

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	9,679	9,739	-1%
	Admits	5,083	4,996	2%
	Discharges	5,547	5,135	8%
	Service Hours	66,467	73,268	-9%
	Bed Days	20,686	19,090	8%
	S.Rehab/PHP/IOP	8,832	9,685	-9%

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

### 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%

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	6,543	55.9%
	Community Support	539	4.6%
	Employment Services	351	3.0%
	Crisis Services	288	2.5%
	IOP	245	2.1%
	Social Rehabilitation	225	1.9%
	ACT	213	1.8%
	Case Management	118	1.0%
	Residential Services	62	0.5%
	<b>Forensic SA</b>	Forensics Community-based	1,322
<b>Addiction</b>	Outpatient	971	8.3%
	Residential Services	249	2.1%
	IOP	51	0.4%
<b>Forensic MH</b>	Forensics Community-based	530	4.5%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	1,802	19%	14%	Male	4,909	51%	60%	
26-34	2,166	22%	24%	Female	4,764	49%	40%	
35-44	1,722	18%	20%	Transgender			0%	
45-54	1,948	20%	22%	<b>Race</b>	White/Caucasian	7,553	78% ▲	65%
55-64	1,514	16%	16%		Black/African American	1,026	11%	17%
65+	499	5%	5%		Other	675	7%	13%
					Unknown	181	2%	3%
<b>Ethnicity</b>	Non-Hispanic	8,395	87% ▲	74%	Asian	125	1%	1%
	Hisp-Puerto Rican	633	7%	12%	Am. Indian/Native Alaskan	80	1%	1%
	Hispanic-Other	355	4%	7%	Hawaiian/Other Pacific Islander	22	0%	0%
	Unknown	233	2%	6%	Multiple Races	17	0%	1%
	Hispanic-Mexican	43	0%	1%				
Hispanic-Cuban	20	0%	0%					

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%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	43%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	96%
SA Screen Complete	N/A	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	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%	56%	-55% ▼
Employed		N/A	N/A	50%	43%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	69%	-75% ▼
Not Arrested		N/A	N/A	75%	85%	-75% ▼
Self Help		N/A	N/A	60%	24%	-60% ▼
Stable Living Situation		N/A	N/A	95%	87%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	79%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	74	-11% ▼
Admits	19	21	-10%
Discharges	23	18	28% ▲
Service Hours	10,793	16,659	-35% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	52%	65%	56%	-13% ▼
✓ No Re-admit within 30 Days of Discharge		21	95%	85%	94%	10%
● Follow-up within 30 Days of Discharge		7	58%	90%	51%	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	89%	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	92%	92%
✓ SA Screen Complete	96%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	81%

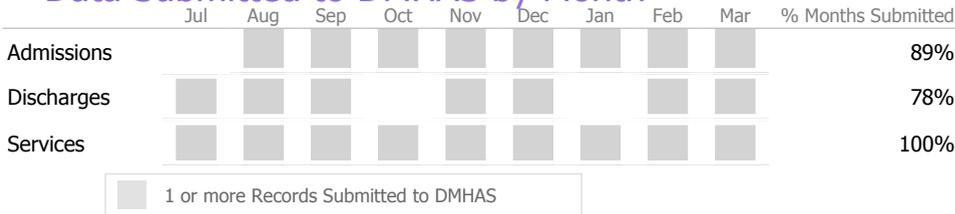
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		63	90%	60%	88%	30% ▲
✓ Social Support		47	67%	60%	76%	7%
● Employed		3	4%	15%	11%	-11% ▼
● Improved/Maintained Axis V GAF Score		32	54%	85%	51%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	245	320	-23% ▼
Admits	248	320	-23% ▼
Discharges	260	324	-20% ▼
Service Hours	17	164	-89% ▼
Social Rehab/PHP/IOP Days	2,349	2,862	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
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	99%	99%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		234	90%	50%	78%	40% ▲
Follow-up within 30 Days of Discharge		173	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		258	99%	75%	77%	24% ▲
Social Support		196	70%	60%	60%	10%
Employed		72	26%	30%	25%	-4%
Stable Living Situation		245	87%	95%	76%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	83%	90%	40%	-7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	752	842	-11% ▼
Admits	200	225	-11% ▼
Discharges	239	294	-19% ▼
Service Hours	2,977	3,186	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic 6 Month Updates	49%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	82%
SA Screen Complete	97%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		83	35%	50%	41%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		214	28%	30%	22%	-2%
Stable Living Situation		618	81%	95%	85%	-14% ▼
Improved/Maintained Axis V GAF Score		428	64%	75%	53%	-11% ▼
Social Support		294	38%	60%	68%	-22% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		506	96%	90%	85%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		185	93%	75%	64%	18% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,643	2,928	-10%
Admits	708	714	-1%
Discharges	921	846	9%
Service Hours	11,554	12,572	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic 6 Month Updates	63%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	82%
SA Screen Complete	98%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		164	18%	50%	41%	-32%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		911	34%	30%	22%	4%
Stable Living Situation		2,423	90%	95%	85%	-5%
Improved/Maintained Axis V GAF Score		1,491	64%	75%	53%	-11%
Social Support		1,058	39%	60%	68%	-21%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,719	97%	90%	85%	7%

