

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,055	1,973	4%
	Admits	2,452	2,186	12% ▲
	Discharges	2,432	2,395	2%
	Service Hours	71,494	71,100	1%
	Bed Days	12,828	14,415	-11% ▼

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

Consumer Satisfaction Survey

(Based on 642 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Overall		90%	80%	91%
✓ Access		89%	80%	88%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	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	Crisis Services	830	28.1%
	Outpatient	696	23.6%
	ACT	276	9.3%
	Community Support	261	8.8%
	Intake	242	8.2%
	Social Rehabilitation	174	5.9%
	Other	98	3.3%
	Residential Services	38	1.3%
	Case Management	23	0.8%
	Forensic MH	Forensics Community-based	302
Crisis Services		12	0.4%

Client Demographics

Age	#	%	State Avg
18-25	395	19%	14%
26-34	364	18%	24%
35-44	324	16%	20%
45-54	398	19%	22%
55-64	415	20%	16%
65+	146	7%	5%

Gender	#	%	State Avg
Male	1,212	59%	60%
Female	841	41%	40%
Transgender	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,601	78%	74%
Hispanic-Other	183	9%	7%
Hisp-Puerto Rican	143	7%	13%
Unknown	121	6%	6%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,427	71%	65%
Black/African American	329	16%	16%
Other	153	8%	13%
Unknown	41	2%	3%
Multiple Races	31	2%	1%
Asian	18	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

BHH ADULT NAE

Western Connecticut Mental Health Network
Mental Health - Outpatient - Standard Outpatient

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 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%

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

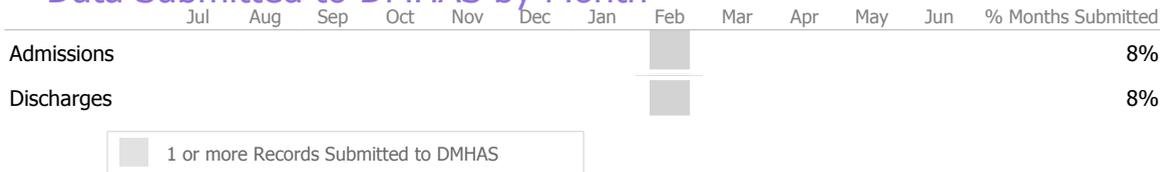
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	13	-92% ▼
Admits	1	14	-93% ▼
Discharges	1	14	-93% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		1	100%	75%	69%	25% ▲
✓ Community Location Evaluation		1	100%	80%	75%	20% ▲
● Follow-up Service within 48 hours		0	0%	90%	61%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

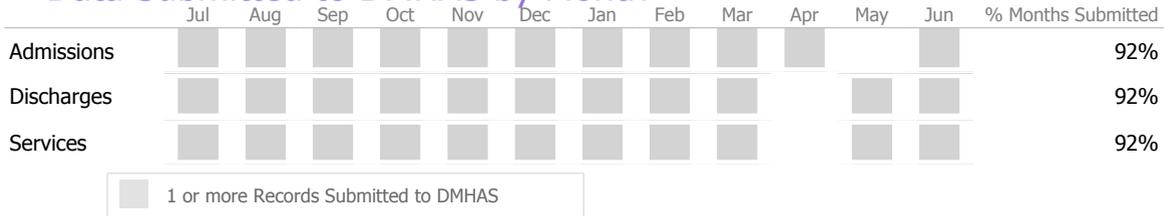
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	95	-64% ▼
Admits	33	40	-18% ▼
Discharges	35	103	-66% ▼
Service Hours	126	161	-22% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

Danbury Jail Diversion

Western Connecticut Mental Health Network

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

Connecticut Dept of Mental Health and Addiction Services

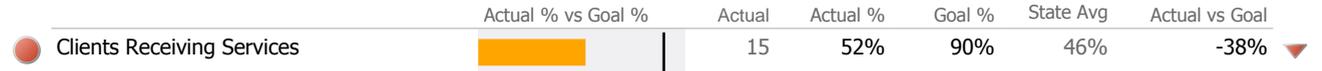
Program Quality Dashboard

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	18	83% ▲
Admits	16	12	33% ▲
Discharges	5	1	400% ▲
Service Hours	57		

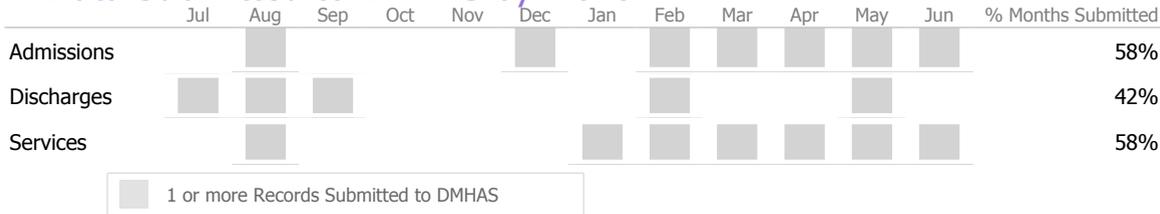
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

