

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,259	2,277	-1%
	Admits	646	794	-19% ▼
	Discharges	688	666	3%
	Service Hours	15,851	19,134	-17% ▼
	Bed Days	5,681	5,635	1%

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

Consumer Satisfaction Survey (Based on 195 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		92%	80%	92%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Access		87%	80%	88%
✓ Outcome		84%	80%	83%
● Recovery		75%	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	Outpatient	998	40.2%
	Crisis Services	300	12.1%
	Case Management	293	11.8%
	Community Support	226	9.1%
	Intake	158	6.4%
	Other	147	5.9%
	Inpatient Services	79	3.2%
	ACT	45	1.8%
	Forensic MH	Forensics Community-based	235

Client Demographics

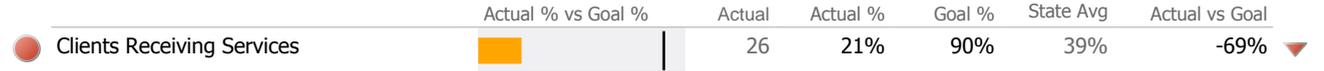
Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	236	10%	12%	Male	1,260	56%	58%	
26-34	366	16%	22%	Female	999	44%	42%	
35-44	391	17%	19%	Transgender			0%	
45-54	514	23%	23%	Race	White/Caucasian	822	38% ▼	65%
55-64	542	24%	18%		Black/African American	709	32% ▲	16%
65+	210	9%	6%		Other	593	27% ▲	13%
					Asian	24	1%	1%
Ethnicity	Non-Hispanic	1,555	69%	75%	Unknown	20	1%	3%
	Hisp-Puerto Rican	280	12%	12%	Multiple Races	13	1%	1%
	Hispanic-Other	269	12%	7%	Hawaiian/Other Pacific Islander	8	0%	0%
	Unknown	119	5%	6%	Am. Indian/Native Alaskan			1%
	Hispanic-Mexican	26	1%	1%				
Hispanic-Cuban	10	0%	0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	172	126	37% ▲
Admits	55	76	-28% ▼
Discharges	52	65	-20% ▼
Service Hours	84	79	7%

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	116	-1%
Admits	2	112	-98% ▼
Discharges	2	1	100% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	56	-20% ▼
Admits	2	1	100% ▲
Discharges	4	6	-33% ▼
Service Hours	903	929	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	80%	95%
SA Screen Complete	80%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	44%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	65%	56%	10% ▲
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	92%	15% ▲
● Follow-up within 30 Days of Discharge		2	67%	90%	44%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		38	84%	60%	86%	24% ▲
✓ Social Support		31	69%	60%	75%	9%
● Employed		1	2%	15%	11%	-13% ▼
● Improved/Maintained Axis V GAF Score		13	32%	85%	46%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 14 Active Assertive Community Treatment 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	58%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	83%
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%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	45%	-75% ▼
Social Support		N/A	N/A	60%	64%	-60% ▼
Stable Living Situation		N/A	N/A	95%	80%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	174	-6%
Admits	195	197	-1%
Discharges	195	198	-2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		0	0%	75%	67%	-75%
Community Location Evaluation		83	95%	80%	81%	15%
Follow-up Service within 48 hours		0	0%	90%	54%	-90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	27	11% ▲
Admits	8	6	33% ▲
Discharges	3	3	0%
Transfers - In	2	1	100% ▲
Transfers - Out	6	3	100% ▲
Bed Days	1,923	1,928	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	95%	66%	5%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		2	67%	90%	56%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	12%	95%	16%	-83% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92% / 88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 61%
Cooccurring	Actual	State Avg
MH Screen Complete		67% / 93%
SA Screen Complete		67% / 88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		90% / 85%
Valid Axis V GAF Score		13% / 14%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	231 days	0.7	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	26	4%
Admits	-	-	
Discharges	5	5	0%
Transfers - In	6	5	20% ▲
Transfers - Out	1	-	
Bed Days	1,930	1,928	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	95%	66%	5%
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		1	20%	90%	56%	-70% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		12	67%	95%	16%	-28% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	465 days	0.8	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		91% / 88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 61%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	93%
SA Screen Complete	N/A	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		96% / 85%
✓ Valid Axis V GAF Score		56% / 14%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	162	170	-5%
Admits	3	4	-25% ▼
Discharges	10	3	233% ▲
Service Hours	949	741	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	63%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		156	96%	80%	72%	16% ▲
● Social Support		75	46%	60%	57%	-14% ▼
● Employed		6	4%	20%	9%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		149	98%	90%	58%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	94	84	12%	▲
Admits	14	8	75%	▲
Discharges	8	9	-11%	▼
Service Hours	4,619	3,291	40%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	89%	83%
SA Screen Complete	89%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	53%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	62%	50%	42%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		75	80%	60%	64%	20% ▲
Stable Living Situation		89	95%	95%	80%	0%
Employed		6	6%	30%	19%	-24% ▼
Improved/Maintained Axis V GAF Score		24	33%	75%	45%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		86	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	100%	75%	64%	25% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

