

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	593	622	-5%
	Admits	234	244	-4%
	Discharges	214	331	-35% ▼
	Service Hours	8,928	8,570	4%
	Bed Days	13,086	11,901	10%
	S.Rehab/PHP/IOP	2,858	2,915	-2%

Consumer Satisfaction Survey

(Based on 130 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		92%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Access		90%	80%	88%
✓ Outcome		82%	80%	83%
● Recovery		77%	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	#	%
Mental Health	Residential Services	234	27.1%
	Social Rehabilitation	143	16.6%
	Community Support	136	15.8%
	Case Management	131	15.2%
	Employment Services	87	10.1%
	Recovery Support	80	9.3%
	Education Support	38	4.4%
	Housing Services	14	1.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	44	7%	13%	Male	304	51%	59%
26-34	76	13%	23%	Female	288	49%	41%
35-44	99	17%	19%	Transgender			0%
45-54	188	32%	23%				
55-64	160	27% ▲	16%				
65+	26	4%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	537	91% ▲	75%	White/Caucasian	449	76% ▲	65%
Hisp-Puerto Rican	23	4%	12%	Black/African American	74	12%	17%
Hispanic-Other	18	3%	6%	Other	43	7%	13%
Unknown	14	2%	6%	Am. Indian/Native Alaskan	10	2%	0%
Hispanic-Mexican	1	0%	1%	Multiple Races	9	2%	1%
Hispanic-Cuban			0%	Asian	3	1%	1%
				Unknown	3	1%	3%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	17	-35% ▼
Admits	2	2	0%
Discharges	1	3	-67% ▼
Service Hours	91	170	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	51%	-50% ▼

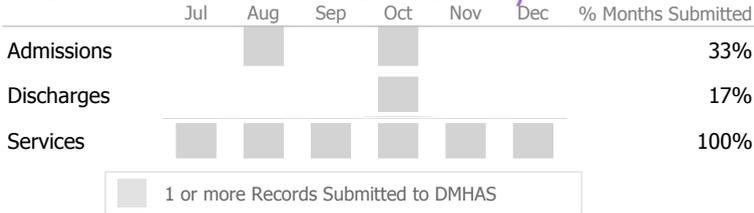
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	91%	60%	64%	31% ▲
Stable Living Situation		11	100%	80%	81%	20% ▲
Employed		2	18%	20%	10%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	63%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	4	3	33% ▲
Discharges	3	3	0%
Bed Days	1,143	1,101	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	83%	81%
SA Screen Complete	83%	80%
Diagnosis	Actual	State Avg
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		3	100%	60%	61%	40% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	80%	60%	88%	20% ▲
✓ Stable Living Situation		10	100%	95%	98%	5%
● Employed		0	0%	25%	9%	-25% ▼
● Improved/Maintained Axis V GAF Score		6	86%	95%	70%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	707 days	0.4	89%	90%	92%	-1%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	-	-	
Discharges	1	1	0%
Bed Days	1,829	1,647	11% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	61%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	100%	60%	88%	40% ▲
Stable Living Situation		10	100%	95%	98%	5%
Improved/Maintained Axis V GAF Score		8	80%	95%	70%	-15% ▼
Employed		0	0%	25%	9%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		96%
Cooccurring	Actual	State Avg
MH Screen Complete		81%
SA Screen Complete		80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100%
Valid Axis V GAF Score		94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	1,966 days	0.5	99%	90%	92%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

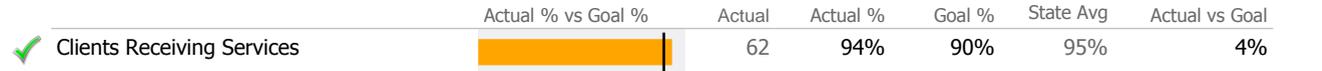
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	114	-24% ▼
Admits	28	31	-10%
Discharges	21	60	-65% ▼
Service Hours	737	873	-16% ▼