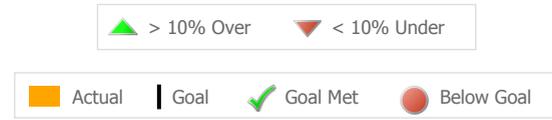
### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		655	93%	75%	64%	18%

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS



\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,244	3,442	-6%
Admits	935	877	7%
Discharges	1,052	1,098	-4%
Service Hours	13,567	14,399	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic 6 Month Updates	35%	64%
Cooccurring	Actual	State Avg
MH Screen Complete	98%	82%
SA Screen Complete	98%	80%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		279	27%	50%	41%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		849	26%	30%	22%	-4%
Stable Living Situation		2,640	80%	95%	85%	-15% ▼
Social Support		1,376	42%	60%	68%	-18% ▼
Improved/Maintained Axis V GAF Score		1,751	61%	75%	53%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2,084	91%	90%	85%	1%

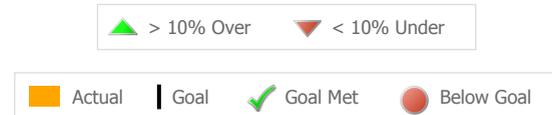
### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		759	83%	75%	64%	8%

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS



\* State Avg based on 93 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	64%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	80%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	41%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	53%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 93 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	% 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 40 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	3	-	
Discharges	-	-	
Service Hours	181	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	87%	15% ▲

### Service Utilization

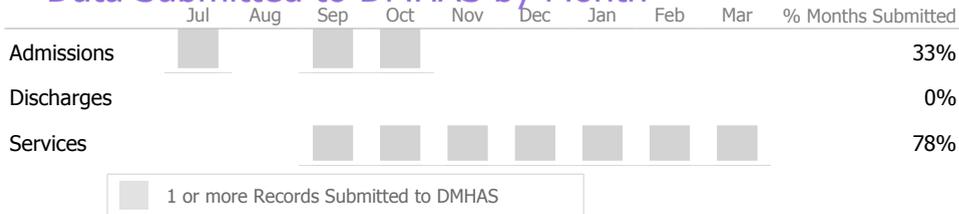
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	88%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	56%	69%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    |    Goal    Goal Met    Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	-	
Discharges	1	-	
Service Hours	98	110	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	87%	5%

### Service Utilization

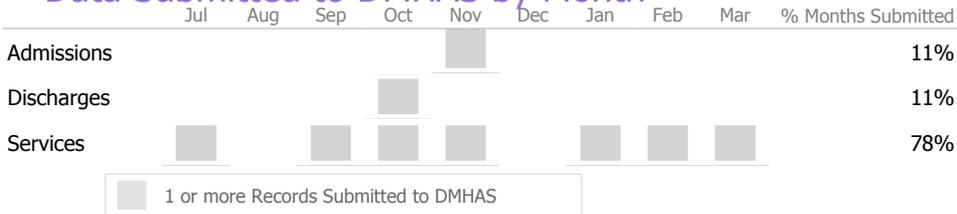
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	88%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	72	-11% ▼
Admits	12	20	-40% ▼
Discharges	14	21	-33% ▼
Service Hours	3,153	2,650	19% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	93%	65%	56%	28% ▲
✓ No Re-admit within 30 Days of Discharge		14	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		9	69%	90%	51%	-21% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%
Cooccurring	Actual	State Avg
MH Screen Complete		92%
SA Screen Complete		91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
✓ Valid Axis V GAF Score		81%

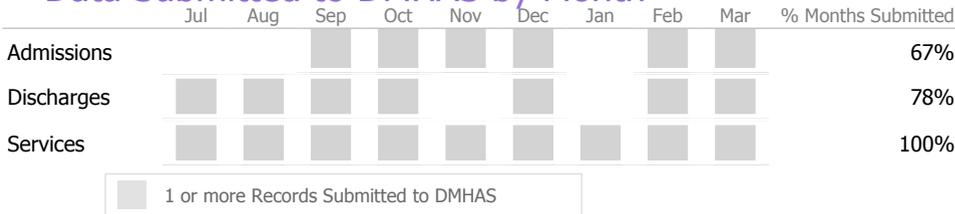
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		59	92%	60%	88%	32% ▲
● Social Support		37	58%	60%	76%	-2%
● Employed		4	6%	15%	11%	-9%
● Improved/Maintained Axis V GAF Score		27	51%	85%	51%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

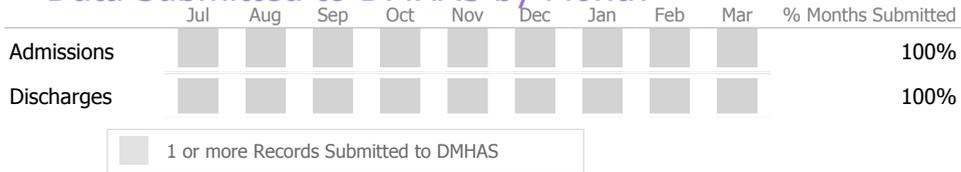
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	311	305	2%
Admits	172	183	-6%
Discharges	235	181	30% ▲