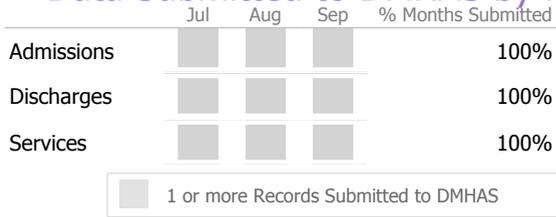
Actual | Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	182	-37% ▼
Admits	37	84	-56% ▼
Discharges	63	84	-25% ▼
Service Hours	428	595	-28% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	12	75% ▲
Admits	2	5	-60% ▼
Discharges	3	2	50% ▲
Service Hours	33	60	-46% ▼

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	459	435	6%
Admits	24	30	-20% ▼
Discharges	26	18	44% ▲
Service Hours	2,616	4,478	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	44%	83%
SA Screen Complete	72%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	93%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	31%	50%	42%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		299	65%	60%	64%	5%
Stable Living Situation		444	97%	95%	80%	2%
Employed		101	22%	30%	19%	-8%
Improved/Maintained Axis V GAF Score		253	63%	75%	45%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		432	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		24	100%	75%	64%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	32	0%
Admits	11	12	-8%
Discharges	9	10	-10%
Transfers - In	2	-	
Transfers - Out	3	3	0%
Bed Days	1,828	1,779	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	61%
Cooccurring		
MH Screen Complete	0%	93%
SA Screen Complete	0%	88%
Diagnosis		
Valid Axis I Diagnosis	97%	85%
Valid Axis V GAF Score	78%	14%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	78%	95%	66%	-17%
No Re-admit within 30 Days of Discharge		8	89%	85%	91%	4%
Follow-up within 30 Days of Discharge		3	43%	90%	56%	-47%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		8	50%	95%	16%	-45%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	175 days	0.6	99%	90%	91%	9%		

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	92	-21% ▼
Admits	3	8	-63% ▼
Discharges	16	4	300% ▲
Service Hours	901	854	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	88%	65%	74%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		69	95%	80%	92%	15% ▲
Social Support		53	73%	60%	79%	13% ▲
Employed		3	4%	20%	12%	-16% ▼
Improved/Maintained Axis V GAF Score		39	57%	95%	58%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	100%	90%	94%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	153	155	-1%
Admits	19	22	-14% ▼
Discharges	8	7	14% ▲
Service Hours	1,486	4,638	-68% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	78%	87%
SA Screen Complete	91%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	66%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges			█	33%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	50%	65%	74%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		144	94%	80%	92%	14% ▲
✓ Social Support		109	71%	60%	79%	11% ▲
● Employed		13	8%	20%	12%	-12% ▼
● Improved/Maintained Axis V GAF Score		69	52%	95%	58%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		145	100%	90%	94%	10%

