

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,367	1,341	2%
	Admits	640	547	17% ▲
	Discharges	635	593	7%
	Service Hours	17,243	16,312	6%
	Bed Days	3,024	3,582	-16% ▼

▲ > 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	Outpatient	610	34.7%
	Crisis Services	273	15.5%
	Community Support	222	12.6%
	ACT	207	11.8%
	Social Rehabilitation	123	7.0%
	Intake	68	3.9%
	Other	60	3.4%
	Residential Services	29	1.7%
	Case Management	21	1.2%
	Forensic MH	Forensics Community-based	141
Crisis Services		3	0.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	233	17%	12%	Male	839	61%	58%	
26-34	237	17%	22%	Female	527	39%	42%	
35-44	201	15%	19%	Transgender	1	0%	0%	
45-54	267	20%	23%	Race	White/Caucasian	988	73%	65%
55-64	329	24%	18%		Black/African American	205	15%	16%
65+	100	7%	6%		Other	98	7%	13%
					Unknown	21	2%	3%
Ethnicity	Non-Hispanic	1,112	81%	75%	Asian	17	1%	1%
	Hispanic-Other	92	7%	7%	Multiple Races	15	1%	1%
	Hisp-Puerto Rican	87	6%	12%	Am. Indian/Native Alaskan	3	0%	1%
	Unknown	70	5%	6%	Hawaiian/Other Pacific Islander			0%
	Hispanic-Cuban	3	0%	0%				
Hispanic-Mexican	3	0%	1%					

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

Program Activity

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

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% ▼

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%

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	0	4	▼
Admits	-	5	-100% ▼
Discharges	-	5	-100% ▼

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	12	62	-81% ▼
Admits	10	6	67% ▲
Discharges	12	6	100% ▲
Service Hours	56	14	

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

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 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	9	111% ▲
Admits	2	3	-33% ▼
Discharges	3	-	
Service Hours			-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	39%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	8%	0%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

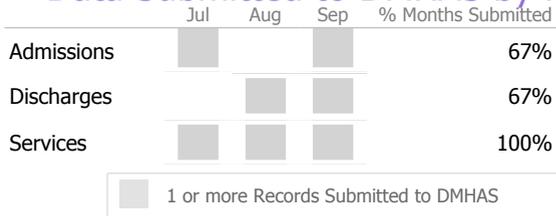
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	17	-24% ▼
Admits	2	4	-50% ▼
Discharges	2	5	-60% ▼
Service Hours	13	12	4%

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	118	-5%
Admits	9	9	0%
Discharges	6	10	-40% ▼
Service Hours	832	600	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic 6 Month Updates	96%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	98%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	50%	42%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		92	81%	60%	64%	21% ▲
Stable Living Situation		106	94%	95%	80%	-1%
Employed		14	12%	30%	19%	-18% ▼
Improved/Maintained Axis V GAF Score		59	59%	75%	45%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		106	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		7	78%	75%	64%	3%

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	92		
Admits	4	-	
Discharges	8	-	
Service Hours	950	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	93%	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
Social Support		75	82%	60%	64%	22% ▲
Stable Living Situation		87	95%	95%	80%	0%
Employed		10	11%	30%	19%	-19% ▼
Improved/Maintained Axis V GAF Score		43	56%	75%	45%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	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		2	50%	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	18	25	-28% ▼
Admits	4	6	-33% ▼
Discharges	-	6	-100% ▼
Service Hours	756	789	-4%
Bed Days	1,518	1,572	-3%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	76%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		89%
Cooccurring	Actual	State Avg
MH Screen Complete		100%
SA Screen Complete		100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		76%
Valid Axis V GAF Score		71%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		8	62%	75%	74%	-13% ▼

Service Utilization

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

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	547 days	1.1	83%	90%	80%	-8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 9 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	32	-3%
Admits	-	4	-100% ▼
Discharges	2	4	-50% ▼
Service Hours	562	429	31% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic		
6 Month Updates	78%	78%
Cooccurring		
MH Screen Complete	N/A	95%
SA Screen Complete	N/A	95%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	65%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	65%	56%	-15% ▼
No Re-admit within 30 Days of Discharge		0	0%	85%	92%	-85% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	44%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		28	90%	60%	75%	30% ▲
Stable Living Situation		26	84%	60%	86%	24% ▲
Employed		5	16%	15%	11%	1% ▲
Improved/Maintained Axis V GAF Score		17	59%	85%	46%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	100%	90%	99%	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	0	2		▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	-	13	-100%	▼