### Data Submitted to DMHAS by Month

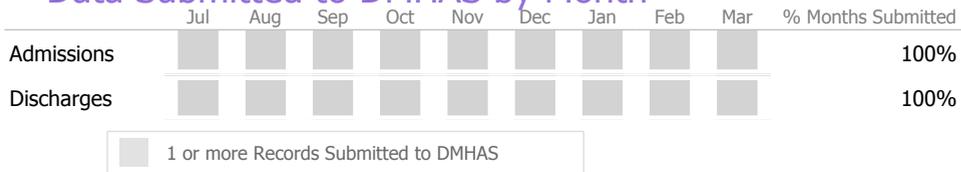


\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,011	847	19% ▲
Admits	616	659	-7%
Discharges	686	428	60% ▲

### Data Submitted to DMHAS by Month



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

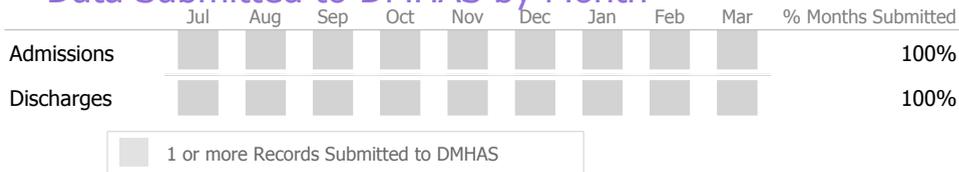
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	241	312	-23% ▼
Admits	289	380	-24% ▼
Discharges	288	379	-24% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		208	73%	75%	68%	-2%
✓ Community Location Evaluation		284	99%	80%	75%	19% ▲
● Follow-up Service within 48 hours		46	32%	90%	60%	-58% ▼

### 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	308	285	8%
Admits	88	118	-25% ▼
Discharges	128	93	38% ▲
Service Hours	6,469	5,799	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	88%
SA Screen Complete	94%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		83	65%	65%	68%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		296	94%	80%	93%	14% ▲
Social Support		200	63%	60%	81%	3%
Employed		36	11%	20%	12%	-9%
Improved/Maintained Axis V GAF Score		164	59%	95%	66%	-36% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		187	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 47 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	231	233	-1%
Admits	94	92	2%
Discharges	92	88	5%
Service Hours	4,403	4,094	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	76%	88%
SA Screen Complete	74%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		72	78%	65%	68%	13% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		229	95%	80%	93%	15% ▲
Social Support		129	54%	60%	81%	-6%
Employed		26	11%	20%	12%	-9%
Improved/Maintained Axis V GAF Score		124	60%	95%	66%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		148	99%	90%	99%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 47 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	258	-21% ▼
Admits	117	140	-16% ▼
Discharges	124	179	-31% ▼
Service Hours	1,637	1,470	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
Valid TEDS Data	69%	91%
<b>On-Time Periodic</b>		
6 Month Updates	80%	43%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	97%	95%
<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		54	44%	50%	55%	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		195	92%	75%	85%	17% ▲
Stable Living Situation		185	87%	95%	87%	-8%
Employed		80	38%	50%	43%	-12% ▼
Abstinence/Reduced Drug Use		91	43%	55%	56%	-12% ▼
Improved/Maintained Axis V GAF Score		135	82%	75%	69%	7%
Self Help		44	21%	60%	24%	-39% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		88	99%	90%	79%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		98	84%	75%	75%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 116 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	% 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 40 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	2	-	
Discharges	2	-	
Service Hours	172	109	59% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	83%	15% ▲

### Service Utilization

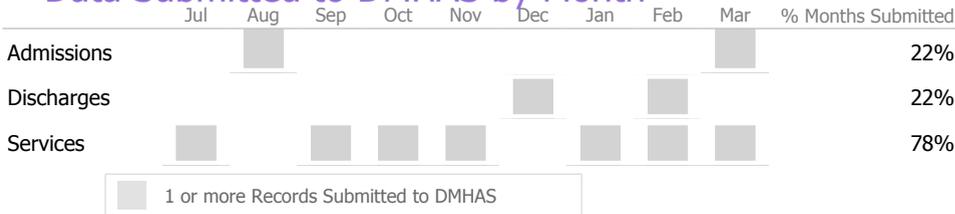
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    |    Goal    Goal Met    Below Goal

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

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	51	3	1600% ▲
Admits	51	2	2450% ▲
Discharges	20	3	567% ▲
Service Hours	31	-	
Social Rehab/PHP/IOP Days	395	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
Valid TEDS Data	94%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	3%
Cooccurring	Actual	State Avg
MH Screen Complete	81%	94%
SA Screen Complete	81%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	60%	50%	59%	10% ▲
● Follow-up within 30 Days of Discharge		4	33%	90%	60%	-57% ▼

