

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	10,926	10,831	1%
	Admits	6,969	6,773	3%
	Discharges	7,446	6,951	7%
	Service Hours	85,829	97,715	-12% ▼
	Bed Days	27,263	25,073	9%
	S.Rehab/PHP/IOP	11,981	12,833	-7%

### Consumer Satisfaction Survey

(Based on 1,022 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Respect		90%	80%	91%
✓ Overall		90%	80%	91%
✓ Access		85%	80%	88%
● Outcome		76%	80%	83%
● Recovery		74%	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	#	%
<b>Mental Health</b>	Outpatient	7,177	53.6%
	Community Support	580	4.3%
	Employment Services	407	3.0%
	Crisis Services	345	2.6%
	IOP	325	2.4%
	ACT	236	1.8%
	Social Rehabilitation	231	1.7%
	Case Management	122	0.9%
	Residential Services	62	0.5%
	<b>Forensic SA</b>	Forensics Community-based	1,635
<b>Addiction</b>	Outpatient	1,216	9.1%
	Residential Services	313	2.3%
	IOP	96	0.7%
<b>Forensic MH</b>	Forensics Community-based	633	4.7%

### Client Demographics

Age	#	%	State Avg
18-25	2,143	20%	14%
26-34	2,492	23%	24%
35-44	1,935	18%	20%
45-54	2,146	20%	22%
55-64	1,636	15%	16%
65+	536	5%	5%

Gender	#	%	State Avg
Male	5,602	51%	60%
Female	5,316	49%	40%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	8,509	78%	▲ 65%
Black/African American	1,157	11%	16%
Other	783	7%	13%
Unknown	199	2%	3%
Asian	150	1%	1%
Am. Indian/Native Alaskan	85	1%	1%
Hawaiian/Other Pacific Islander	24	0%	0%
Multiple Races	19	0%	1%

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

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
Valid TEDS Data	N/A	91%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	N/A	44%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	N/A	96%
SA Screen Complete	Actual	State Avg
SA Screen Complete	N/A	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	54%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	58%	-55% ▼
Employed		N/A	N/A	50%	44%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	69%	-75% ▼
Not Arrested		N/A	N/A	75%	87%	-75% ▼
Self Help		N/A	N/A	60%	30%	-60% ▼
Stable Living Situation		N/A	N/A	95%	88%	-95% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	78	0%
Admits	33	25	32% ▲
Discharges	30	28	7%
Service Hours	11,808	21,948	-46% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	91%
SA Screen Complete	96%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	99%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	60%	65%	56%	-5%
No Re-admit within 30 Days of Discharge		28	97%	85%	93%	12% ▲
Follow-up within 30 Days of Discharge		11	61%	90%	52%	-29% ▼

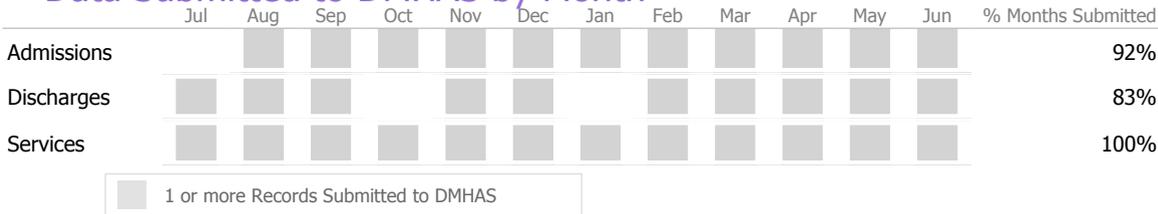
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		73	87%	60%	89%	27% ▲
Social Support		55	65%	60%	77%	5%
Employed		4	5%	15%	12%	-10%
Improved/Maintained Axis V GAF Score		36	53%	85%	53%	-32% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		54	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 14 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	325	404	-20% ▼
Admits	337	427	-21% ▼
Discharges	341	433	-21% ▼
Service Hours	18	172	-89% ▼
Social Rehab/PHP/IOP Days	2,950	3,909	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	85%
On-Time Periodic 6 Month Updates	N/A	0%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	81%
SA Screen Complete	98%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		291	85%	50%	73%	35% ▲
Follow-up within 30 Days of Discharge		216	74%	90%	73%	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		337	99%	75%	83%	24% ▲
Social Support		266	72%	60%	64%	12% ▲
Employed		87	23%	30%	25%	-7%
Stable Living Situation		326	88%	95%	80%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	97%	90%	82%	7%

