

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,424	1,773	-20% ▼
	Admits	2,213	2,310	-4%
	Discharges	2,144	2,426	-12% ▼
	Service Hours	7,728	7,201	7%
	Bed Days	13,963	15,522	-10%
	S.Rehab/PHP/IOP	5,966	4,699	27% ▲

Consumer Satisfaction Survey

(Based on 366 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		96%	80%	91%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Respect		92%	80%	91%
✓ Recovery		91%	80%	79%
✓ Outcome		90%	80%	83%
✓ Access		88%	80%	88%

▲ > 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	733	35.3%
	IOP	656	31.6%
	Case Management	325	15.6%
	Residential Services	297	14.3%
Forensic SA	Case Management	67	3.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	225	16%	14%	Male	1,064	75%	▲ 60%	
26-34	428	30%	24%	Female	356	25%	▼ 40%	
35-44	349	25%	20%	Transgender			0%	
45-54	283	20%	22%	Race	White/Caucasian	742	52%	▼ 65%
55-64	126	9%	16%		Black/African American	362	25%	16%
65+	10	1%	5%		Other	299	21%	13%
					Am. Indian/Native Alaskan	8	1%	1%
Ethnicity	Non-Hispanic	1,061	75%	74%	Asian	7	0%	1%
	Hisp-Puerto Rican	290	20%	13%	Multiple Races	3	0%	1%
	Hispanic-Other	68	5%	7%	Hawaiian/Other Pacific Islander	3	0%	0%
	Hispanic-Cuban	3	0%	0%	Unknown			3%
	Hispanic-Mexican	2	0%	1%				
Unknown			6%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	39	28% ▲
Admits	40	34	18% ▲
Discharges	30	27	11% ▲
Service Hours	385	356	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	60%	50%	53%	10% ▲

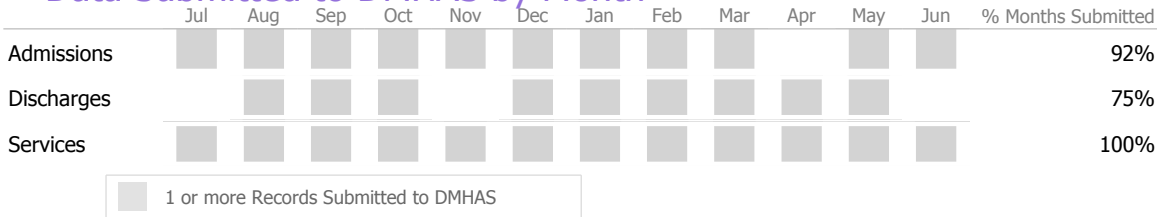
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		50	96%	60%	66%	36% ▲
✓ Employed		27	52%	20%	24%	32% ▲
✓ Stable Living Situation		50	96%	80%	84%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	91%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	196	125	57% ▲
Admits	180	104	73% ▲
Discharges	143	108	32% ▲
Service Hours	1,077	599	80% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	50%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		78	55%	50%	53%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		179	90%	80%	84%	10%
✓ Employed		53	27%	20%	24%	7%
● Self Help		108	54%	60%	66%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	98%	90%	91%	8%

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

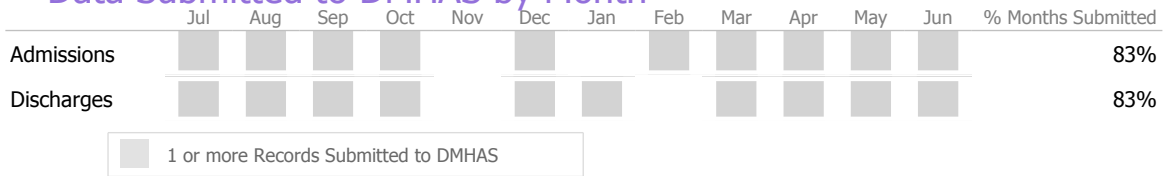
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	23	21	10%
Discharges	23	21	10%
Bed Days	926	947	-2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

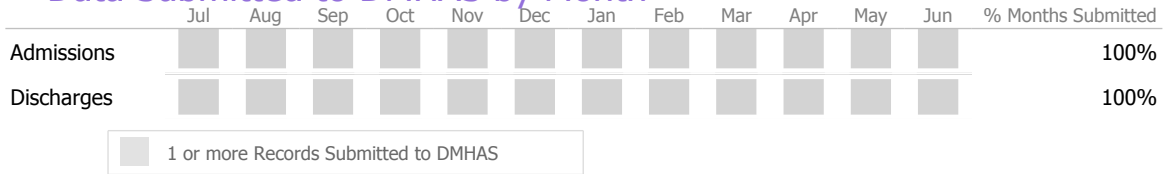
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	185	187	-1%
Admits	201	200	1%
Discharges	199	201	-1%
Bed Days	3,334	3,303	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	46	72% ▲
Admits	55	36	53% ▲
Discharges	54	24	125% ▲
Service Hours	313	168	86% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	20%	50%	53%	-30% ▼