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 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	55	-40% ▼
Admits	29	21	38% ▲
Discharges	30	28	7%
Service Hours	51	54	-7%

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	86	89	-3%
Admits	13	1	1200% ▲
Discharges	4	5	-20% ▼
Service Hours	982	941	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	67%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	65%	74%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	86%	60%	79%	26% ▲
✓ Stable Living Situation		82	94%	80%	92%	14% ▲
● Employed		5	6%	20%	12%	-14% ▼
● Improved/Maintained Axis V GAF Score		35	53%	95%	58%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	100%	90%	94%	10%

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

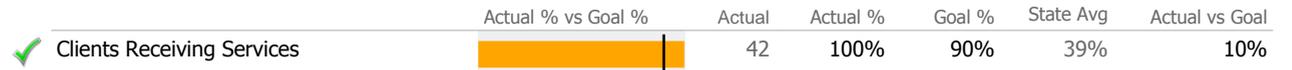
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	61	18% ▲
Admits	30	23	30% ▲
Discharges	31	27	15% ▲
Service Hours	66	53	24% ▲

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	8	5	60% ▲
Admits	-	2	-100% ▼
Discharges	1	-	
Service Hours	23	3	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

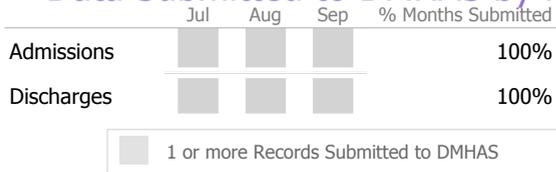
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	35	0%
Admits	38	55	-31% ▼
Discharges	37	54	-31% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		27	47%	75%	67%	-28% ▼
✓ Community Location Evaluation		57	100%	80%	81%	20% ▲
✓ Follow-up Service within 48 hours		3	100%	90%	54%	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	96	100	-4%
Admits	19	4	375% ▲
Discharges	13	15	-13% ▼
Service Hours	1,316	1,095	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	97%
Valid Axis V GAF Score	67%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	85%	50%	42%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	93%	60%	64%	33% ▲
Stable Living Situation		91	95%	95%	80%	0%
Employed		11	11%	30%	19%	-19% ▼
Improved/Maintained Axis V GAF Score		53	70%	75%	45%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		79	93%	90%	69%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	58%	75%	64%	-17% ▼

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

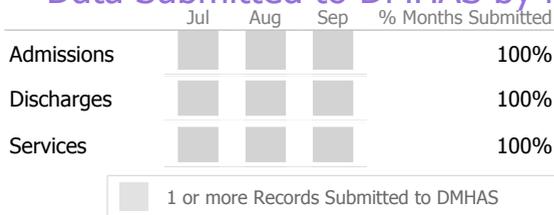
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	132	-7%
Admits	16	19	-16% ▼
Discharges	13	14	-7%
Service Hours	1,534	1,474	4%
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 38 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	7	-29% ▼
Admits	-	2	-100% ▼
Discharges	1	1	0%
Service Hours	401	632	-37% ▼
Bed Days	403	436	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	76%
Valid Axis V GAF Score	80%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	76%	-95% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	84%	15% ▲
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
Improved/Maintained Axis V GAF Score		3	75%	75%	74%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	620 days	1.2	73%	90%	80%	-17% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 9 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	2	350% ▲
Admits	4	1	300% ▲
Discharges	3	1	200% ▲
Service Hours	22	24	-8%

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 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	43	2%
Admits	7	6	17% ▲
Discharges	3	5	-40% ▼
Service Hours	1,183	795	49% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic		
6 Month Updates	76%	78%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	68%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	65%	56%	35% ▲
● No Re-admit within 30 Days of Discharge		2	67%	85%	92%	-18% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	44%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	95%	60%	75%	35% ▲
✓ Stable Living Situation		39	89%	60%	86%	29% ▲
● Employed		6	14%	15%	11%	-1%
● Improved/Maintained Axis V GAF Score		19	54%	85%	46%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	98%	90%	99%	8%