### 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 5 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	854	922	-7%
Admits	296	307	-4%
Discharges	326	361	-10%
Service Hours	3,925	4,113	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic 6 Month Updates	62%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	82%
SA Screen Complete	93%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		128	39%	50%	45%	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		269	31%	30%	23%	1%
Stable Living Situation		743	85%	95%	86%	-10%
Improved/Maintained Axis V GAF Score		506	68%	75%	59%	-7%
Social Support		319	36%	60%	70%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		540	97%	90%	90%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		246	84%	75%	65%	9%

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,932	3,162	-7%
Admits	1,020	977	4%
Discharges	1,272	1,243	2%
Service Hours	15,338	16,489	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic 6 Month Updates	74%	70%
Cooccurring MH Screen Complete	98%	82%
SA Screen Complete	98%	81%
Diagnosis Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		270	21%	50%	45%	-29% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1,055	35%	30%	23%	5%
Stable Living Situation		2,713	90%	95%	86%	-5%
Improved/Maintained Axis V GAF Score		1,797	69%	75%	59%	-6%
Social Support		1,233	41%	60%	70%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,721	98%	90%	90%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		917	92%	75%	65%	17% ▲

### 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 92 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,514	3,705	-5%
Admits	1,262	1,226	3%
Discharges	1,403	1,475	-5%
Service Hours	17,998	18,812	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic 6 Month Updates	49%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	82%
SA Screen Complete	98%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		377	27%	50%	45%	-23%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		999	28%	30%	23%	-2%
Improved/Maintained Axis V GAF Score		2,175	68%	75%	59%	-7%
Stable Living Situation		2,924	81%	95%	86%	-14%
Social Support		1,543	43%	60%	70%	-17%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2,122	95%	90%	90%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1,005	82%	75%	65%	7%

### 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 92 Active Standard Outpatient Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	70%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	81%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	59%	-75% ▼
Social Support		N/A	N/A	60%	70%	-60% ▼
Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 92 Active Standard Outpatient Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	7	43% ▲
Admits	3	7	-57% ▼
Discharges	-	-	
Service Hours	240	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	91%	15% ▲

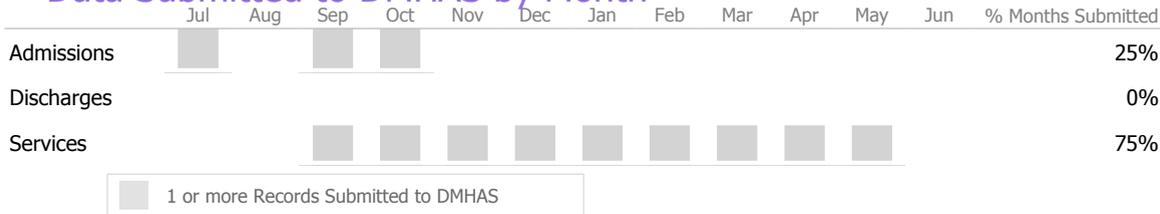
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 53 Active Supportive Housing – Development Programs

# Center Street Apartments

Community Health Resources Inc.

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	1	1	0%
Service Hours	130	134	-3%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	91%	5%

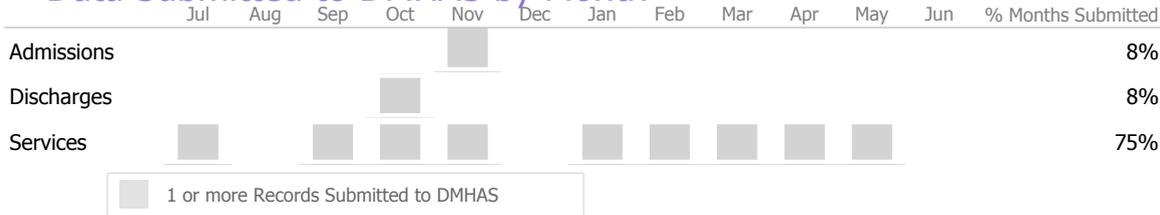
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	91%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	89%	82%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ⚪ Below Goal

\* State Avg based on 53 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	78	-14% ▼
Admits	15	26	-42% ▼
Discharges	21	26	-19% ▼
Service Hours	4,438	3,918	13% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	95%	65%	56%	30% ▲
✓ No Re-admit within 30 Days of Discharge		21	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		13	65%	90%	52%	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%
Cooccurring	Actual	State Avg
MH Screen Complete		91%
SA Screen Complete		90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		84%

