

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,245	4,868	8%
	Admits	2,343	3,470	-32% ▼
	Discharges	2,292	2,779	-18% ▼
	Service Hours	25,525	32,322	-21% ▼
	Bed Days	38,626	40,532	-5%

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

### Consumer Satisfaction Survey (Based on 458 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		90%	80%	92%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ Overall		84%	80%	91%
✓ General Satisfaction		82%	80%	92%
● Outcome		78%	80%	83%
● Recovery		74%	80%	79%
● Access		70%	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	3,371	60.9%
	Outpatient	1,280	23.1%
	Residential Services	447	8.1%
	Employment Services	146	2.6%
<b>Mental Health</b>	Case Management	253	4.6%
	Employment Services	38	0.7%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	732	14%	16%	Male	3,262	62%	60%		
26-34	1,754	33%	23%	Female	1,982	38%	40%		
35-44	1,223	23%	20%	<b>Race</b>	White/Caucasian	3,816	73%	65%	
45-54	1,030	20%	24%		Black/African American	797	15%	17%	
55-64	456	9%	14%		Other	558	11%	14%	
65+	50	1%	4%		Unknown	30	1%	3%	
<b>Ethnicity</b>	Non-Hispanic	4,416	84%		75%	Am. Indian/Native Alaskan	17	0%	1%
	Hisp-Puerto Rican	394	8%		12%	Asian	11	0%	1%
	Unknown	245	5%	6%	Multiple Races	11	0%	1%	
	Hispanic-Other	181	3%	6%	Hawaiian/Other Pacific Islander	5	0%	0%	
Hispanic-Cuban	6	0%	0%						
Hispanic-Mexican	3	0%	0%						

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	146	195	-25% ▼
Admits	104	135	-23% ▼
Discharges	115	151	-24% ▼
Service Hours	785	797	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		52	35%	35%	44%	0%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		34	87%	90%	88%	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		61%

### 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 7 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	253	267	-5%
Admits	77	111	-31% ▼
Discharges	197	95	107% ▲
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 41 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	0	
Admits	17	-	
Discharges	10	-	
Service Hours	114	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	24%	35%	37%	-11% ▼

### Service Utilization

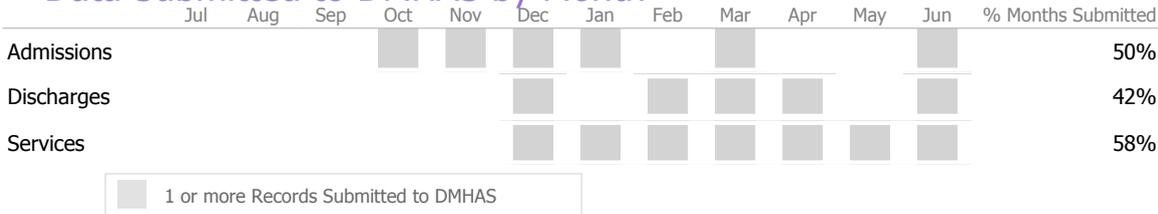
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	75%	90%	94%	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	90%

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,275	1,384	-8%
Admits	581	841	-31% ▼
Discharges	618	710	-13% ▼
Service Hours	8,417	11,192	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
Valid TEDS Data	98%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	34%

Cooccurring	Actual	State Avg
MH Screen Complete	82%	95%
SA Screen Complete	82%	95%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		373	60%	50%	52%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,059	83%	75%	89%	8%
● Stable Living Situation		983	77%	95%	87%	-18% ▼
● Abstinence/Reduced Drug Use		361	28%	55%	58%	-27% ▼
● Improved/Maintained Axis V GAF Score		606	55%	75%	60%	-20% ▼
● Employed		271	21%	50%	37%	-29% ▼
● Self Help		254	20%	60%	25%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		536	81%	90%	84%	-9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		228	39%	75%	74%	-36% ▼

### 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 117 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	1	4	-75% ▼
Discharges	1	2	-50% ▼
Service Hours	106	239	-56% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	94%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	34%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	Actual	State Avg
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	83%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		3	50%	55%	58%	-5%
Not Arrested		4	67%	75%	89%	-8%
Self Help		2	33%	60%	25%	-27% ▼
Stable Living Situation		3	50%	95%	87%	-45% ▼
Employed		0	0%	50%	37%	-50% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	60%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	40%	90%	84%	-50% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

### 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	2,016	1,951	3%
Admits	665	1,005	-34% ▼
Discharges	490	616	-20% ▼
Service Hours	8,903	12,097	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	94%	98%
<b>On-Time Periodic</b>		
6 Month Updates	86%	87%
<b>Cooccurring</b>		
MH Screen Complete	76%	92%
SA Screen Complete	76%	92%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	93%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		206	42%	50%	56%	-8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,948	96%	75%	95%	21% ▲
✓ Abstinence/Reduced Drug Use		1,195	59%	50%	71%	9%
● Stable Living Situation		1,790	88%	90%	94%	-2%
● Employed		663	33%	40%	40%	-7%
● Self Help		791	39%	60%	55%	-21% ▼
● Improved/Maintained Axis V GAF Score		505	29%	75%	75%	-46% ▼