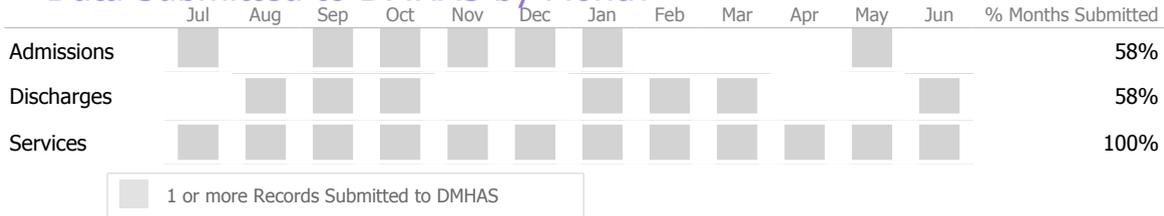
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	26	-31% ▼
Admits	7	13	-46% ▼
Discharges	7	15	-53% ▼
Service Hours	65	55	18% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	146	39% ▲
Admits	103	42	145% ▲
Discharges	24	48	-50% ▼
Service Hours	3,069	3,015	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	98%
Valid Axis V GAF Score	85%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	25%	50%	45%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		172	83%	60%	70%	23% ▲
Stable Living Situation		191	93%	95%	86%	-2%
Employed		19	9%	30%	23%	-21% ▼
Improved/Maintained Axis V GAF Score		65	52%	75%	59%	-23% ▼

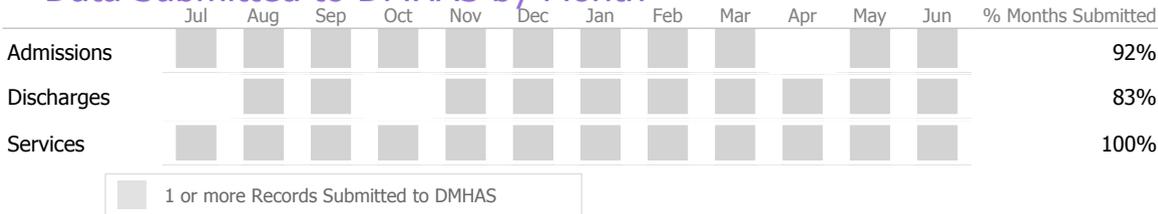
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		172	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		73	72%	75%	65%	-3%

Data Submitted to DMHAS by Month



▲ > 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	101	94	7%
Admits	13	94	-86% ▼
Discharges	102	6	1600% ▲
Service Hours	2,851	1,449	97% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		80	78%	50%	45%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		79	77%	60%	70%	17% ▲
Stable Living Situation		93	91%	95%	86%	-4%
Improved/Maintained Axis V GAF Score		60	59%	75%	59%	-16% ▼
Employed		8	8%	30%	23%	-22% ▼

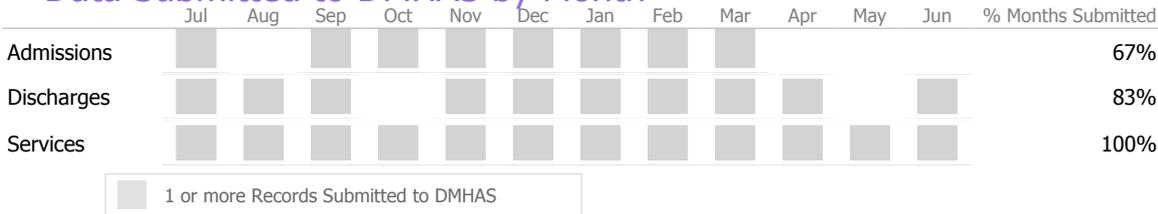
Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	69%	75%	65%	-6%

Data Submitted to DMHAS by Month



▲ > 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	23	32	-28% ▼
Admits	9	13	-31% ▼
Discharges	9	18	-50% ▼
Service Hours	3,252	3,804	-15% ▼
Bed Days	5,708	6,459	-12% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	44%	95%	83%	-51% ▼
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	89%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		85%
✓ SA Screen Complete		85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
Valid Axis V GAF Score		95%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		12	60%	75%	75%	-15% ▼

Service Utilization

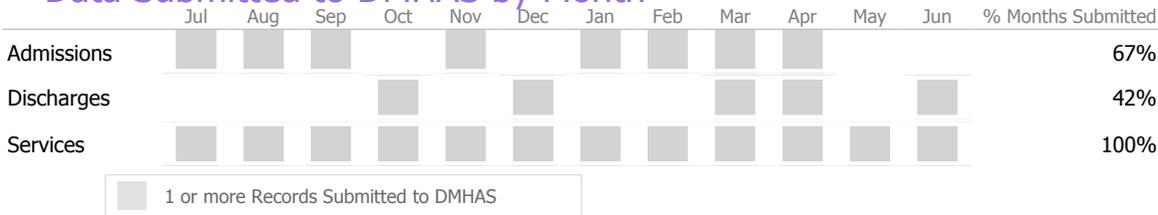
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	723 days	0.3	78%	90%	81%	-12% ▼