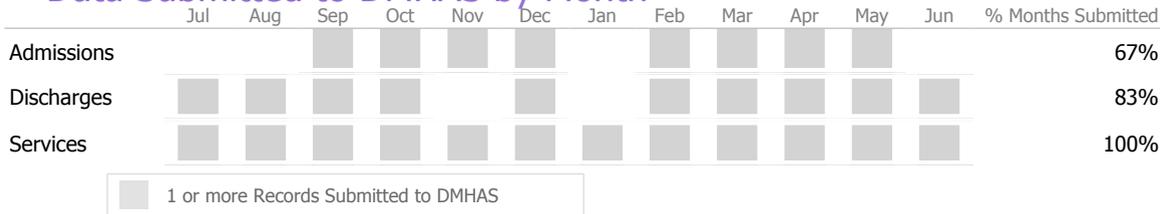
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		63	93%	60%	89%	33% ▲
● Social Support		37	54%	60%	77%	-6%
● Employed		3	4%	15%	12%	-11% ▼
● Improved/Maintained Axis V GAF Score		32	51%	85%	53%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	98%	90%	98%	8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

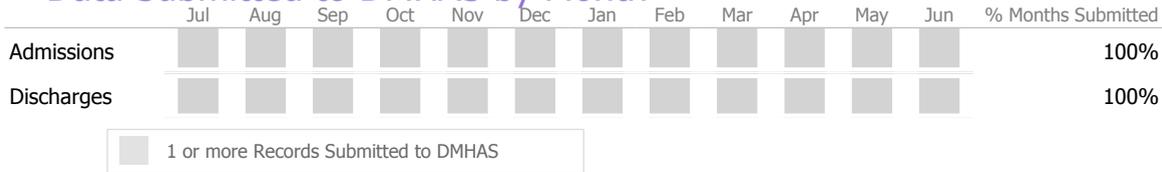
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	380	377	1%
Admits	239	255	-6%
Discharges	305	237	29% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,255	1,041	21% ▲
Admits	862	857	1%
Discharges	920	641	44% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

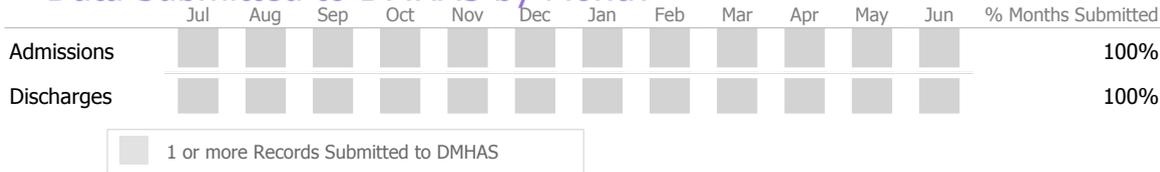
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	294	372	-21% ▼
Admits	355	470	-24% ▼
Discharges	353	469	-25% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		258	76%	75%	69%	1%
✓ Community Location Evaluation		337	99%	80%	75%	19% ▲
● Follow-up Service within 48 hours		54	33%	90%	61%	-57% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	331	327	1%
Admits	116	168	-31% ▼
Discharges	156	122	28% ▲
Service Hours	8,591	7,996	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	88%
SA Screen Complete	93%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		101	65%	65%	69%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		312	91%	80%	92%	11% ▲
Social Support		214	62%	60%	81%	2%
Employed		41	12%	20%	13%	-8%
Improved/Maintained Axis V GAF Score		186	62%	95%	69%	-33% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		188	100%	90%	99%	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 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	249	260	-4%
Admits	114	118	-3%
Discharges	114	123	-7%
Service Hours	5,832	5,478	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	79%	88%
SA Screen Complete	77%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		86	75%	65%	69%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		242	92%	80%	92%	12% ▲
Social Support		137	52%	60%	81%	-8%
Employed		31	12%	20%	13%	-8%
Improved/Maintained Axis V GAF Score		146	64%	95%	69%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		147	99%	90%	99%	9%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	240	297	-19% ▼
Admits	152	183	-17% ▼
Discharges	167	216	-23% ▼
Service Hours	2,149	1,872	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
Valid TEDS Data	71%	91%
<b>On-Time Periodic</b>		
6 Month Updates	67%	44%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	98%	96%
<b>Diagnosis</b>		
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		72	43%	50%	54%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		231	92%	75%	87%	17% ▲
Improved/Maintained Axis V GAF Score		171	82%	75%	69%	7%
Abstinence/Reduced Drug Use		109	43%	55%	58%	-12% ▼
Stable Living Situation		213	85%	95%	88%	-10%
Employed		94	37%	50%	44%	-13% ▼
Self Help		41	16%	60%	30%	-44% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		83	99%	90%	81%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		126	84%	75%	75%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	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	13	13	0%
Admits	3	2	50% ▲
Discharges	2	3	-33% ▼
Service Hours	241	157	53% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	85%	15% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		87%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	1	9500% ▲
Admits	101	4	2425% ▲
Discharges	78	4	1850% ▲
Service Hours	31	-	
Social Rehab/PHP/IOP Days	856	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	95%
Valid TEDS Data	97%	99%
On-Time Periodic 6 Month Updates	N/A	14%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	96%
SA Screen Complete	90%	96%
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		50	64%	50%	62%	14% ▲
● Follow-up within 30 Days of Discharge		24	48%	90%	57%	-42% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		64	63%	55%	65%	8%
● Employed		50	49%	50%	35%	-1%
✓ Improved/Maintained Axis V GAF Score		77	99%	75%	84%	24% ▲
● Not Arrested		75	74%	75%	94%	-1%
● Stable Living Situation		86	84%	95%	92%	-11% ▼
● Self Help		24	24%	60%	43%	-36% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		21	88%	90%	91%	-2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■	■	■	■	■	■	■	■	■	■	92%
Discharges					■	■	■	■	■	■	■	■	67%
Services						■	■	■	■	■	■	■	58%