Recovery



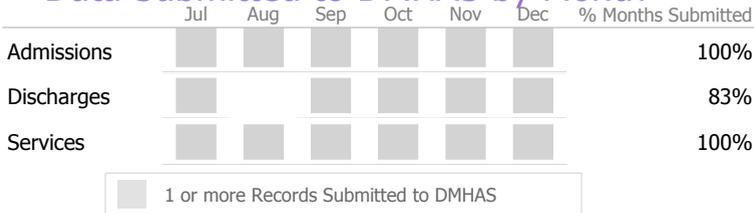
Service Utilization



Data Submission Quality



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	20	22	-9%
Admits	1	2	-50% ▼
Discharges	-	1	-100% ▼
Bed Days	3,672	3,663	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
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		N/A	N/A	60%	61%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	70%	60%	88%	10%
✓ Stable Living Situation		20	100%	95%	98%	5%
● Improved/Maintained Axis V GAF Score		16	84%	95%	70%	-11% ▼
● Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	2,140 days	0.5	100%	90%	92%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	136	146	-7%
Admits	23	34	-32% ▼
Discharges	24	39	-38% ▼
Service Hours	2,017	2,156	-6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	83%	65%	70%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		128	94%	60%	79%	34% ▲
✓ Stable Living Situation		131	96%	80%	92%	16% ▲
● Employed		15	11%	20%	11%	-9%
● Improved/Maintained Axis V GAF Score		105	91%	95%	58%	-4%

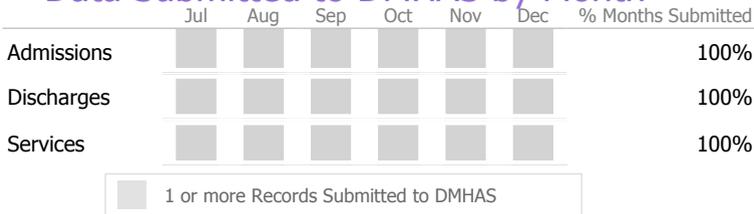
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		90%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		82%
✓ SA Screen Complete		81%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		83%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		105	94%	90%	96%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active CSP Programs

Critical Time Intervention

Reliance House

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Stable Living Situation		N/A	N/A	85%	80%	-85% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 97%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	1	3	-67% ▼
Discharges	2	2	0%
Bed Days	1,129	1,120	1%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	80%

Diagnosis	Actual	State Avg
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		1	50%	60%	61%	-10% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90% ▼

Recovery

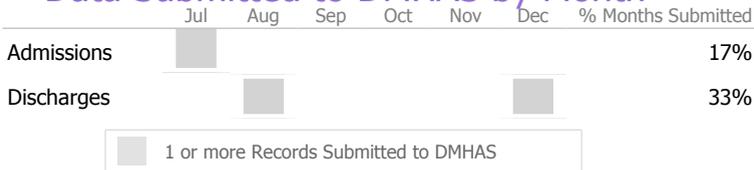
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	88%	26% ▲
Improved/Maintained Axis V GAF Score		7	100%	95%	70%	5%
Stable Living Situation		7	100%	95%	98%	5%
Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	693 days	0.5	102%	90%	92%	12% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	166	217	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	80%	15% ▲

Service Utilization

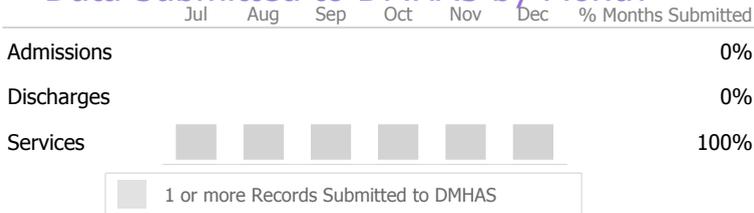
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

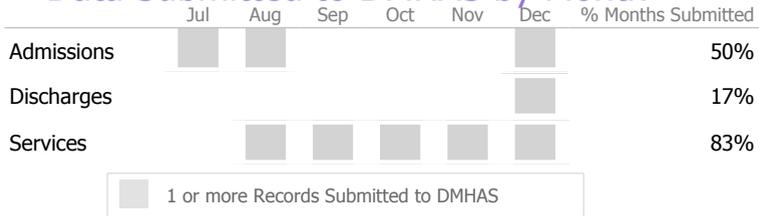
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	3	1	200% ▲
Discharges	1	2	-50% ▼
Service Hours	10	14	-28% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	219	135	63% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	71%	N/A