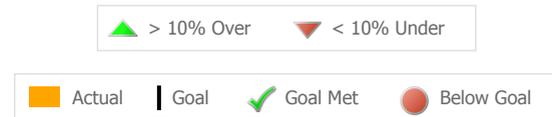
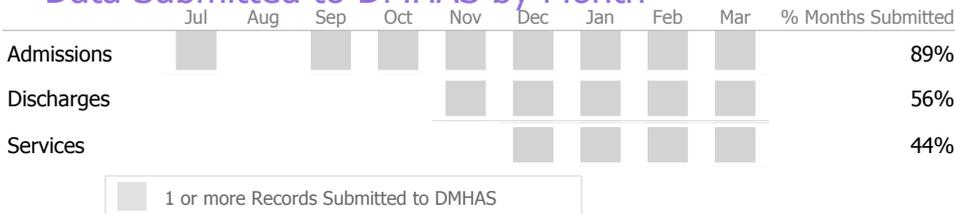
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		30	58%	55%	45%	3%
● Not Arrested		35	67%	75%	87%	-8%
● Employed		18	35%	50%	34%	-15% ▼
● Stable Living Situation		40	77%	95%	86%	-18% ▼
✓ Improved/Maintained Axis V GAF Score		20	95%	75%	77%	20% ▲
● Self Help		12	23%	60%	30%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		19	59%	90%	72%	-31% ▼

### Data Submitted to DMHAS by Month

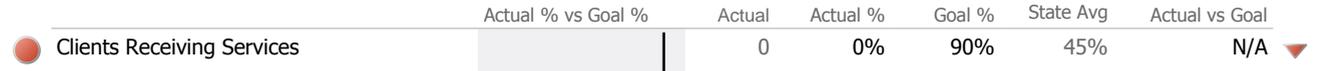


\* State Avg based on 51 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	273	186	47% ▲
Admits	185	149	24% ▲
Discharges	185	135	37% ▲
Service Hours	-	-	

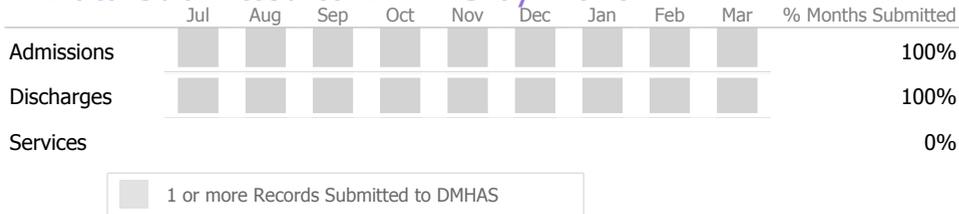
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

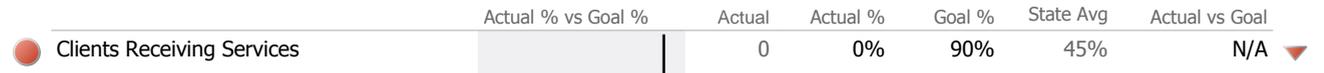
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	267	240	11% ▲
Admits	172	150	15% ▲
Discharges	156	147	6%
Service Hours	-	-	

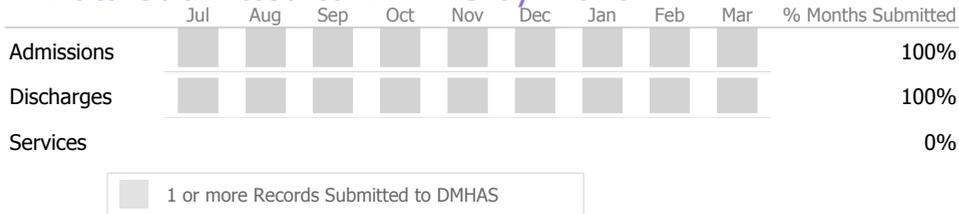
### Service Utilization



### 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	177	148	20% ▲
Admits	95	86	10%
Discharges	97	73	33% ▲
Service Hours	1,342	1,348	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		76	43%	35%	42%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		77	90%	90%	95%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		91%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2017 (Data as of Jun 08, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	18	17	6%
Discharges	19	17	12% ▲
Bed Days	484	477	1%

## Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

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

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	74%	80%	78%	-6%
No Re-admit within 30 Days of Discharge		18	95%	85%	91%	10%
Follow-up within 30 Days of Discharge		6	43%	90%	63%	-47%

## Recovery

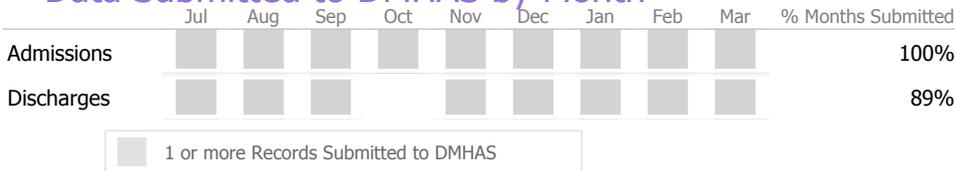
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		19	100%	75%	82%	25% ▲
Self Help		15	75%	60%	76%	15% ▲
Abstinence/Reduced Drug Use		14	70%	70%	61%	0%

## Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	2	27 days	0.1	88%	90%	115%	-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	120	127	-6%
Admits	111	122	-9%
Discharges	110	114	-4%
Bed Days	2,878	3,168	-9%

### 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	0%

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		86	78%	80%	78%	-2%
No Re-admit within 30 Days of Discharge		107	97%	85%	91%	12% ▲
Follow-up within 30 Days of Discharge		61	71%	90%	63%	-19% ▼

### Recovery

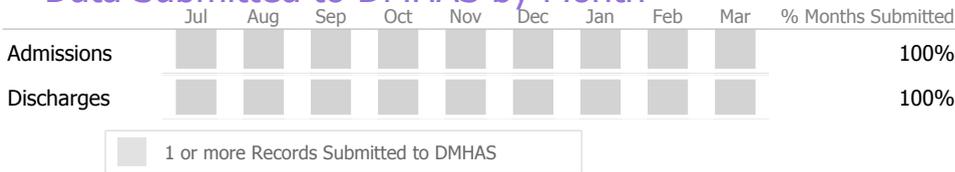
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		111	92%	60%	76%	32% ▲
Improved/Maintained Axis V GAF Score		108	98%	75%	82%	23% ▲
Abstinence/Reduced Drug Use		98	82%	70%	61%	12% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	33 days	0.1	75%	90%	115%	-15% ▼

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	21	21	0%
Admits	15	16	-6%
Discharges	13	16	-19% ▼
Bed Days	1,717	1,994	-14% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	69%	70%	71%	-1%
✓ No Re-admit within 30 Days of Discharge		11	85%	85%	91%	0%
● Follow-up within 30 Days of Discharge		7	78%	90%	64%	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
✓ Valid TEDS Data		100%
On-Time Periodic	Actual	State Avg
6 Month Updates		4%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		95%
✓ SA Screen Complete		95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

### Recovery

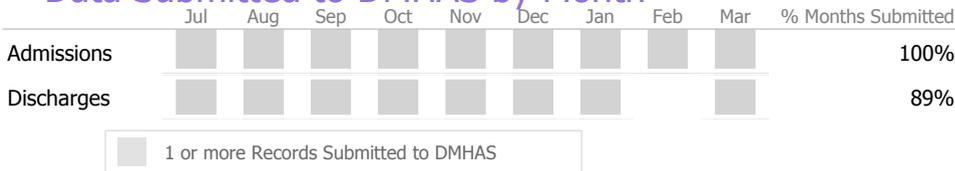
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		13	62%	70%	75%	-8%
● Improved/Maintained Axis V GAF Score		12	86%	95%	80%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	139 days	0.2	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 40 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	34	0%
Admits	2	14	-86% ▼
Discharges	4	5	-20% ▼
Service Hours	709	473	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	94%	85%	83%	9%

### Service Utilization

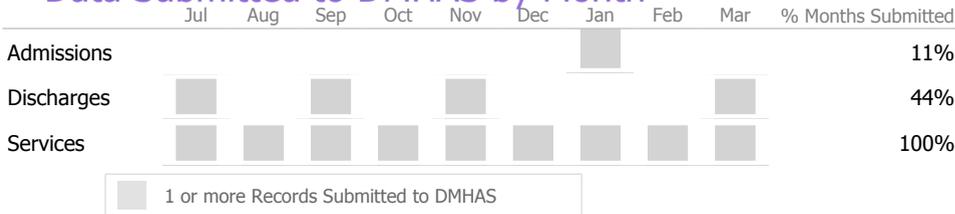
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	3	-33% ▼
Discharges	4	4	0%
Bed Days	2,423	2,186	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	98%
Cooccurring	Actual	State Avg
MH Screen Complete	33%	88%
SA Screen Complete	33%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	98%

### 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%	94%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	80%	-15% ▼

### Recovery

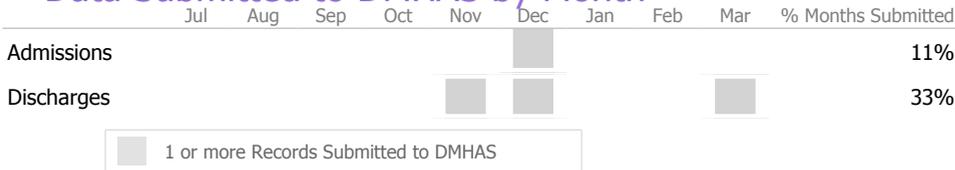
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	73%	60%	82%	13% ▲
✓ Stable Living Situation		11	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		5	56%	95%	71%	-39% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	548 days	0.3	111%	90%	96%	21% ▲

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over   ▼ < 10% Under

Legend: ■ 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	64%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	11%	-20% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	80%	80%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	68%	N/A ▼