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 8 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	42	-14% ▼
Admits	6	14	-57% ▼
Discharges	10	11	-9%
Service Hours	2,476	2,620	-5%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	60%	65%	56%	-5%
No Re-admit within 30 Days of Discharge		4	44%	85%	93%	-41% ▼
Follow-up within 30 Days of Discharge		3	50%	90%	52%	-40% ▼

Data Submission Quality

Measure	Actual	State Avg
Valid NOMS Data	98%	97%
6 Month Updates	92%	88%
MH Screen Complete	71%	91%
SA Screen Complete	100%	90%
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	69%	84%

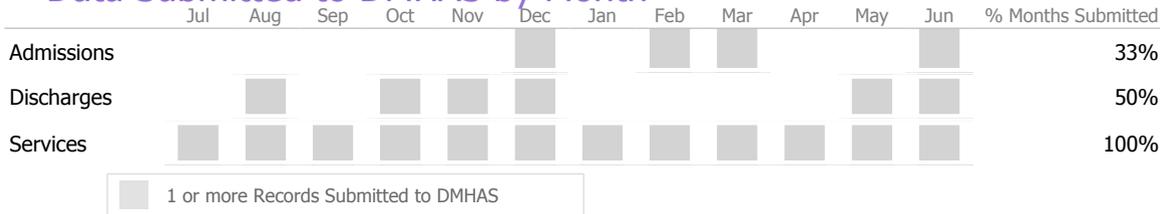
Recovery

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		34	92%	60%	89%	32% ▲
Social Support		34	92%	60%	77%	32% ▲
Employed		8	22%	15%	12%	7%
Improved/Maintained Axis V GAF Score		23	68%	85%	53%	-17% ▼

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	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	5	5	0%
Admits	5	4	25% ▲
Discharges	5	5	0%
Service Hours	5	18	-74% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

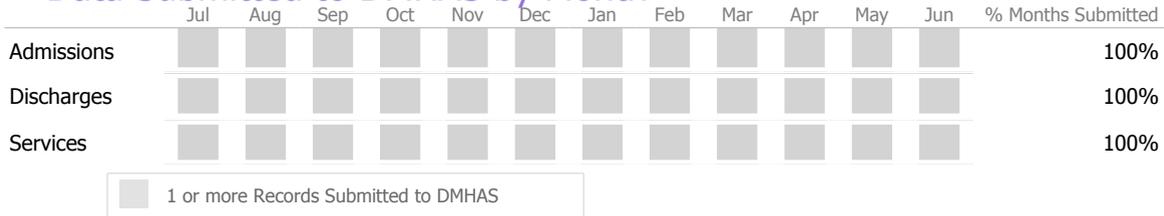
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	103	104	-1%
Admits	101	71	42% ▲
Discharges	105	118	-11% ▼
Service Hours	213	171	24% ▲

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	100	1%
Admits	29	12	142% ▲
Discharges	23	26	-12% ▼
Service Hours	4,113	3,680	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	96%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	64%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	96%	65%	69%	31% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		92	89%	60%	81%	29% ▲
Stable Living Situation		102	99%	80%	92%	19% ▲
Employed		9	9%	20%	13%	-11% ▼
Improved/Maintained Axis V GAF Score		44	46%	95%	69%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		79	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	■	■	■	■		■	■	■	■		■	■	83%
Discharges	■	■	■	■	■		■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

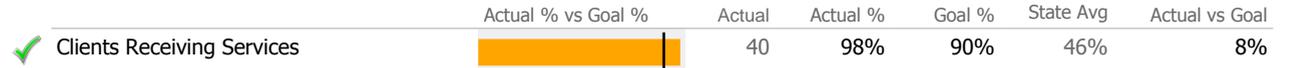
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	138	-2%
Admits	98	106	-8%
Discharges	100	102	-2%
Service Hours	269	189	43% ▲

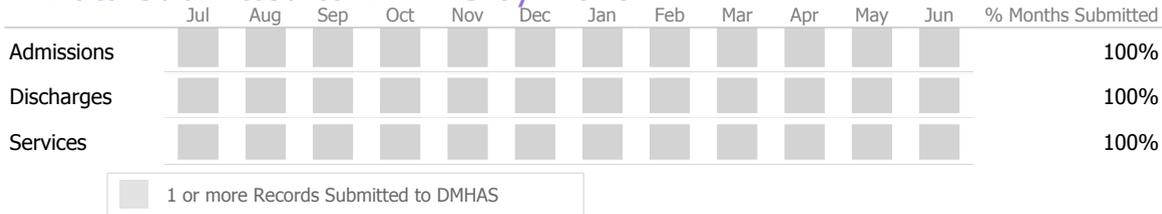
Service Utilization



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	11	10	10%
Admits	6	7	-14% ▼
Discharges	5	2	150% ▲
Service Hours	72	35	107% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