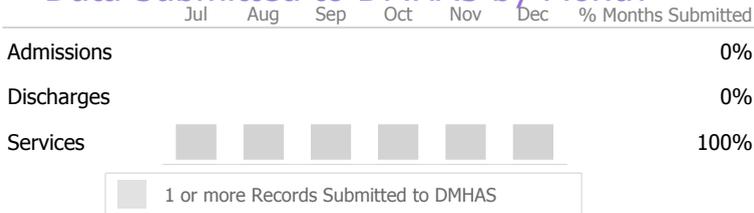
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	87%	40% ▲
✓ Stable Living Situation		2	100%	85%	93%	15% ▲
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	96%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	2	-	
Discharges	2	-	
Service Hours	452	-	
Bed Days	387	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
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		1	50%	60%	61%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	80%	10% ▲

Recovery

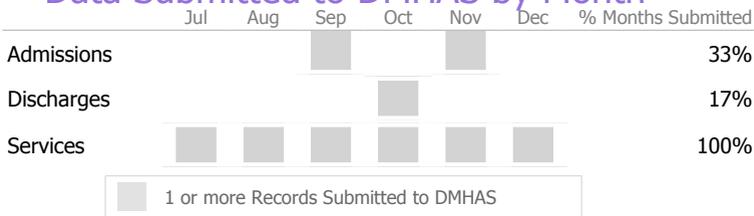
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	75%	60%	88%	15% ▲
Stable Living Situation		4	100%	95%	98%	5%
Employed		0	0%	25%	9%	-25% ▼
Improved/Maintained Axis V GAF Score		2	67%	95%	70%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	158 days	0.9	35%	90%	92%	-55% ▼

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	3	3	0%
Discharges	2	3	-33% ▼
Bed Days	814	445	83% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	60%	61%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	71%	60%	88%	11% ▲
✓ Stable Living Situation		7	100%	95%	98%	5%
● Employed		1	14%	25%	9%	-11% ▼
✓ Improved/Maintained Axis V GAF Score		4	100%	95%	70%	5%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	81%
✓ SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	436 days	0.5	74%	90%	92%	-16% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							33%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	833	907	-8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	61%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	88%	40% ▲
✓ Stable Living Situation		7	100%	95%	98%	5%
✓ Improved/Maintained Axis V GAF Score		5	100%	95%	70%	5%
● Employed		0	0%	25%	9%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		89% / 99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 96%
Cooccurring	Actual	State Avg
MH Screen Complete		50% / 81%
SA Screen Complete		0% / 80%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 100%
✓ Valid Axis V GAF Score		100% / 94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	640 days	0.4	91%	90%	92%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							33%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	3	2	50% ▲
Discharges	1	2	-50% ▼
Service Hours	346	310	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	95%	85%	89%	10%

Service Utilization

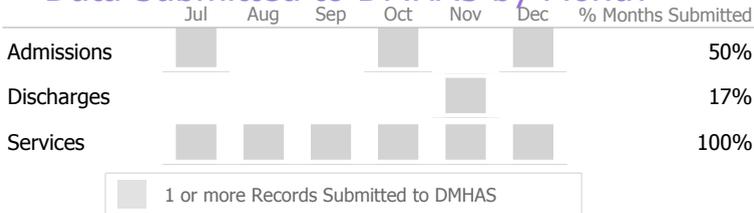
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		68%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	24	46% ▲
Admits	5	-	
Discharges	3	-	
Service Hours	833	554	51% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		29	83%	85%	80%	-2%

Service Utilization

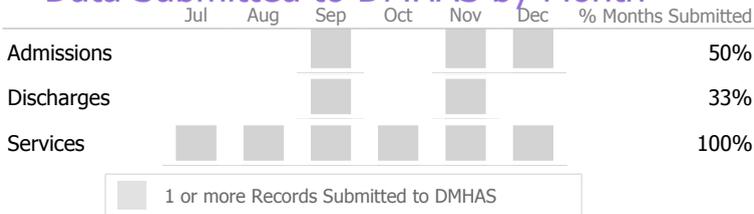
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	65	▼
Admits	-	11	-100% ▼
Discharges	-	65	-100% ▼
Service Hours	-	186	-100% ▼

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec % Months Submitted

Admissions 0%
 Discharges 0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

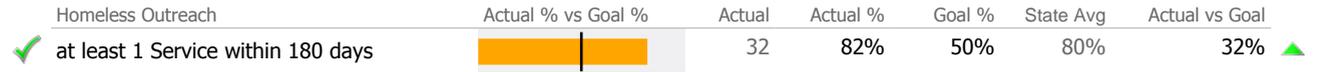
Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