■ 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

# Jail Diversion - Enfield 617-341

Community Health Resources Inc.

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

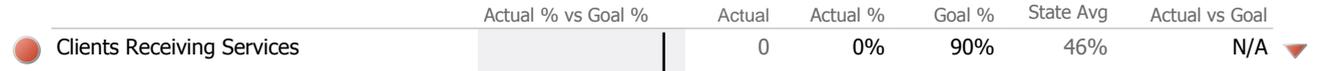
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	338	256	32% ▲
Admits	260	229	14% ▲
Discharges	239	181	32% ▲
Service Hours	-	-	

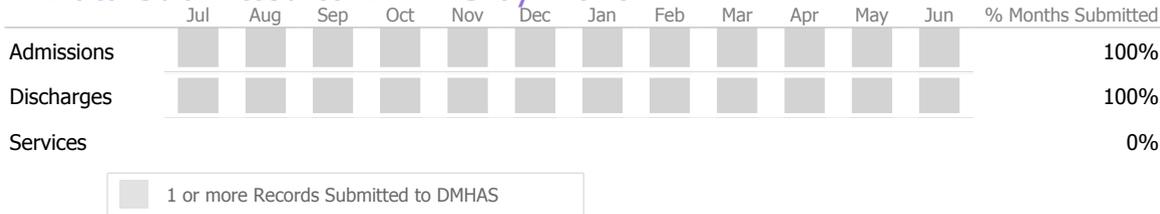
## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

# Jail Diversion - Manchester 606-341

Community Health Resources Inc.

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

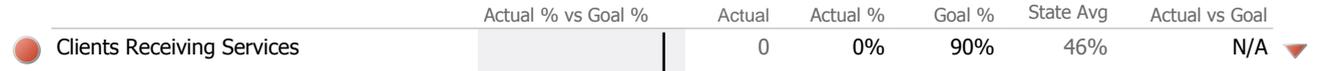
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	306	299	2%
Admits	216	218	-1%
Discharges	218	213	2%
Service Hours	-	-	

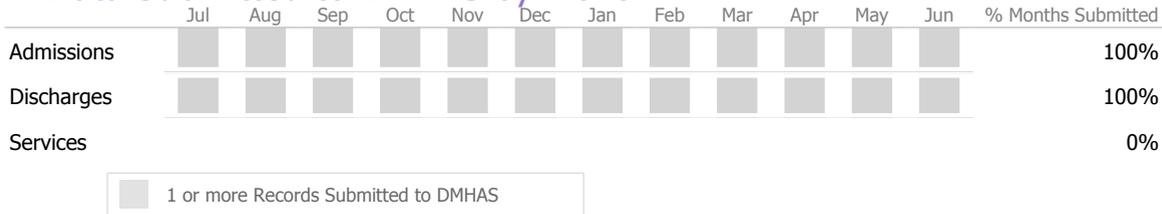
## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	210	177	19% ▲
Admits	131	118	11% ▲
Discharges	133	99	34% ▲
Service Hours	1,884	1,831	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		92	43%	35%	43%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		81	89%	90%	97%	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		92%

### 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 40 Active Employment Services Programs

# Milestone - CSSD

Community Health Resources Inc.

Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	24	22	9%
Discharges	24	22	9%
Bed Days	640	620	3%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	50%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%

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		19	79%	80%	78%	-1%
No Re-admit within 30 Days of Discharge		23	96%	85%	91%	11%
Follow-up within 30 Days of Discharge		11	58%	90%	64%	-32%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		24	100%	75%	89%	25%
Self Help		19	73%	60%	80%	13%
Abstinence/Reduced Drug Use		19	73%	70%	65%	3%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	28 days	0.1	88%	90%	97%	-2%

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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	153	1%
Admits	147	148	-1%
Discharges	145	149	-3%
Bed Days	3,803	4,121	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	99%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	50%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%