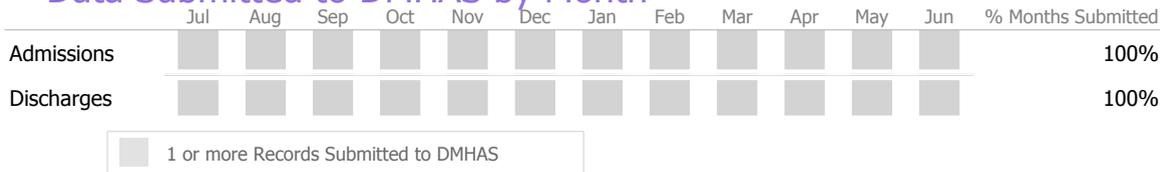
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	111	-18% ▼
Admits	146	188	-22% ▼
Discharges	146	185	-21% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		111	53%	75%	69%	-22% ▼
✓ Community Location Evaluation		204	97%	80%	75%	17% ▲
✓ Follow-up Service within 48 hours		10	100%	90%	61%	10%

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	132	118	12% ▲
Admits	59	23	157% ▲
Discharges	50	42	19% ▲
Service Hours	5,152	4,747	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	98%
Valid Axis V GAF Score	62%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		33	66%	50%	45%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		129	95%	60%	70%	35% ▲
Stable Living Situation		132	97%	95%	86%	2%
Employed		14	10%	30%	23%	-20% ▼
Improved/Maintained Axis V GAF Score		61	52%	75%	59%	-23% ▼

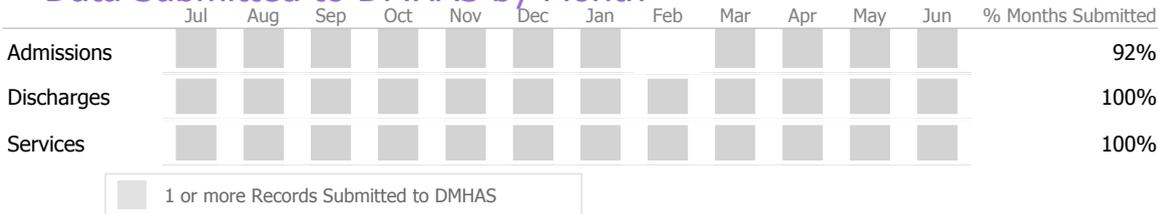
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	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		36	62%	75%	65%	-13% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

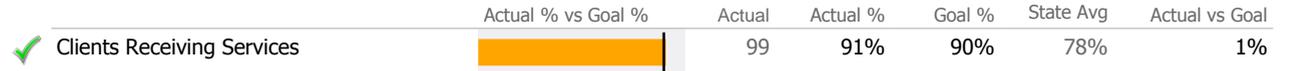
Actual
 |
 Goal
 |
 ✓ Goal Met
 |
 ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

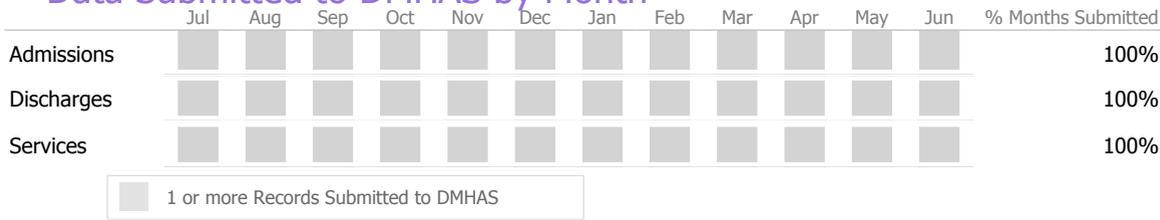
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	175	-1%
Admits	75	64	17% ▲
Discharges	73	70	4%
Service Hours	5,496	6,286	-13% ▼
Social Rehab/PHP/IOP Days	0	0	

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	7	9	-22% ▼
Admits	2	4	-50% ▼
Discharges	1	4	-75% ▼
Service Hours	1,886	2,208	-15% ▼
Bed Days	1,987	1,879	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	95%	83%	-95% ▼
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	92%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	81%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	85%
✓ SA Screen Complete	100%	85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	86%	95%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		4	57%	75%	75%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	758 days	0.3	91%	90%	81%	1%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

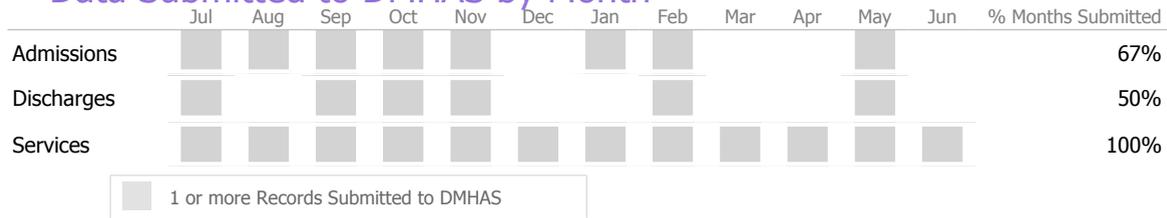
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	6	100% ▲
Admits	9	5	80% ▲
Discharges	10	1	900% ▲
Service Hours	65	56	16% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	56	9%
Admits	27	19	42% ▲
Discharges	20	19	5%
Service Hours	4,807	3,911	23% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	100%	88%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	64%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	90%	65%	56%	25% ▲
● No Re-admit within 30 Days of Discharge		15	75%	85%	93%	-10%
● Follow-up within 30 Days of Discharge		6	33%	90%	52%	-57% ▼