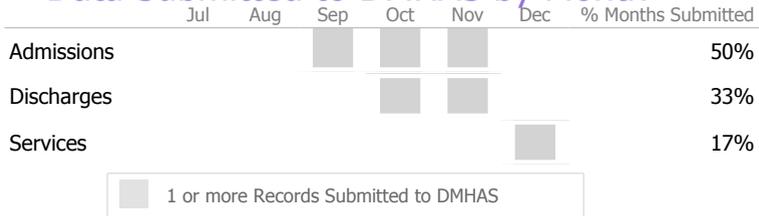
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39		
Admits	39	-	
Discharges	25	-	
Service Hours	63	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

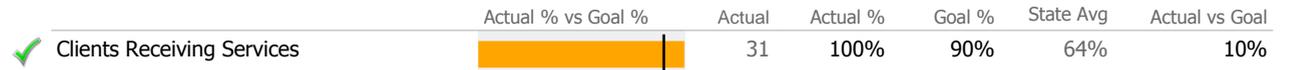
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

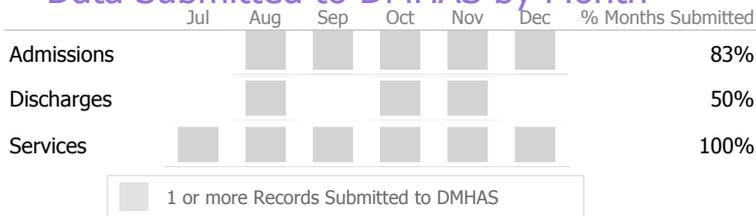
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	31	13% ▲
Admits	10	7	43% ▲
Discharges	5	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	901	662	36% ▲

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	117	104	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	89%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		68%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	2	1	100% ▲
Discharges	-	2	-100% ▼
Service Hours	471	504	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	94%	85%	80%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	5	9	-44% ▼
Discharges	4	4	0%
Service Hours	77	19	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	95%	79%	5%
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	95%	15% ▲
● Follow-up within 30 Days of Discharge		1	25%	90%	80%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

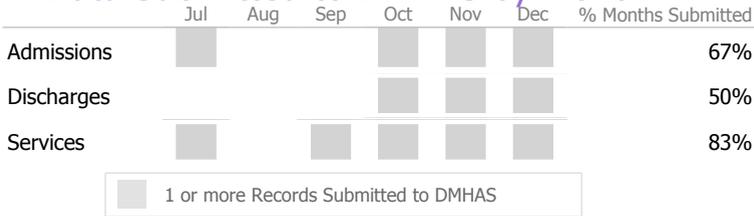
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	50%	90%	91%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	104	-3%
Admits	27	25	8%
Discharges	32	28	14% ▲
Service Hours	1,967	1,910	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	62%	50%	71%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		88	87%	60%	87%	27% ▲
✓ Stable Living Situation		93	92%	85%	93%	7%
● Employed		11	11%	25%	13%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	90%	90%	96%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	46	-17% ▼
Admits	9	15	-40% ▼
Discharges	12	22	-45% ▼
Service Hours	332	362	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Enrolled in Educational Program		6	16%	35%	51%	-19% ▼

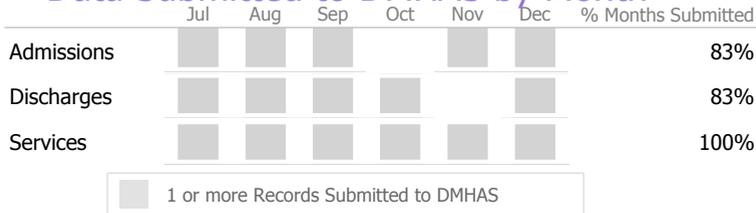
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	92%	90%	94%	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		75%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