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		114	79%	80%	78%	-1%
No Re-admit within 30 Days of Discharge		139	96%	85%	91%	11% ▲
Follow-up within 30 Days of Discharge		82	72%	90%	64%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		145	93%	60%	80%	33% ▲
Improved/Maintained Axis V GAF Score		143	99%	75%	89%	24% ▲
Abstinence/Reduced Drug Use		127	81%	70%	65%	11% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	32 days	0.1	74%	90%	97%	-16% ▼

Legend: ■ < 90%    ■ 90-110%    ■ >110%

### 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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	19	19	0%
Discharges	19	21	-10%
Bed Days	2,149	2,509	-14% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	63%	70%	70%	-7%
● No Re-admit within 30 Days of Discharge		16	84%	85%	91%	-1%
● Follow-up within 30 Days of Discharge		9	75%	90%	63%	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
✓ Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	14%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

### Recovery

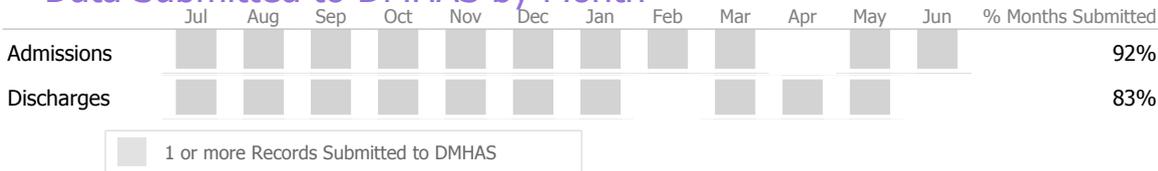
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		19	76%	70%	74%	6%
✓ Improved/Maintained Axis V GAF Score		18	95%	95%	85%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	137 days	0.2	74%	90%	76%	-16% ▼

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	34	39	-13% ▼
Admits	2	19	-89% ▼
Discharges	4	7	-43% ▼
Service Hours	896	718	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		34	100%	85%	85%	15% ▲

### Service Utilization

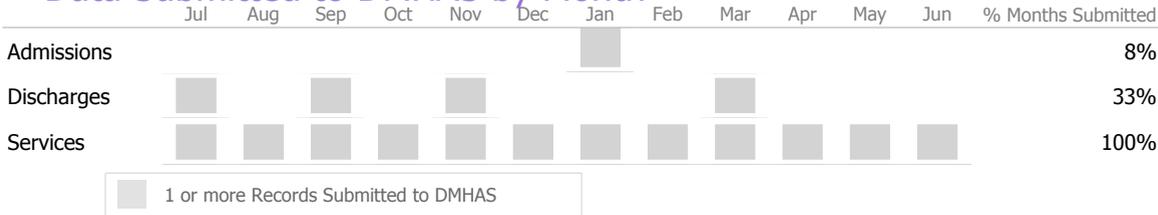
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	58%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	10%	-20% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	80%	85%	-80% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		73%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

> 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	12	14	-14% ▼
Admits	3	6	-50% ▼
Discharges	4	5	-20% ▼
Bed Days	3,132	2,919	7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	80%	82%	20% ▲
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	79%	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		90%
Cooccurring	Actual	State Avg
MH Screen Complete		88%
SA Screen Complete		88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		99%

### Recovery

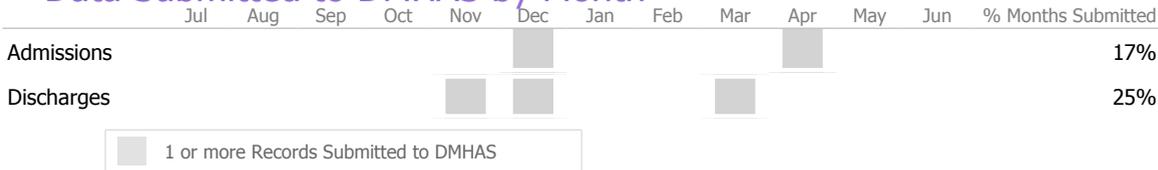
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	83%	60%	83%	23% ▲
✓ Stable Living Situation		12	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		5	45%	95%	71%	-50% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	588 days	0.2	107%	90%	95%	17% ▲