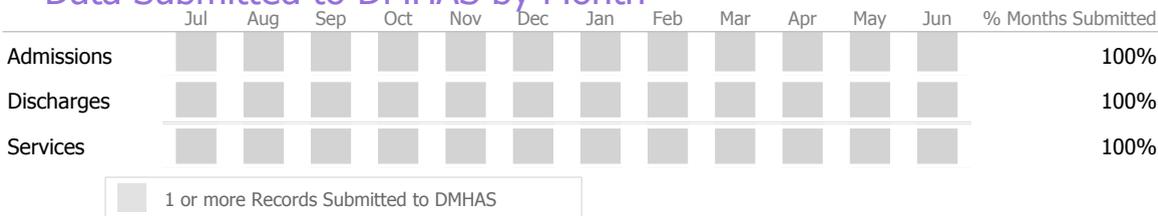
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1,216	79%	90%	91%	-11% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		1,212	60%	50%	64%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 26 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,373	1,521	-10%
Admits	515	918	-44% ▼
Discharges	500	676	-26% ▼
Service Hours	6,822	6,722	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	93%	98%
<b>On-Time Periodic</b>		
6 Month Updates	33%	87%
<b>Cooccurring</b>		
MH Screen Complete	76%	92%
SA Screen Complete	76%	92%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	92%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		84	17%	50%	56%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,342	97%	75%	95%	22% ▲
✓ Employed		615	45%	40%	40%	5%
✓ Stable Living Situation		1,278	93%	90%	94%	3%
● Abstinence/Reduced Drug Use		653	47%	50%	71%	-3%
● Self Help		385	28%	60%	55%	-32% ▼
● Improved/Maintained Axis V GAF Score		456	40%	75%	75%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		695	79%	90%	91%	-11% ▼

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		753	55%	50%	64%	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	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 26 Active Methadone Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	135	7%
Admits	108	108	0%
Discharges	105	103	2%
Bed Days	13,721	13,168	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		75	71%	70%	68%	1%
✓ No Re-admit within 30 Days of Discharge		99	94%	85%	93%	9%
● Follow-up within 30 Days of Discharge		36	48%	90%	52%	-42%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
Valid TEDS Data	98%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	11%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	99%
✓ SA Screen Complete	98%	98%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

### Recovery

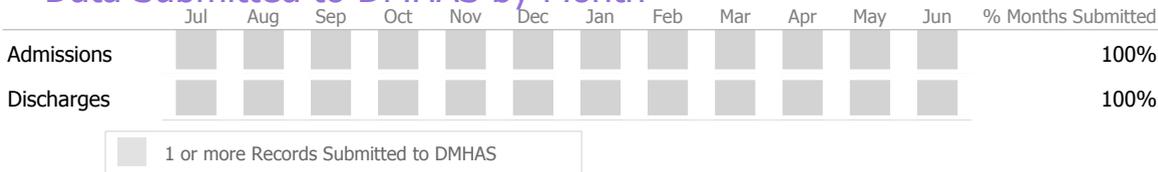
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		119	82%	70%	77%	12%
● Improved/Maintained Axis V GAF Score		103	91%	95%	94%	-4%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		32	160 days	0.2	117%	90%	90%	27%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	148	129	15% ▲
Admits	128	106	21% ▲
Discharges	115	110	5%
Bed Days	11,582	10,206	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	99%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	11%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	99%
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		75	65%	70%	68%	-5%
No Re-admit within 30 Days of Discharge		98	85%	85%	93%	0%
Follow-up within 30 Days of Discharge		52	69%	90%	52%	-21%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		88	59%	70%	77%	-11%
Improved/Maintained Axis V GAF Score		113	94%	95%	94%	-1%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		40	132 days	0.3	79%	90%	90%	-11%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	157	219	-28% ▼
Admits	125	176	-29% ▼
Discharges	111	189	-41% ▼
Bed Days	13,323	17,158	-22% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	99%	100%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	11%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	98%	99%
SA Screen Complete	Actual	State Avg
SA Screen Complete	98%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	99%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		92	83%	70%	68%	13% ▲
✓ No Re-admit within 30 Days of Discharge		111	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		22	24%	90%	52%	-66% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		153	97%	70%	77%	27% ▲
● Improved/Maintained Axis V GAF Score		110	91%	95%	94%	-4%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		32	151 days	0.2	114%	90%	90%	24% ▲

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	21	10%
Admits	22	16	38% ▲
Discharges	18	18	0%
Service Hours	174	162	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	32%	35%	37%	-3%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
6 Month Updates		90%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	173	-63% ▼
Admits	-	50	-100% ▼
Discharges	12	109	-89% ▼
Service Hours	204	1,113	-82% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%
Valid TEDS Data	83%	98%
<b>On-Time Periodic</b>		
6 Month Updates	2%	87%
<b>Cooccurring</b>		
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	92%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	86%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	45%	50%	56%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		61	95%	75%	95%	20% ▲
Employed		22	34%	40%	40%	-6%
Abstinence/Reduced Drug Use		22	34%	50%	71%	-16% ▼
Stable Living Situation		45	70%	90%	94%	-20% ▼
Self Help		25	39%	60%	55%	-21% ▼
Improved/Maintained Axis V GAF Score		12	19%	75%	75%	-56% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	94%	90%	91%	4%

### Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		58	91%	50%	64%	41% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 26 Active Methadone Maintenance Programs