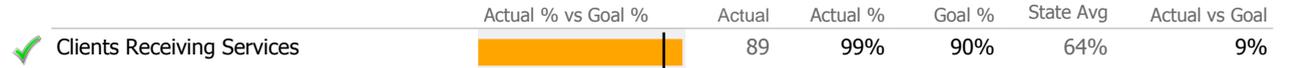
Actual | Goal Goal Met Below Goal

* State Avg based on 5 Active Education Support Programs

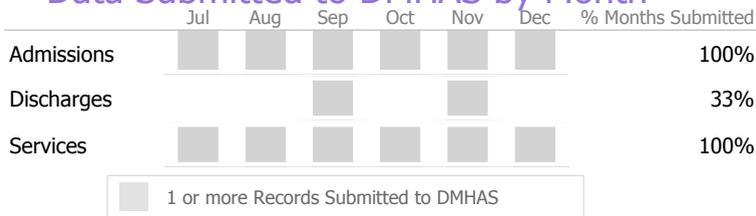
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	139	-11% ▼
Admits	34	49	-31% ▼
Discharges	38	51	-25% ▼
Service Hours	8	8	0%
Social Rehab/PHP/IOP Days	1,957	2,253	-13% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	24	-21% ▼
Admits	5	10	-50% ▼
Discharges	6	11	-45% ▼
Bed Days	2,509	2,323	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	71%	81%
SA Screen Complete	71%	80%
Diagnosis	Actual	State Avg
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		3	50%	60%	61%	-10% ▼
Follow-up within 30 Days of Discharge		2	67%	90%	80%	-23% ▼

Recovery

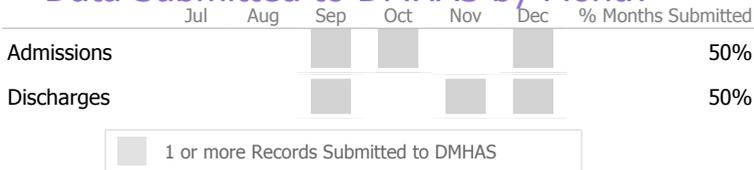
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	84%	60%	88%	24% ▲
Employed		5	26%	25%	9%	1%
Stable Living Situation		16	84%	95%	98%	-11% ▼
Improved/Maintained Axis V GAF Score		13	81%	95%	70%	-14% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	319 days	0.4	97%	90%	92%	7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	36	6%
Admits	5	9	-44% ▼
Discharges	10	9	11% ▲
Service Hours	1,020	1,049	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	60%	50%	71%	10% ▲

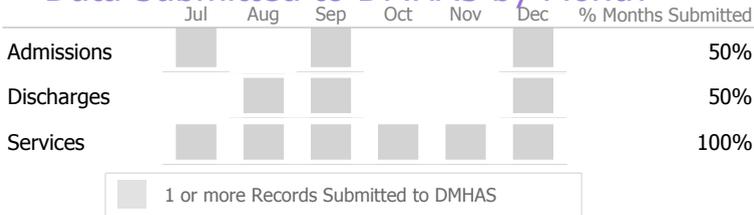
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		27	71%	60%	87%	11% ▲
✓ Stable Living Situation		33	87%	85%	93%	2%
● Employed		2	5%	25%	13%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	96%	90%	96%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

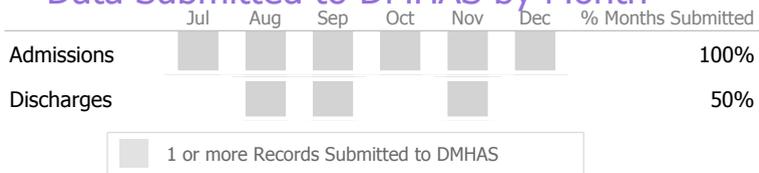
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 51 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	90	-11% ▼
Admits	19	25	-24% ▼
Discharges	17	21	-19% ▼

Data Submitted to DMHAS by Month



* State Avg based on 2 Active Transportation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	5	40% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	770	695	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	81%
SA Screen Complete	100%	80%
Diagnosis	Actual	State Avg
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		1	50%	60%	61%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

Recovery

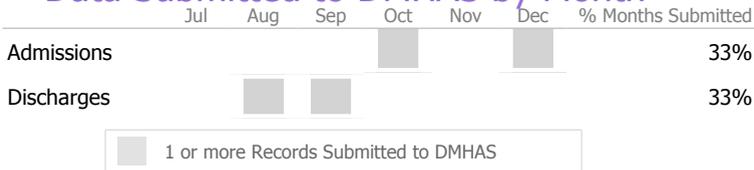
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	88%	26% ▲
✓ Stable Living Situation		7	100%	95%	98%	5%
● Employed		1	14%	25%	9%	-11% ▼
● Improved/Maintained Axis V GAF Score		3	60%	95%	70%	-35% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	448 days	0.5	84%	90%	92%	-6%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Supervised Apartments Programs