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

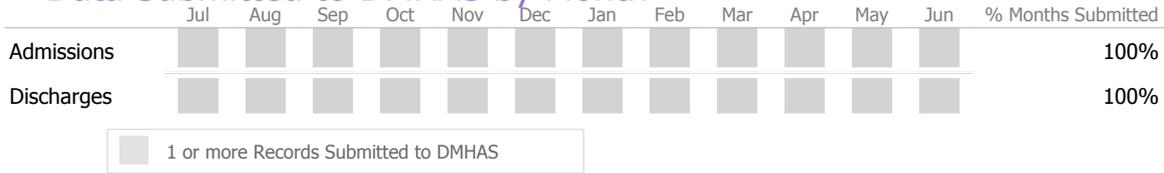
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	92	-2%
Admits	90	94	-4%
Discharges	86	96	-10%
Bed Days	3,175	2,763	15% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 13 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	423	38	1013% ▲
Admits	393	24	1538% ▲
Discharges	221	1	22000% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
Valid TEDS Data	87%	91%
<b>On-Time Periodic</b>		
6 Month Updates	77%	44%
<b>Cooccurring</b>		
MH Screen Complete	84%	96%
SA Screen Complete	84%	96%
<b>Diagnosis</b>		
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		113	51%	50%	54%	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		364	85%	75%	87%	10%
✓ Employed		250	58%	50%	44%	8%
✓ Abstinence/Reduced Drug Use		245	57%	55%	58%	2%
● Stable Living Situation		389	91%	95%	88%	-4%
✓ Improved/Maintained Axis V GAF Score		207	80%	75%	69%	5%
● Self Help		111	26%	60%	30%	-34% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		210	54%	75%	75%	-21% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

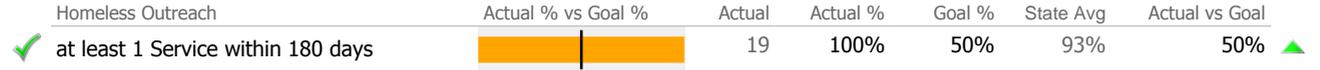
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 113 Active Standard Outpatient Programs

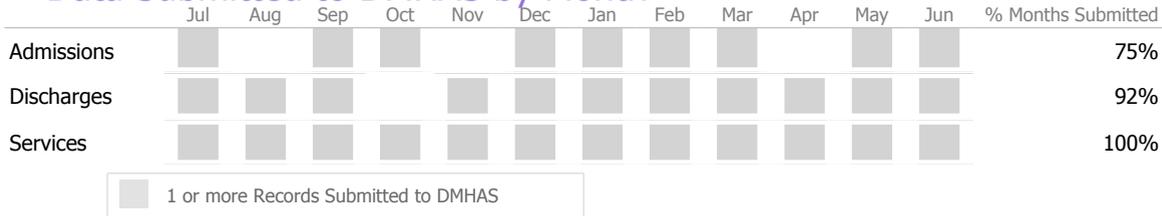
### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	22	59%	▲
Admits	19	22	-14%	▼
Discharges	24	6	300%	▲
Service Hours	171	73	134%	▲

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	3	▼
Admits	-	-	
Discharges	-	3	-100% ▼
Service Hours	-	6	-100% ▼

### Recovery

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	97%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		87%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	17	24% ▲
Admits	7	6	17% ▲
Discharges	3	3	0%
Service Hours	498	587	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	85%	15% ▲

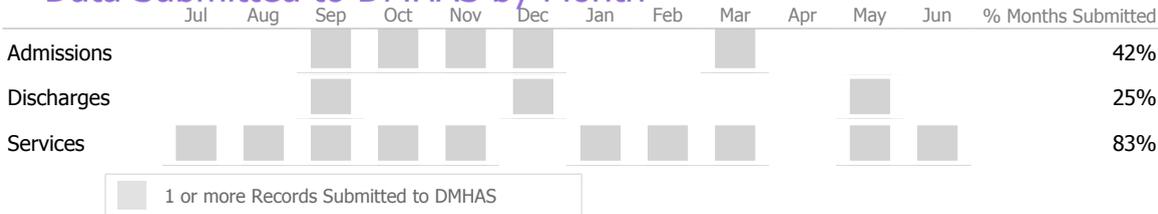
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	87%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 0 Active Pre-trial Intervention Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	32	-34% ▼
Admits	3	10	-70% ▼
Discharges	21	15	40% ▲
Service Hours	468	2,115	-78% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic 6 Month Updates	N/A	98%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	95%	50%	87%	45% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	100%	85%	94%	15% ▲
Social Support		13	62%	60%	88%	2%
Employed		2	10%	25%	11%	-15% ▼
Improved/Maintained Axis V GAF Score		10	48%	95%	79%	-47% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	99%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    Goal Met    Below Goal

\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	72	-4%
Admits	88	84	5%
Discharges	88	82	7%
Bed Days	1,770	1,740	2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		81	92%	85%	90%	7%
✓ Follow-up within 30 Days of Discharge		56	90%	90%	81%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	56 days	0.1	97%	90%	62%	7%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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

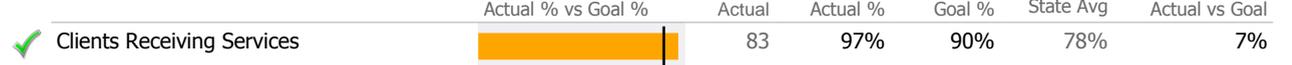
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Respite Bed Programs