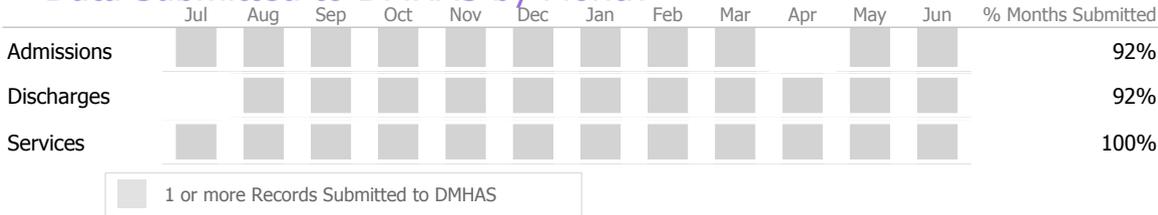
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		62	97%	60%	77%	37% ▲
✓ Stable Living Situation		55	86%	60%	89%	26% ▲
✓ Employed		11	17%	15%	12%	2%
● Improved/Maintained Axis V GAF Score		25	47%	85%	53%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	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	58	55	5%
Admits	22	13	69% ▲
Discharges	20	18	11% ▲
Service Hours	4,943	5,212	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	72%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	90%	65%	56%	25% ▲
✓ No Re-admit within 30 Days of Discharge		18	90%	85%	93%	5%
● Follow-up within 30 Days of Discharge		8	44%	90%	52%	-46% ▼

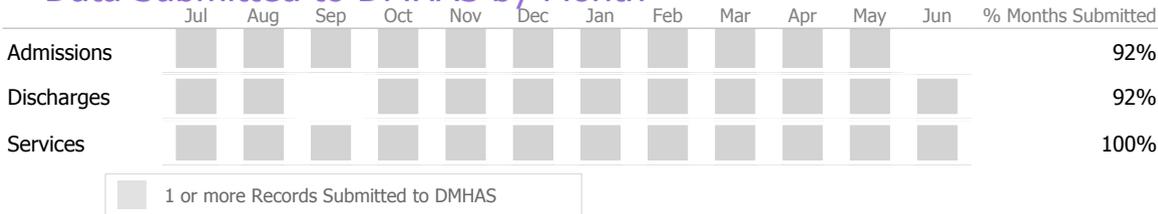
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		56	93%	60%	77%	33% ▲
✓ Stable Living Situation		53	88%	60%	89%	28% ▲
● Employed		8	13%	15%	12%	-2%
● Improved/Maintained Axis V GAF Score		25	46%	85%	53%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	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	23	23	0%
Admits	2	3	-33% ▼
Discharges	2	2	0%
Service Hours	228	282	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	73%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	58%	50% ▲

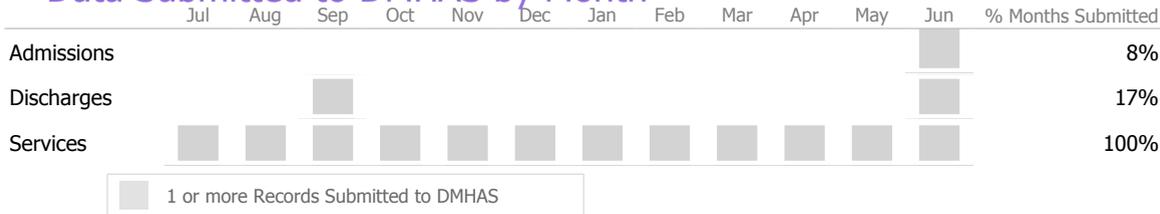
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	100%	80%	85%	20% ▲
✓ Social Support		15	65%	60%	68%	5%
● Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	74%	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	64	60	7%
Admits	26	12	117% ▲
Discharges	22	20	10%
Service Hours	3,010	2,962	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	99%
Valid Axis V GAF Score	75%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	41%	65%	56%	-24% ▼
✓ No Re-admit within 30 Days of Discharge		19	90%	85%	93%	5%
● Follow-up within 30 Days of Discharge		6	67%	90%	52%	-23% ▼

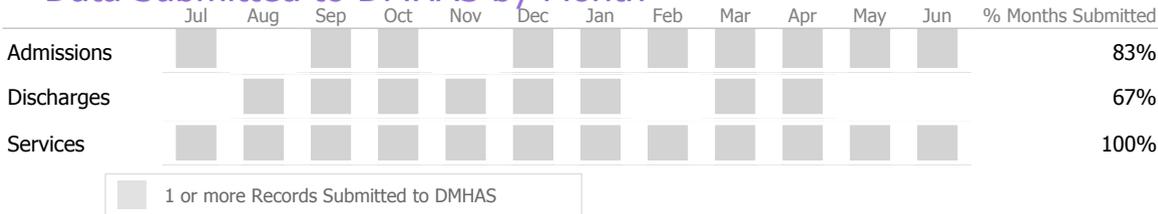
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		59	86%	60%	89%	26% ▲
✓ Social Support		54	78%	60%	77%	18% ▲
● Employed		0	0%	15%	12%	-15% ▼
● Improved/Maintained Axis V GAF Score		22	42%	85%	53%	-43% ▼