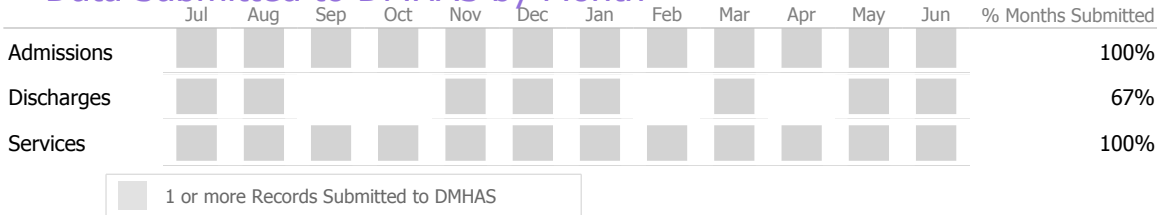
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		24	30%	20%	24%	10%
Self Help		45	57%	60%	66%	-3%
Stable Living Situation		58	73%	80%	84%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	100%	90%	91%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

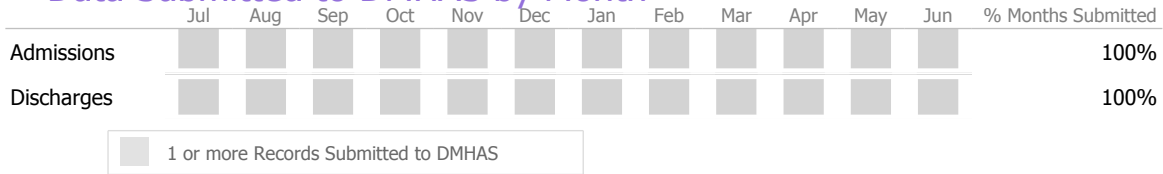
■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	111	-2%
Admits	108	102	6%
Discharges	104	103	1%
Bed Days	7,353	7,368	0%

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	22	29	-24% ▼
Admits	15	22	-32% ▼
Discharges	18	22	-18% ▼
Service Hours	169	94	79% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	27%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	56%	50%	72%	6%

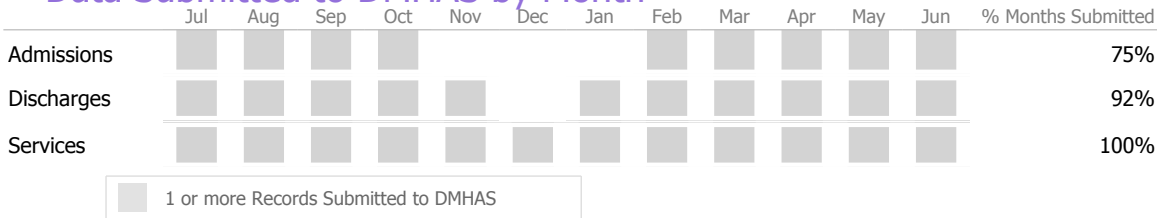
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	91%	60%	76%	31% ▲
✓ Employed		10	45%	20%	16%	25% ▲
✓ Stable Living Situation		21	95%	80%	47%	15% ▲
● Self Help		6	27%	60%	51%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	75%	90%	83%	-15% ▼

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	59	62	-5%
Admits	53	54	-2%
Discharges	41	56	-27% ▼
Service Hours	158	147	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	27%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		33	80%	50%	72%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	86%	60%	76%	26% ▲
● Employed		1	2%	20%	16%	-18% ▼
● Stable Living Situation		33	56%	80%	47%	-24% ▼
● Self Help		20	34%	60%	51%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	83%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■		■	■		■	■	■	83%
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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	36	-97% ▼
Admits	-	38	-100% ▼
Discharges	1	38	-97% ▼
Service Hours	1	79	-99% ▼
Social Rehab/PHP/IOP Days	0	106	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	14%
Cooccurring MH Screen Complete	N/A	96%
Cooccurring SA Screen Complete	N/A	96%
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		1	100%	50%	62%	50% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	57%	10%