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 14 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	46	-9%
Admits	5	3	67% ▲
Discharges	3	3	0%
Service Hours	1,030	1,284	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic		
6 Month Updates	94%	78%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	81%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	65%	56%	35% ▲
● No Re-admit within 30 Days of Discharge		2	67%	85%	92%	-18% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	44%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	93%	60%	75%	33% ▲
✓ Stable Living Situation		38	88%	60%	86%	28% ▲
● Employed		4	9%	15%	11%	-6%
● Improved/Maintained Axis V GAF Score		21	58%	85%	46%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	99%	10%

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 14 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	65	64	1%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	50%	50% ▲

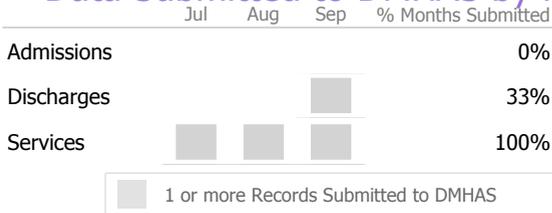
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	80%	72%	20% ▲
✓ Social Support		13	62%	60%	57%	2%
● Employed		0	0%	20%	9%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	85%	90%	58%	-5%

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	46	53	-13% ▼
Admits	5	2	150% ▲
Discharges	9	1	800% ▲
Service Hours	795	601	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic		
6 Month Updates	75%	78%
Cooccurring		
MH Screen Complete	N/A	95%
SA Screen Complete	N/A	95%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	91%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	22%	65%	56%	-43% ▼
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	92%	4%
● Follow-up within 30 Days of Discharge		1	50%	90%	44%	-40% ▼

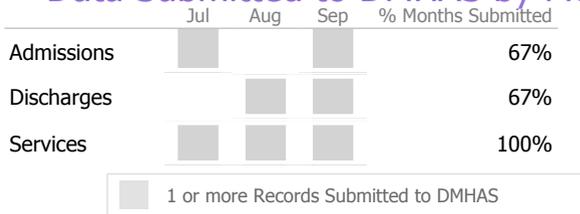
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		40	83%	60%	86%	23% ▲
✓ Social Support		40	83%	60%	75%	23% ▲
● Employed		1	2%	15%	11%	-13% ▼
● Improved/Maintained Axis V GAF Score		18	44%	85%	46%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	97%	90%	99%	7%

Data Submitted to DMHAS by Month



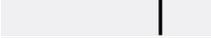
▲ > 10% Over ▼ < 10% Under

* State Avg based on 14 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	116	8%
Admits	134	133	1%
Discharges	134	133	1%

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		210	100%	80%	81%	20% 
 Follow-up Service within 48 hours		1	100%	90%	54%	10%

Data Submitted to DMHAS by Month



 > 10% Over  < 10% Under

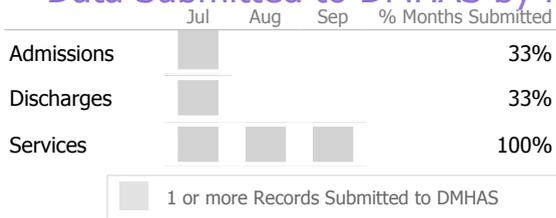
 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	55	36	54% ▲

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	85	0%
Admits	15	8	88% ▲
Discharges	11	7	57% ▲
Service Hours	863	870	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	88%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	98%
Valid Axis V GAF Score	87%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	55%	65%	74%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		80	93%	60%	79%	33% ▲
✓ Stable Living Situation		81	94%	80%	92%	14% ▲
● Employed		4	5%	20%	12%	-15% ▼
● Improved/Maintained Axis V GAF Score		50	70%	95%	58%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		75	100%	90%	94%	10%

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 47 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	64	-8%
Admits	-	3	-100% ▼
Discharges	59	3	1867% ▲
Service Hours	57	838	-93% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		58	98%	65%	74%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		54	92%	60%	79%	32% ▲
✓ Stable Living Situation		55	93%	80%	92%	13% ▲
● Employed		6	10%	20%	12%	-10% ▼
● Improved/Maintained Axis V GAF Score		23	39%	95%	58%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	94%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 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	3	6	-50% ▼
Admits	-	2	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	120	95	27% ▲
Bed Days	224	239	-6%

