93%	2%
● Follow-up within 30 Days of Discharge		19	86%	90%	52%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	N/A	11%
Cooccurring		
✓ MH Screen Complete	100%	99%
✓ SA Screen Complete	100%	98%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

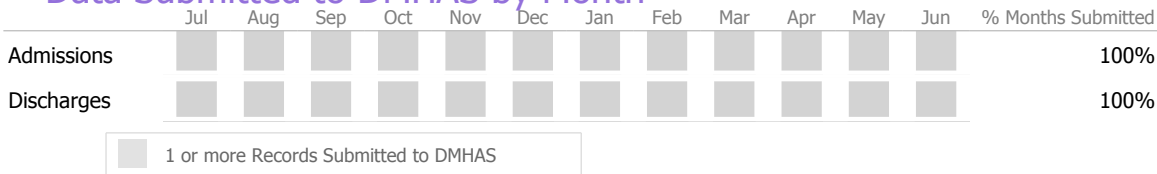
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		27	69%	70%	77%	-1%
● Improved/Maintained Axis V GAF Score		28	90%	95%	94%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	128 days	0.2	91%	90%	90%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



* State Avg based on 40 Active Intermediate/Long Term Res.Tx 3.5 Programs