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

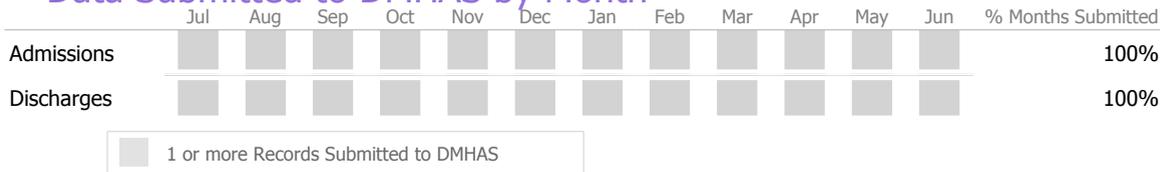
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	465	400	16% ▲
Admits	607	484	25% ▲
Discharges	607	485	25% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	69%	-75% ▼
✓ Community Location Evaluation		861	99%	80%	75%	19% ▲
✓ Follow-up Service within 48 hours		11	100%	90%	61%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

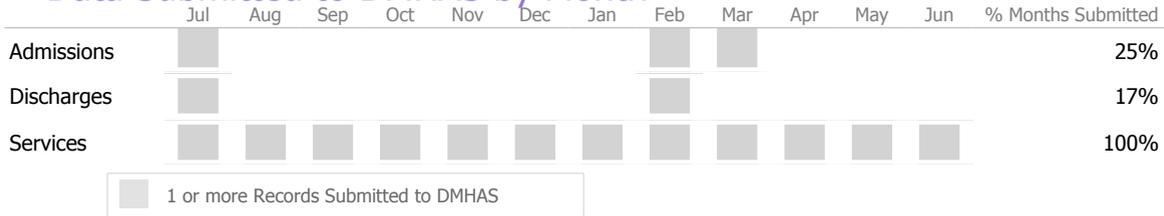
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	3	67% ▲
Admits	4	1	300% ▲
Discharges	2	1	100% ▲
Service Hours	181	78	133% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	95	16% ▲
Admits	40	18	122% ▲
Discharges	21	25	-16% ▼
Service Hours	3,958	3,608	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	85%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	57%	65%	69%	-8%

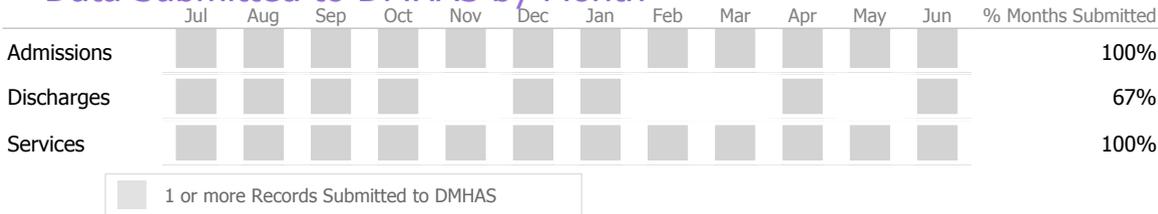
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		104	94%	60%	81%	34% ▲
Stable Living Situation		102	92%	80%	92%	12% ▲
Employed		9	8%	20%	13%	-12% ▼
Improved/Maintained Axis V GAF Score		60	60%	95%	69%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		88	98%	90%	99%	8%

Data Submitted to DMHAS by Month



▲ > 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	59	78	-24% ▼
Admits	-	19	-100% ▼
Discharges	59	21	181% ▲
Service Hours	57	3,600	-98% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	93%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	93%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		58	98%	65%	69%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	90%	60%	81%	30% ▲
✓ Stable Living Situation		56	95%	80%	92%	15% ▲
● Employed		6	10%	20%	13%	-10% ▼
● Improved/Maintained Axis V GAF Score		22	37%	95%	69%	-58% ▼

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 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	17	-29% ▼
Admits	8	14	-43% ▼
Discharges	7	14	-50% ▼
Service Hours	764	555	38% ▲
Bed Days	1,322	1,520	-13% ▼

Discharge Outcomes

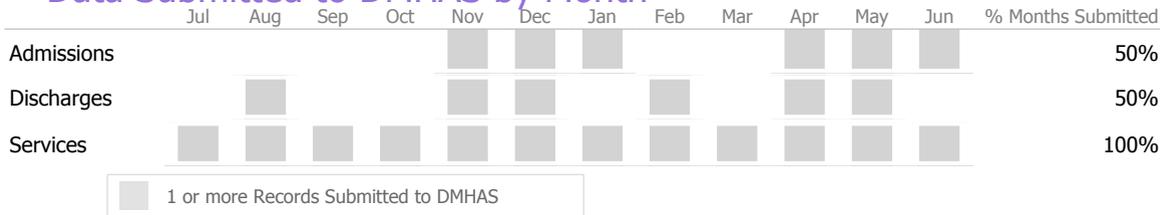
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	95%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	196 days	0.2	91%	90%	85%	1%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