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

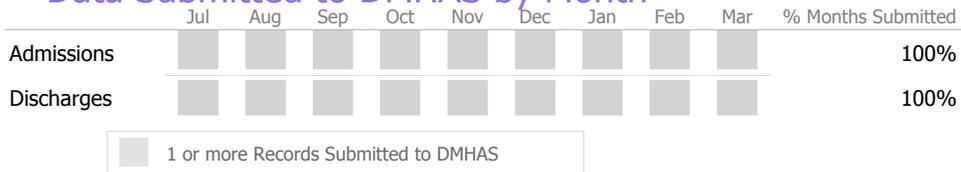
Actual Goal Goal Met Below Goal

\* State Avg based on 31 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	73	4%
Admits	75	73	3%
Discharges	71	74	-4%
Bed Days	2,313	2,186	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	290	23	1161% ▲
Admits	260	9	2789% ▲
Discharges	130	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
Valid TEDS Data	85%	91%
<b>On-Time Periodic</b>		
6 Month Updates	62%	43%
<b>Cooccurring</b>		
MH Screen Complete	75%	96%
SA Screen Complete	75%	95%
<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		74	57%	50%	55%	7%

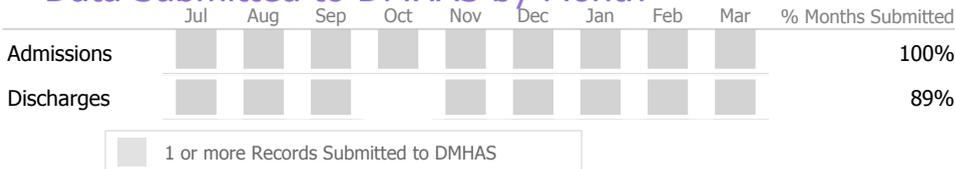
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		244	83%	75%	85%	8%
✓ Employed		159	54%	50%	43%	4%
✓ Abstinence/Reduced Drug Use		163	55%	55%	56%	0%
● Stable Living Situation		257	87%	95%	87%	-8%
✓ Improved/Maintained Axis V GAF Score		123	77%	75%	69%	2%
● Self Help		78	27%	60%	24%	-33% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		139	54%	75%	75%	-21% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

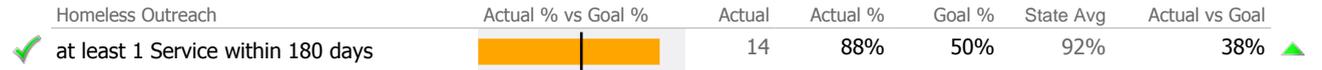
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

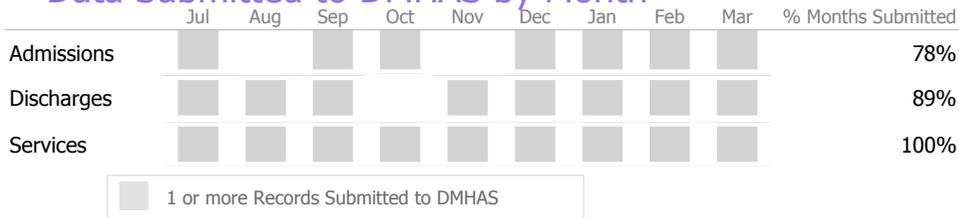
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	17	88% ▲
Admits	16	17	-6%
Discharges	14	2	600% ▲
Service Hours	136	34	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 40 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%	83%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		86%

### Data Submitted to DMHAS by Month

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

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	17	24% ▲
Admits	7	6	17% ▲
Discharges	2	2	0%
Service Hours	380	477	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	83%	15% ▲

### Service Utilization

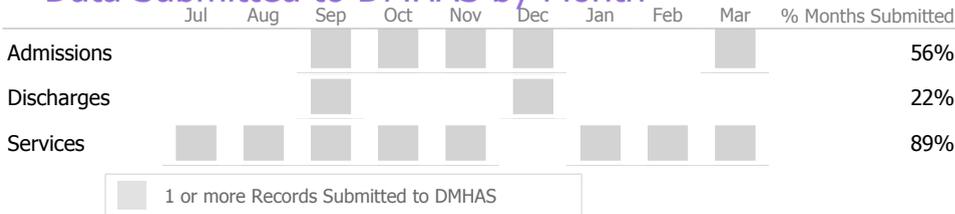
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

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

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	31	-32% ▼
Admits	3	9	-67% ▼
Discharges	21	10	110% ▲
Service Hours	468	1,621	-71% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic 6 Month Updates	N/A	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	95%	50%	88%	45% ▲