Discharge Outcomes

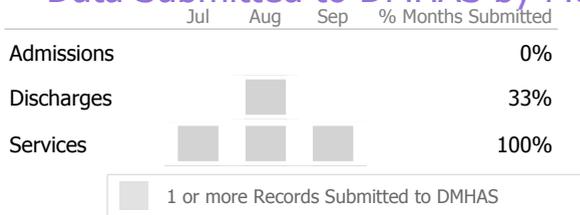
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	141 days	1.3	61%	90%	72%	-29% ▼

■ < 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	22	51	-57% ▼
Admits	17	17	0%
Discharges	15	27	-44% ▼
Service Hours	94	43	118% ▲

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	48	54	-11% ▼
Admits	30	27	11% ▲
Discharges	30	34	-12% ▼
Service Hours	90	8	

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

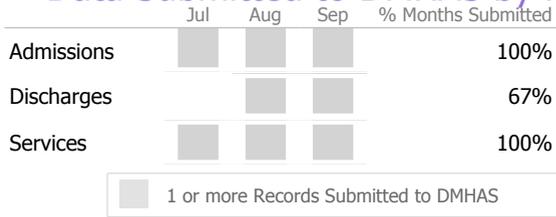
Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	7	3	133% ▲
Discharges	3	2	50% ▲
Service Hours	63	44	42% ▲

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	116	95	22% ▲
Admits	158	135	17% ▲
Discharges	156	135	16% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		166	70%	75%	67%	-5%
✓ Community Location Evaluation		237	100%	80%	81%	20% ▲
✓ Follow-up Service within 48 hours		30	100%	90%	54%	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	224	205	9%
Admits	21	6	250% ▲
Discharges	8	10	-20% ▼
Service Hours	1,407	810	74% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	97%
Valid Axis V GAF Score	88%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	50%	42%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		202	90%	60%	64%	30% ▲
Stable Living Situation		217	97%	95%	80%	2%
Improved/Maintained Axis V GAF Score		125	63%	75%	45%	-12% ▼
Employed		24	11%	30%	19%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		215	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		16	76%	75%	64%	1%

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	92	89	3%
Admits	34	7	386% ▲
Discharges	10	8	25% ▲
Service Hours	1,321	1,275	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	58%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	85%	97%
Valid Axis V GAF Score	74%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	20%	50%	42%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		76	83%	60%	64%	23% ▲
Stable Living Situation		83	90%	95%	80%	-5%
Employed		5	5%	30%	19%	-25% ▼
Improved/Maintained Axis V GAF Score		34	58%	75%	45%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	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		30	88%	75%	64%	13% ▲

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	21	22	-5%
Admits	13	13	0%
Discharges	12	12	0%
Service Hours	251	276	-9%
Bed Days	554	809	-32% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		12	100%	85%	89%	15% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	79%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	93 days	0.5	55%	90%	61%	-35% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

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 9 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	48	-4%
Admits	5	6	-17% ▼
Discharges	7	8	-13% ▼
Service Hours	1,835	1,688	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	78%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	91%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	29%	65%	56%	-36% ▼
✓ No Re-admit within 30 Days of Discharge		6	86%	85%	92%	1%
● Follow-up within 30 Days of Discharge		1	50%	90%	44%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		41	89%	60%	86%	29% ▲
✓ Social Support		39	85%	60%	75%	25% ▲
✓ Employed		10	22%	15%	11%	7%
● Improved/Maintained Axis V GAF Score		19	54%	85%	46%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	99%	10%

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 14 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	8	-38% ▼
Admits	4	3	33% ▲
Discharges	3	6	-50% ▼
Service Hours	14	37	-62% ▼

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 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	4	1	300% ▲
Discharges	2	1	100% ▲
Service Hours	438	577	-24% ▼
Bed Days	325	526	-38% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	76%	-95% ▼
No Re-admit within 30 Days of Discharge		1	50%	85%	84%	-35% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	76%
Valid Axis V GAF Score	83%	71%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	33%	75%	74%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	100%	10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				6	173 days	1.0	59%	90%	80%	-31% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on 9 Active Transitional Programs