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	147	-11% ▼
Admits	8	2	300% ▲
Discharges	5	13	-62% ▼
Service Hours	1,220	845	44% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%
Valid Axis V GAF Score	63%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	50%	42%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		44	34%	30%	19%	4%
Stable Living Situation		122	93%	95%	80%	-2%
Social Support		66	50%	60%	64%	-10%
Improved/Maintained Axis V GAF Score		67	60%	75%	45%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		124	98%	90%	69%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	88%	75%	64%	13% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133	124	7%
Admits	25	21	19% ▲
Discharges	8	21	-62% ▼
Service Hours	1,096	578	89% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	93%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	90%	97%
Valid Axis V GAF Score	64%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	38%	50%	42%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		126	95%	95%	80%	0%
Social Support		75	56%	60%	64%	-4%
Employed		34	26%	30%	19%	-4%
Improved/Maintained Axis V GAF Score		31	37%	75%	45%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		124	99%	90%	69%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		24	96%	75%	64%	21% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

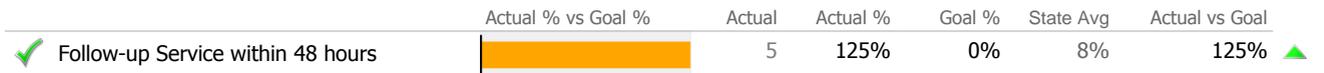
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	91	-31% ▼
Admits	26	56	-54% ▼
Discharges	28	60	-53% ▼
Service Hours	113	160	-30% ▼

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

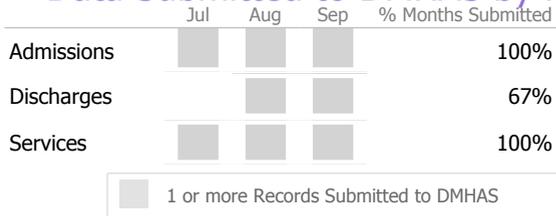
 Actual | Goal
  Goal Met
  Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	19	-42% ▼
Admits	5	2	150% ▲
Discharges	3	4	-25% ▼
Service Hours	15	169	-91% ▼

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	67	116% ▲
Admits	161	69	133% ▲
Discharges	161	69	133% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		104	65%	75%	67%	-10%
✓ Community Location Evaluation		153	96%	80%	81%	16% ▲
● Follow-up Service within 48 hours		24	86%	90%	54%	-4%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

FSD Triage Program

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	38	11% ▲
Admits	37	34	9%
Discharges	39	34	15% ▲
Service Hours	125	149	-16% ▼

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	17	53% ▲
Admits	8	2	300% ▲
Discharges	4	1	300% ▲
Service Hours	396	215	84% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	92%	97%
Valid Axis V GAF Score	85%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		24	92%	60%	64%	32% ▲
Employed		8	31%	30%	19%	1%
Stable Living Situation		21	81%	95%	80%	-14% ▼
Improved/Maintained Axis V GAF Score		6	50%	75%	45%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	100%	75%	64%	25% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	215	-20% ▼
Admits	-	1	-100% ▼
Discharges	27	5	440% ▲
Service Hours	405	393	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	20%	83%
SA Screen Complete	20%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	94%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	70%	50%	42%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		172	99%	95%	80%	4%
✓ Social Support		107	62%	60%	64%	2%
● Improved/Maintained Axis V GAF Score		117	68%	75%	45%	-7%
● Employed		32	18%	30%	19%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		146	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	64%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 94 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	% 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 10 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	137	-4%
Admits	1	3	-67% ▼
Discharges	3	3	0%
Service Hours	463	391	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	50%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		109	83%	60%	57%	23% ▲
✓ Employed		52	40%	20%	9%	20% ▲
✓ Stable Living Situation		130	99%	80%	72%	19% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		127	99%	90%	58%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 31 Active Standard Case Management Programs