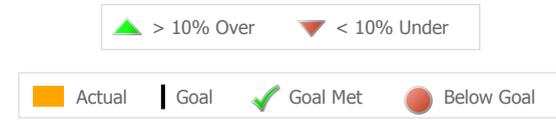
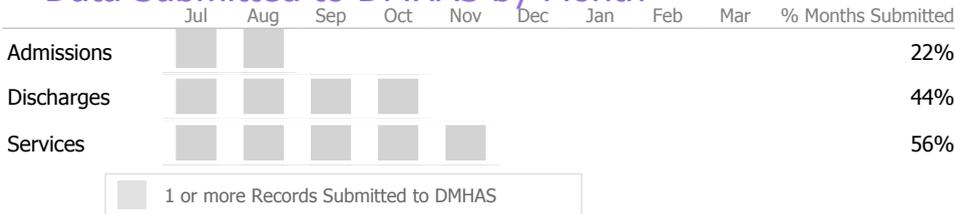
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	100%	85%	93%	15% ▲
Social Support		13	62%	60%	88%	2%
Employed		2	10%	25%	13%	-15% ▼
Improved/Maintained Axis V GAF Score		10	48%	95%	77%	-47% ▼

### 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 Submitted to DMHAS by Month



\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	54	9%
Admits	70	61	15% ▲
Discharges	70	61	15% ▲
Bed Days	1,282	1,316	-3%

### Discharge Outcomes

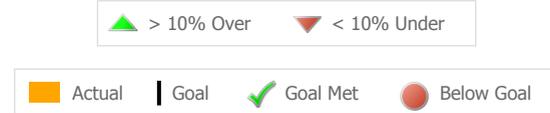
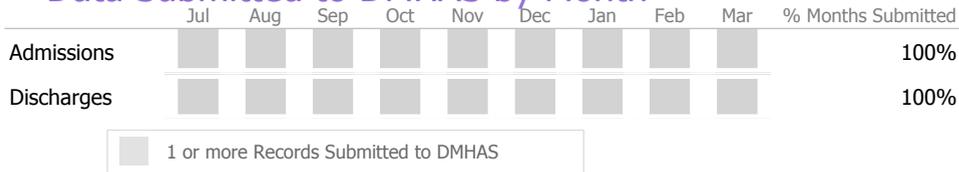
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		64	91%	85%	90%	6%
✓ Follow-up within 30 Days of Discharge		46	96%	90%	81%	6%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	44 days	0.1	94%	90%	60%	4%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

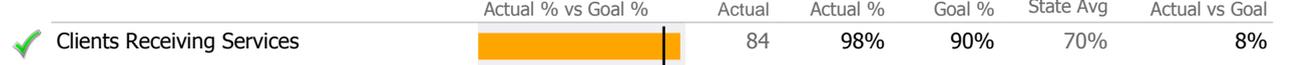


\* State Avg based on 10 Active Respite Bed Programs

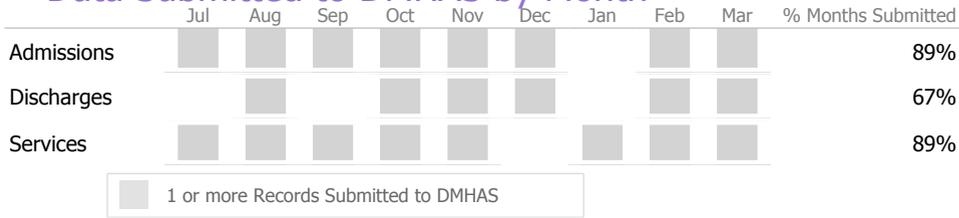
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	104	-2%
Admits	17	28	-39% ▼
Discharges	16	22	-27% ▼
Service Hours	15	50	-70% ▼
Social Rehab/PHP/IOP Days	3,632	3,587	1%

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 37 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,644	1,650	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	83%	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%	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%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	67%	60%	85%	7%
✓ Stable Living Situation		6	100%	95%	96%	5%
● Employed		0	0%	25%	7%	-25%
● Improved/Maintained Axis V GAF Score		3	50%	95%	68%	-45%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	1,668 days	0.3	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

Actual   
 |   
  Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	158	11% ▲
Admits	120	108	11% ▲
Discharges	115	108	6%
Service Hours	849	804	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		69	38%	35%	42%	3%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		67	97%	90%	95%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	43	56	-23% ▼
Admits	35	53	-34% ▼
Discharges	31	46	-33% ▼
Bed Days	3,731	3,039	23% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	4%
<b>Cooccurring</b>		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
<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		20	65%	70%	71%	-5%
No Re-admit within 30 Days of Discharge		28	90%	85%	91%	5%
Follow-up within 30 Days of Discharge		14	70%	90%	64%	-20%

### Recovery

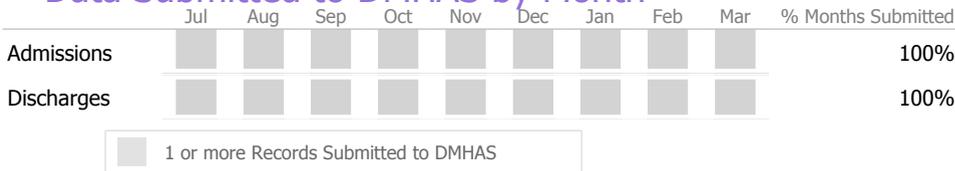
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		40	91%	70%	75%	21%
Improved/Maintained Axis V GAF Score		29	94%	95%	80%	-1%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	131 days	0.2	97%	90%	81%	7%		