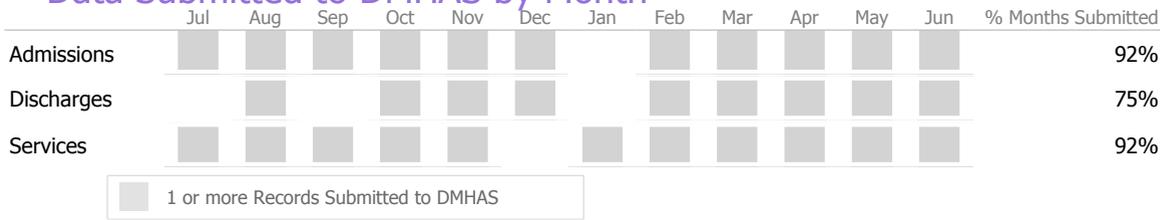
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	111	-4%
Admits	23	36	-36% ▼
Discharges	22	28	-21% ▼
Service Hours	29	234	-88% ▼
Social Rehab/PHP/IOP Days	4,910	4,800	2%

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 35 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	2,190	2,196	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	83%	84%
Cooccurring		
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	85%
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		N/A	N/A	60%	68%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	67%	60%	86%	7%
✓ Stable Living Situation		6	100%	95%	97%	5%
● Employed		0	0%	25%	7%	-25%
● Improved/Maintained Axis V GAF Score		3	50%	95%	69%	-45%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	1,758 days	0.3	100%	90%	94%	10%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 70 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	189	5%
Admits	153	143	7%
Discharges	175	136	29% ▲
Service Hours	1,036	1,110	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		88	41%	35%	43%	6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		92%

### 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 40 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	67	-16% ▼
Admits	49	64	-23% ▼
Discharges	44	60	-27% ▼
Bed Days	4,910	4,067	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	14%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
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		31	70%	70%	70%	0%
✓ No Re-admit within 30 Days of Discharge		39	89%	85%	91%	4%
● Follow-up within 30 Days of Discharge		24	77%	90%	63%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		55	95%	70%	74%	25% ▲
✓ Improved/Maintained Axis V GAF Score		42	95%	95%	85%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	127 days	0.1	96%	90%	76%	6%

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%

Legend: █ 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	19	15	27% ▲
Admits	11	9	22% ▲
Discharges	6	6	0%
Bed Days	4,379	3,016	45% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	85%
Diagnosis	Actual	State Avg
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	67%	60%	68%	7%
Follow-up within 30 Days of Discharge		3	75%	90%	78%	-15%

### Recovery

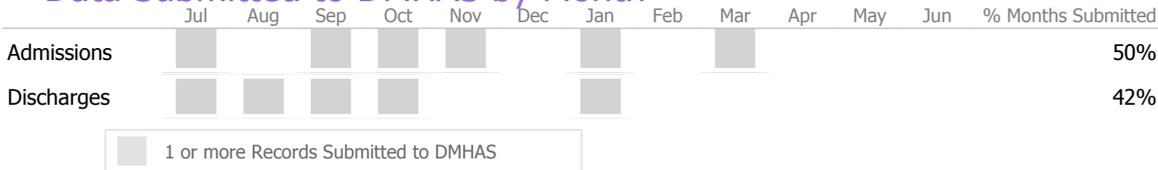
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		20	100%	95%	97%	5%
Social Support		11	55%	60%	86%	-5%
Employed		1	5%	25%	7%	-20%
Improved/Maintained Axis V GAF Score		11	61%	95%	69%	-34%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	462 days	0.3	86%	90%	94%	-4%

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 70 Active Supervised Apartments Programs

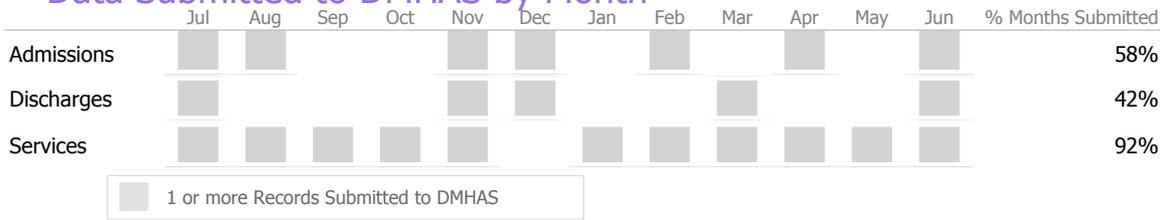
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	113	11% ▲
Admits	19	19	0%
Discharges	40	7	471% ▲
Service Hours	14	8	93% ▲
Social Rehab/PHP/IOP Days	3,265	4,124	-21% ▼

### Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	86	100%	90%	78%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 35 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	567	575	-1%
Admits	356	385	-8%
Discharges	393	380	3%
Service Hours	3,781	3,193	18% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
Valid TEDS Data	71%	91%
<b>On-Time Periodic</b>		
6 Month Updates	63%	44%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	99%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	100%
Valid Axis V GAF Score	99%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		132	34%	50%	54%	-16% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		566	94%	75%	87%	19% ▲
Improved/Maintained Axis V GAF Score		435	86%	75%	69%	11% ▲
Abstinence/Reduced Drug Use		308	51%	55%	58%	-4%
Stable Living Situation		485	81%	95%	88%	-14% ▼
Employed		213	36%	50%	44%	-14% ▼
Self Help		173	29%	60%	30%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		200	97%	90%	81%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		300	88%	75%	75%	13% ▲

### 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	63	63	0%
Admits	25	26	-4%
Discharges	32	27	19% ▲
Service Hours	3,436	3,980	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic		
6 Month Updates	91%	88%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	75%	65%	56%	10% ▲
✓ No Re-admit within 30 Days of Discharge		32	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		11	46%	90%	52%	-44% ▼

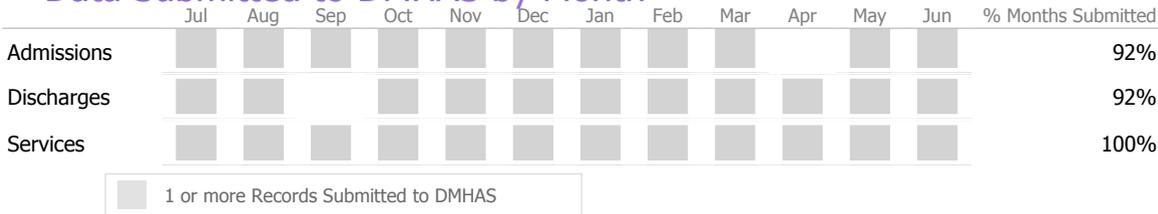
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		61	97%	60%	89%	37% ▲
✓ Social Support		53	84%	60%	77%	24% ▲
✓ Employed		13	21%	15%	12%	6%
● Improved/Maintained Axis V GAF Score		33	61%	85%	53%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	98%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	1	2	-50% ▼
Discharges	2	2	0%
Bed Days	1,115	1,122	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	83%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	68%	-75% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	73%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

### Recovery

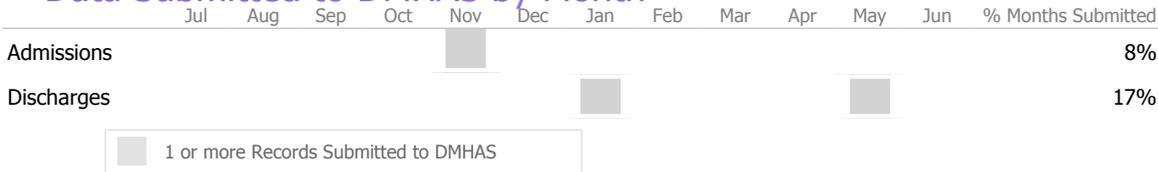
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		2	50%	75%	43%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	762 days	0.2	102%	90%	93%	12% ▲

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 13 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	38	-21% ▼
Admits	11	18	-39% ▼
Discharges	10	20	-50% ▼
Service Hours	2,849	2,771	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	94%	88%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	84%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	40%	65%	56%	-25% ▼
No Re-admit within 30 Days of Discharge		9	90%	85%	93%	5%
Follow-up within 30 Days of Discharge		3	75%	90%	52%	-15% ▼

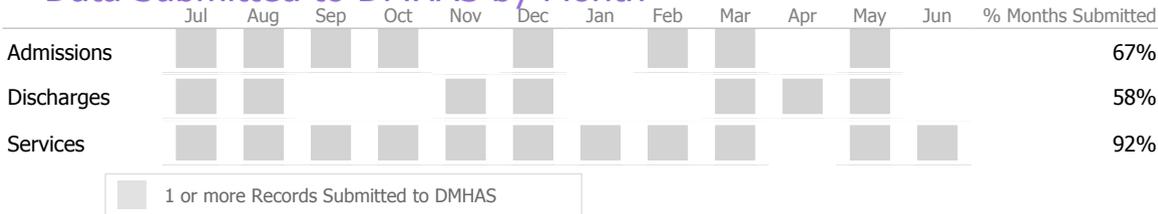
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		29	97%	60%	89%	37% ▲
Employed		14	47%	15%	12%	32% ▲
Social Support		20	67%	60%	77%	7%
Improved/Maintained Axis V GAF Score		13	50%	85%	53%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	95%	90%	98%	5%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 14 Active Assertive Community Treatment Programs