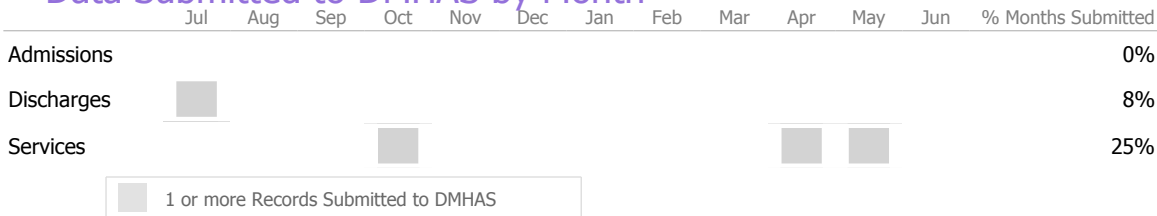
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	100%	50%	35%	50% ▲
Abstinence/Reduced Drug Use		1	100%	55%	65%	45% ▲
Self Help		1	100%	60%	43%	40% ▲
Improved/Maintained Axis V GAF Score		1	100%	75%	84%	25% ▲
Not Arrested		1	100%	75%	94%	25% ▲
Stable Living Situation		1	100%	95%	92%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	91%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 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	5	93	-95% ▼
Admits	-	80	-100% ▼
Discharges	5	90	-94% ▼
Service Hours	11	366	-97% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	91%
On-Time Periodic		
6 Month Updates	N/A	44%
Cooccurring		
MH Screen Complete	N/A	96%
SA Screen Complete	N/A	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	50%	54%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		5	100%	75%	69%	25% ▲
✓ Not Arrested		5	100%	75%	87%	25% ▲
✓ Employed		3	60%	50%	44%	10%
✓ Stable Living Situation		5	100%	95%	88%	5%
✓ Abstinence/Reduced Drug Use		3	60%	55%	58%	5%
● Self Help		2	40%	60%	30%	-20% ▼

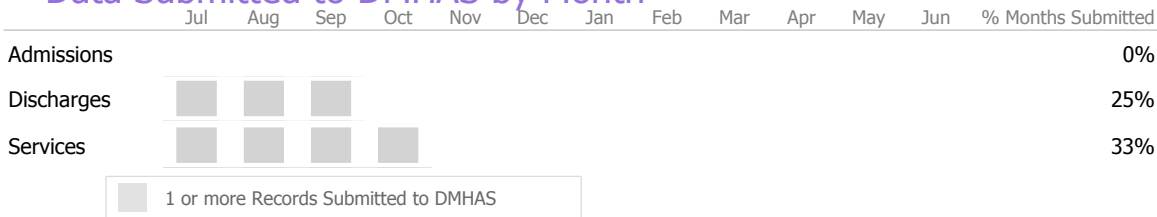
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	81%	N/A ▼

Service Engagement

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

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	655	730	-10% ▼
Admits	715	756	-5%
Discharges	719	771	-7%
Service Hours	1,842	1,149	60% ▲
Social Rehab/PHP/IOP Days	5,966	4,593	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	14%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
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		356	50%	50%	62%	0%
● Follow-up within 30 Days of Discharge		225	63%	90%	57%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		743	95%	75%	94%	20% ▲
✓ Abstinence/Reduced Drug Use		533	68%	55%	65%	13% ▲
✓ Improved/Maintained Axis V GAF Score		604	84%	75%	84%	9%
● Stable Living Situation		726	93%	95%	92%	-2%
● Employed		239	31%	50%	35%	-19% ▼
● Self Help		282	36%	60%	43%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	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	■	■	■	■	■	■	■	■	■	■	■	■	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	728	883	-18% ▼
Admits	795	817	-3%
Discharges	779	916	-15% ▼
Service Hours	3,773	4,243	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	89%	91%
On-Time Periodic		
6 Month Updates	100%	44%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		310	40%	50%	54%	-10% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		815	97%	75%	87%	22% ▲
Abstinence/Reduced Drug Use		496	59%	55%	58%	4%
Stable Living Situation		765	91%	95%	88%	-4%
Employed		283	34%	50%	44%	-16% ▼
Improved/Maintained Axis V GAF Score		389	50%	75%	69%	-25% ▼
Self Help		269	32%	60%	30%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		64	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		676	98%	75%	75%	23% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	33	6%
Admits	28	28	0%
Discharges	28	27	4%
Bed Days	2,350	2,621	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	14%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
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		17	61%	70%	70%	-9%
No Re-admit within 30 Days of Discharge		27	96%	85%	91%	11%
Follow-up within 30 Days of Discharge		10	59%	90%	63%	-31%

Recovery

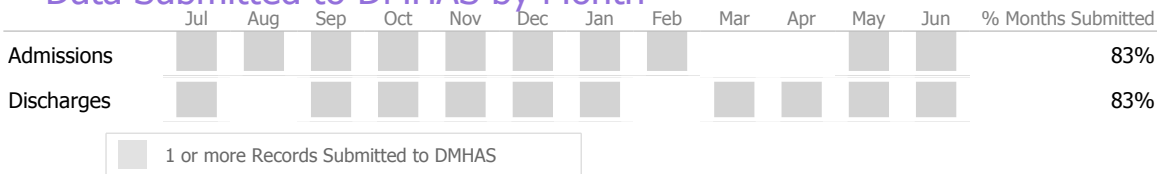
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		28	80%	70%	74%	10%
Improved/Maintained Axis V GAF Score		27	93%	95%	85%	-2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	119 days	0.1	80%	90%	76%	-10%

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