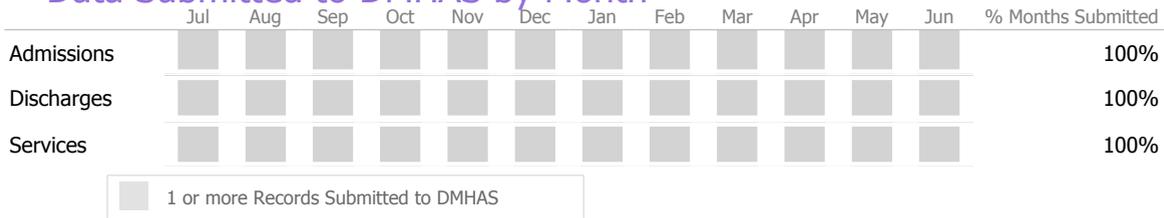
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	110	-5%
Admits	103	78	32% ▲
Discharges	100	110	-9%
Service Hours	410	325	26% ▲

Data Submitted to DMHAS by Month



▲ > 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	132	128	3%
Admits	121	113	7%
Discharges	116	122	-5%
Service Hours	517	221	134% ▲

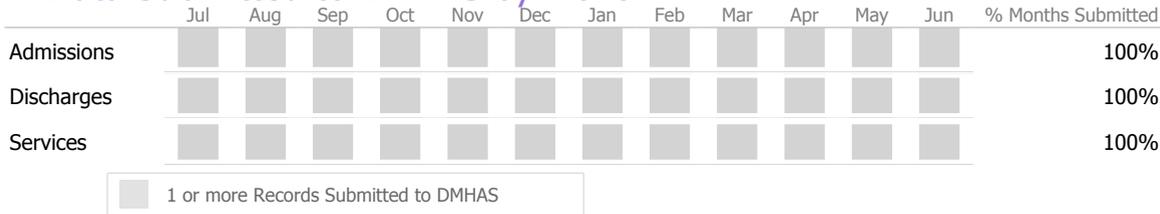
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

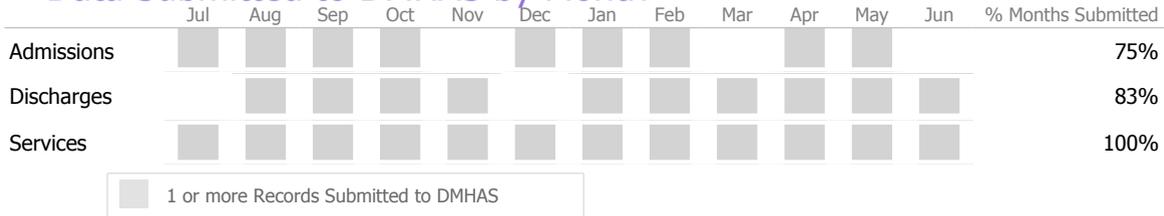
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	37	-11% ▼
Admits	16	17	-6%
Discharges	16	19	-16% ▼
Service Hours	289	287	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

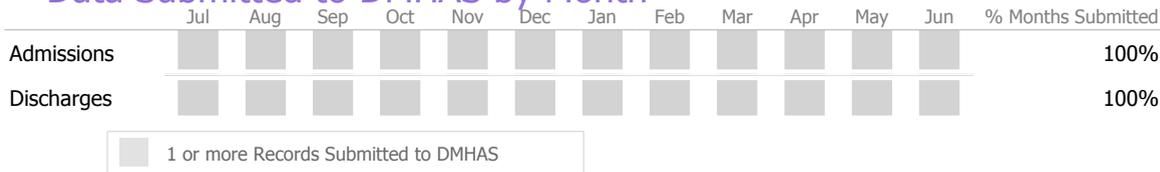
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	315	289	9%
Admits	553	526	5%
Discharges	553	525	5%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		627	78%	75%	69%	3%
✓ Community Location Evaluation		801	100%	80%	75%	20% ▲
✓ Follow-up Service within 48 hours		88	99%	90%	61%	9%

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	247	232	6%
Admits	45	33	36% ▲
Discharges	55	29	90% ▲
Service Hours	6,217	4,044	54% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	92%	98%
Valid Axis V GAF Score	89%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		39	71%	50%	45%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		220	89%	60%	70%	29% ▲
Stable Living Situation		240	97%	95%	86%	2%
Employed		23	9%	30%	23%	-21% ▼
Improved/Maintained Axis V GAF Score		131	56%	75%	59%	-19% ▼

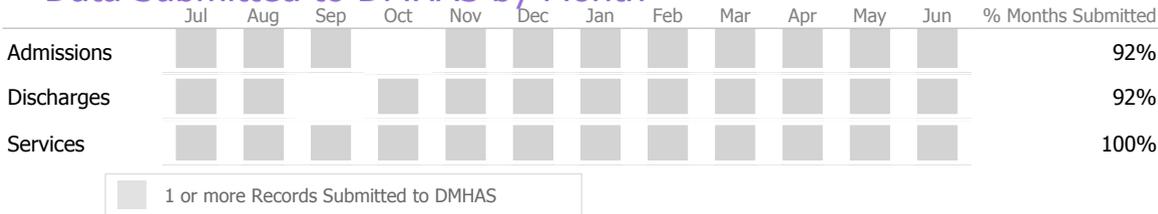
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		194	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		37	82%	75%	65%	7%

Data Submitted to DMHAS by Month



▲ > 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	120	103	17% ▲
Admits	62	23	170% ▲
Discharges	27	47	-43% ▼
Service Hours	5,611	4,990	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	82%
SA Screen Complete	96%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	98%
Valid Axis V GAF Score	74%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	52%	50%	45%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		108	90%	60%	70%	30% ▲
Stable Living Situation		112	93%	95%	86%	-2%
Employed		10	8%	30%	23%	-22% ▼
Improved/Maintained Axis V GAF Score		40	39%	75%	59%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		92	99%	90%	90%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		55	89%	75%	65%	14% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	44	18% ▲
Admits	45	37	22% ▲
Discharges	44	38	16% ▲
Service Hours	1,270	1,004	26% ▲
Bed Days	2,576	3,128	-18% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		44	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		27	100%	90%	81%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	102 days	0.1	64%	90%	62%	-26% ▼

■ < 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%
Services	■	■	■	■	■	■	■	■	■	■	■	■	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	65	60	8%
Admits	26	21	24% ▲
Discharges	23	22	5%
Service Hours	8,511	7,315	16% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	22%	65%	56%	-43% ▼
✓ No Re-admit within 30 Days of Discharge		21	91%	85%	93%	6%
● Follow-up within 30 Days of Discharge		3	60%	90%	52%	-30% ▼

Data Submission Quality

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

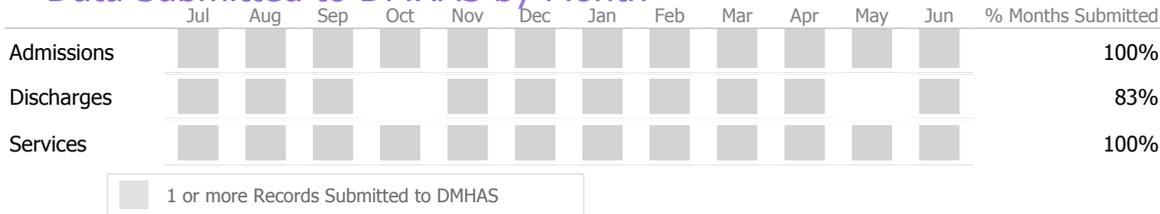
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		59	88%	60%	89%	28% ▲
✓ Social Support		58	87%	60%	77%	27% ▲
● Employed		9	13%	15%	12%	-2%
● Improved/Maintained Axis V GAF Score		33	57%	85%	53%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

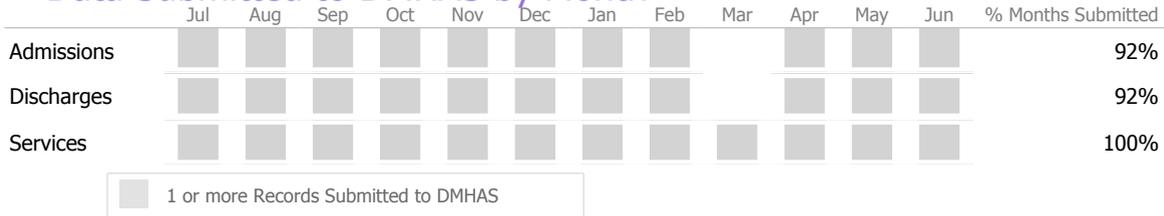
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	21	17	24% ▲
Discharges	20	20	0%
Service Hours	60	109	-45% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	6	5	20% ▲
Discharges	6	8	-25% ▼
Service Hours	1,496	2,174	-31% ▼
Bed Days	1,235	1,429	-14% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	50%	95%	83%	-45% ▼
● No Re-admit within 30 Days of Discharge		5	83%	85%	89%	-2%
✓ Follow-up within 30 Days of Discharge		3	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	81%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	85%
✓ SA Screen Complete	100%	85%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	95%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		4	50%	75%	75%	-25% ▼

Service Utilization

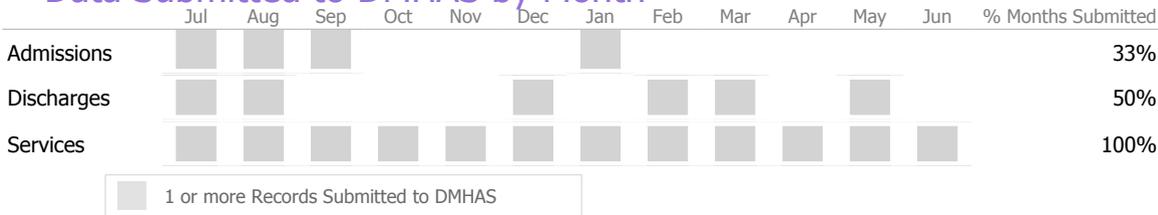
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	348 days	0.3	56%	90%	81%	-34% ▼

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 8 Active Transitional Programs