

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	508	620	-18%	▼
	Admits	152	175	-13%	▼
	Discharges	175	277	-37%	▼
	Service Hours	4,694	5,712	-18%	▼
	Bed Days	7,885	7,256	9%	

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

Consumer Satisfaction Survey (Based on 188 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Access		90%	80%	88%
✓ Outcome		85%	80%	83%
✓ Recovery		83%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	156	28.0%
	Residential Services	151	27.1%
	Housing Services	130	23.3%
	Crisis Services	110	19.7%
Forensic MH	Crisis Services	5	0.9%
	Residential Services	5	0.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	45	9%	13%	Male	323	64%	58%
26-34	77	15%	22%	Female	185	36%	42%
35-44	89	18%	19%				
45-54	121	24%	24%				
55-64	141	28%	17%				
65+	30	6%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	438	86%	75%	White/Caucasian	249	49%	66%
Hisp-Puerto Rican	54	11%	12%	Black/African American	204	40%	16%
Hispanic-Other	9	2%	6%	Other	38	7%	13%
Unknown	4	1%	5%	Unknown	7	1%	3%
Hispanic-Cuban	2	0%	0%	Multiple Races	5	1%	1%
Hispanic-Mexican	1	0%	1%	Asian	3	1%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%
				Am. Indian/Native Alaskan			0%

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

40 South Main St Norwalk Programs

Continuum of Care

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18		
Admits	-	-	
Discharges	-	-	
Service Hours	22	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	90%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	-	2	-100% ▼
Discharges	6	3	100% ▲
Bed Days	926	1,037	-11% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	80%	97%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	76%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	60%	63%	-10% ▼
Follow-up within 30 Days of Discharge		2	67%	90%	81%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	100%	60%	86%	40% ▲
Stable Living Situation		12	92%	95%	97%	-3%
Employed		1	8%	25%	8%	-17% ▼
Improved/Maintained Axis V GAF Score		10	91%	95%	66%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	384 days	0.9	84%	90%	91%	-6%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				100%

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	3	4	-25% ▼
Admits	2	4	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	146	139	5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	89 days	0.7	79%	90%	74%	-11% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	40	25% ▲
Admits	43	40	8%
Discharges	42	32	31% ▲
Bed Days	867	583	49% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		40	95%	85%	92%	10%
● Follow-up within 30 Days of Discharge		24	69%	90%	74%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	27 days	0.2	94%	90%	86%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

* State Avg based on 9 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	-	1	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	498	465	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	87%	26% ▲
✓ Stable Living Situation		7	100%	85%	92%	15% ▲
✓ Employed		2	29%	25%	13%	4%
● Improved/Maintained Axis V GAF Score		0	0%	95%	70%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	95%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
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	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	460	460	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	100%	60%	86%	40% ▲
Stable Living Situation		5	100%	95%	97%	5%
Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%
Employed		0	0%	25%	8%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	667 days	1.0	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

▲ > 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	13	-23% ▼
Admits	3	6	-50% ▼
Discharges	4	8	-50% ▼
Service Hours	309	220	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	57%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	100%	60%	68%	40% ▲
✓ Stable Living Situation		9	90%	80%	86%	10%
✓ Employed		2	20%	20%	11%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	77%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	7	-29% ▼
Admits	5	5	0%
Discharges	4	5	-20% ▼
Bed Days	57	146	-61% ▼

Data Submission Quality



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 2 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	61	-2%
Admits	53	59	-10%
Discharges	54	59	-8%
Bed Days	775	783	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		49	91%	85%	92%	6%
● Follow-up within 30 Days of Discharge		23	72%	90%	74%	-18%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	17 days	0.2	94%	90%	86%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

* State Avg based on 9 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	255	424	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	93%	60%	87%	33% ▲
✓ Stable Living Situation		14	100%	85%	92%	15% ▲
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	95%	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	56	59	-5%
Admits	8	6	33% ▲
Discharges	10	12	-17% ▼
Service Hours	2,826	2,761	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	50%	72%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		56	100%	60%	87%	40% ▲
✓ Stable Living Situation		56	100%	85%	92%	15% ▲
● Employed		6	11%	25%	13%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	98%	90%	95%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	20	20	0%
Admits	1	4	-75% ▼
Discharges	2	2	0%
Service Hours	378	359	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	100%	85%	82%	15% ▲

Service Utilization

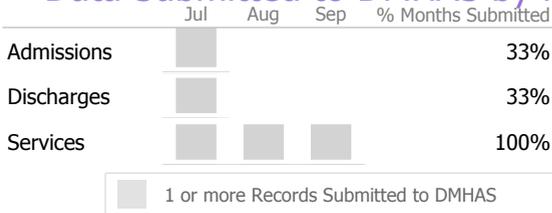
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month



* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	243	476	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	82%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month



* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	161	-19% ▼
Admits	19	18	6%
Discharges	13	22	-41% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 5 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	2	2	0%
Discharges	1	1	0%
Bed Days	520	442	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	50%	76%
SA Screen Complete	50%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	63%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	86%	40% ▲
Stable Living Situation		6	86%	95%	97%	-9%
Employed		1	14%	25%	8%	-11% ▼
Improved/Maintained Axis V GAF Score		4	80%	95%	66%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	540 days	1.0	81%	90%	91%	-9%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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	6	6	0%
Admits	2	1	100% ▲
Discharges	2	-	
Bed Days	467	488	-4%

Data Submission Quality



Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	63%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

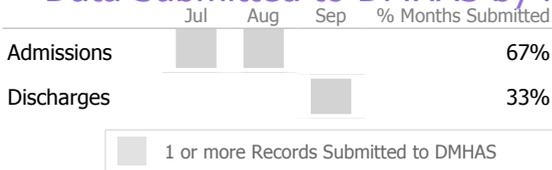
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	86%	40% ▲
Stable Living Situation		6	100%	95%	97%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	507 days	1.0	85%	90%	91%	-5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



* State Avg based on 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	1	100% ▲
Discharges	3	2	50% ▲
Bed Days	453	629	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	67%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	67%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	60%	63%	40% ▲
Follow-up within 30 Days of Discharge		3	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	86%	40% ▲
Stable Living Situation		8	100%	95%	97%	5%
Employed		0	0%	25%	8%	-25% ▼
Improved/Maintained Axis V GAF Score		3	50%	95%	66%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	202 days	0.9	70%	90%	91%	-20% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%

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	2	2	0%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Bed Days	25	41	-39% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	100%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	26 days	0.5	41%	90%	74%	-49% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	3	1	200% ▲
Discharges	2	1	100% ▲
Service Hours	89	223	-60% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	90%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 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	4	-	-
Admits	-	-	-
Discharges	-	-	-
Bed Days	368	-	-

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	97%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	86%	40% ▲
✓ Stable Living Situation		4	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	95%	66%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	109 days	1.0	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	44	-43% ▼
Admits	-	-	
Discharges	25	2	1150% ▲
Service Hours	74	695	-89% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	82%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 70 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	5	2	150% ▲
Discharges	2	2	0%
Bed Days	1,126	1,125	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	97%
SA Screen Complete	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	74%	20% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	73%	-35% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	80%	60%	75%	20% ▲
✓ Stable Living Situation		15	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		6	55%	95%	64%	-40% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	359 days	0.9	94%	90%	97%	4%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	-	4	-100% ▼
Discharges	-	-	
Bed Days	460	157	193% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	80%	60%	86%	20% ▲
✓ Stable Living Situation		5	100%	95%	97%	5%
✓ Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%
● Employed		0	0%	25%	8%	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		97%

Cooccurring	Actual	State Avg
MH Screen Complete		76%
SA Screen Complete		76%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		96%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	342 days	1.2	83%	90%	91%	-7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	184	151	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	86%	40% ▲
✓ Stable Living Situation		2	100%	95%	97%	5%
● Employed		0	0%	25%	8%	-25% ▼
✓ Improved/Maintained Axis V GAF Score		1	100%	95%	66%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	566 days	1.0	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Bed Days	184	184	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	76%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	86%	40% ▲
✓ Employed		1	50%	25%	8%	25% ▲
✓ Stable Living Situation		2	100%	95%	97%	5%
✓ Improved/Maintained Axis V GAF Score		1	100%	95%	66%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	435 days	1.0	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	368	325	13% ▲

Data Submission Quality



Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	86%	40% ▲
Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%
Stable Living Situation		4	100%	95%	97%	5%
Employed		0	0%	25%	8%	-25% ▼

Bed Utilization

12 Months Trend

Measure	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	4	674 days	1.0	100%	90%	91%	10%

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

Data Submitted to DMHAS by Month

Measure	Jul	Aug	Sep	% 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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	-	
Bed Days	445	460	-3%

Data Submission Quality



Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

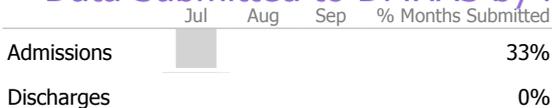
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	100%	60%	86%	40% ▲
Stable Living Situation		5	100%	95%	97%	5%
Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%
Employed		0	0%	25%	8%	-25% ▼

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,418 days	1.0	97%	90%	91%	7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

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 72 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	2	4	-50% ▼
Discharges	3	3	0%
Bed Days	54	45	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	86%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	79%
Valid Axis V GAF Score	100%	79%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	95%	82%	-28% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	94%	-18% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	86%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		3	100%	75%	73%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	25 days	0.3	87%	90%	88%	-3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 9 Active Transitional Programs