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	19	13	46% ▲
Admits	11	7	57% ▲
Discharges	6	4	50% ▲
Bed Days	3,105	2,228	39% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	87%
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%	70%	7%
● Follow-up within 30 Days of Discharge		3	75%	90%	79%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	100%	95%	96%	5%
● Social Support		11	55%	60%	85%	-5%
● Employed		0	0%	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		9	69%	95%	68%	-26% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	381 days	0.3	81%	90%	93%	-9%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■	■	■		■		■	67%
Discharges	■	■	■	■			■			56%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 72 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	109	14% ▲
Admits	16	14	14% ▲
Discharges	39	4	875% ▲
Service Hours	1	8	-84% ▼
Social Rehab/PHP/IOP Days	2,456	3,236	-24% ▼

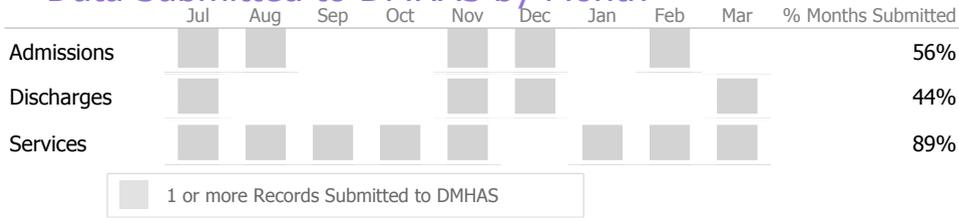
### Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 85	85	100%	90%	70%	10%



Clients Receiving Services

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	485	471	3%
Admits	268	270	-1%
Discharges	327	297	10%
Service Hours	2,772	2,299	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
Valid TEDS Data	72%	91%
<b>On-Time Periodic</b>		
6 Month Updates	60%	43%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	99%	95%
<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		115	35%	50%	55%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		469	93%	75%	85%	18% ▲
Abstinence/Reduced Drug Use		265	53%	55%	56%	-2%
Improved/Maintained Axis V GAF Score		357	84%	75%	69%	9%
Stable Living Situation		419	83%	95%	87%	-12% ▼
Employed		179	36%	50%	43%	-14% ▼
Self Help		156	31%	60%	24%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		172	98%	90%	79%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		238	91%	75%	75%	16% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	57	4%
Admits	21	18	17% ▲
Discharges	24	20	20% ▲
Service Hours	2,583	2,845	-9%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	79%	65%	56%	14% ▲
✓ No Re-admit within 30 Days of Discharge		24	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		7	37%	90%	51%	-53% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	92%
✓ SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	81%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		56	95%	60%	88%	35% ▲
✓ Social Support		48	81%	60%	76%	21% ▲
✓ Employed		14	24%	15%	11%	9%
● Improved/Maintained Axis V GAF Score		23	48%	85%	51%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■		■	■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	1	1	0%
Discharges	2	1	100% ▲
Bed Days	1,109	846	31% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
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	80%	82%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	75%	72%	-25% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	71%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	84%	-90% ▼

### Recovery

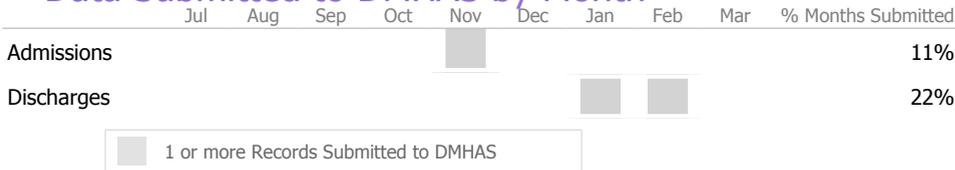
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	25%	75%	43%	-50% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	731 days	0.2	135%	90%	96%	45% ▲

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	26	33	-21% ▼
Admits	8	14	-43% ▼
Discharges	6	18	-67% ▼
Service Hours	2,161	2,095	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	94%	86%
Cooccurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	81%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	65%	56%	-15% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	94%	-2%
Follow-up within 30 Days of Discharge		2	67%	90%	51%	-23% ▼

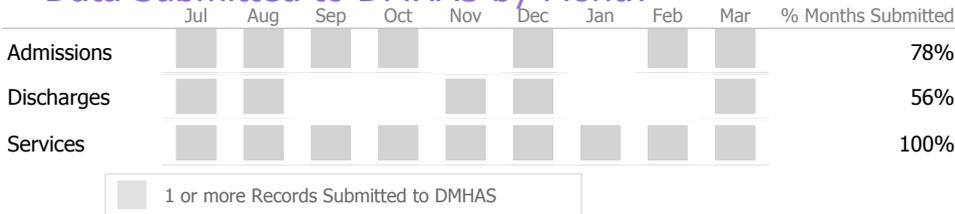
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		24	92%	60%	88%	32% ▲
Employed		12	46%	15%	11%	31% ▲
Social Support		16	62%	60%	76%	2%
Improved/Maintained Axis V GAF Score		10	45%	85%	51%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs