

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,379	2,530	-6%
	Admits	1,140	1,236	-8%
	Discharges	1,211	1,375	-12% ▼
	Service Hours	24,934	31,855	-22% ▼
	Bed Days	11,369	11,381	0%

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

Consumer Satisfaction Survey

(Based on 81 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		87%	80%	93%
✓ Respect		87%	80%	91%
✓ Participation in Treatment		86%	80%	92%
✓ Overall		83%	80%	91%
✓ Outcome		81%	80%	83%
● Access		79%	80%	88%
● General Satisfaction		77%	80%	92%
● Recovery		72%	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	1,221	46.6%
	Crisis Services	590	22.5%
	Community Support	195	7.4%
	Intake	165	6.3%
	Other	137	5.2%
	Inpatient Services	84	3.2%
	ACT	48	1.8%
	Forensic MH	Forensics Community-based	181

Client Demographics

Age	#	%	State Avg
18-25	279	12%	12%
26-34	351	15%	23%
35-44	445	19%	20%
45-54	499	21%	22%
55-64	546	23%	18%
65+	253	11%	6%

Gender	#	%	State Avg
Male	1,300	55%	59%
Female	1,076	45%	41%
Transgender	3	0%	0%

Race	#	%	State Avg
White/Caucasian	826	37%	65% ▼
Black/African American	762	34%	16% ▲
Other	565	26%	13% ▲
Asian	22	1%	1%
Unknown	21	1%	3%
Multiple Races	12	1%	1%
Hawaiian/Other Pacific Islander	5	0%	0%
Am. Indian/Native Alaskan	2	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	129	-12% ▼
Admits	107	103	4%
Discharges	113	120	-6%
Service Hours	74	122	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	50%	0%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		20	4%	0%	3%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

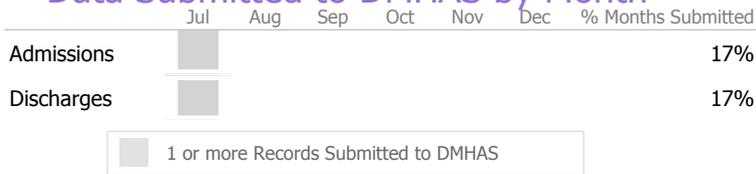
Actual Goal Goal Met Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	116	-3%
Admits	1	3	-67% ▼
Discharges	3	3	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	47	2%
Admits	7	4	75% ▲
Discharges	13	8	63% ▲
Service Hours	1,146	1,650	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	98%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	23%	65%	49%	-42% ▼
✓ No Re-admit within 30 Days of Discharge		11	85%	85%	93%	0%
● Follow-up within 30 Days of Discharge		1	33%	90%	54%	-57% ▼

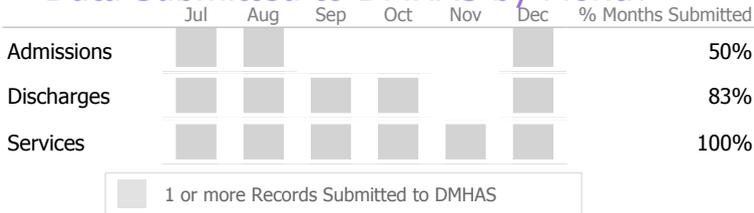
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		41	85%	60%	89%	25% ▲
✓ Social Support		31	65%	60%	79%	5%
● Employed		2	4%	15%	13%	-11% ▼
● Improved/Maintained Axis V GAF Score		27	64%	85%	48%	-21% ▼

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



▲ > 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	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	68%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	83%

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%	22%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Social Support		N/A	N/A	60%	68%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-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	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

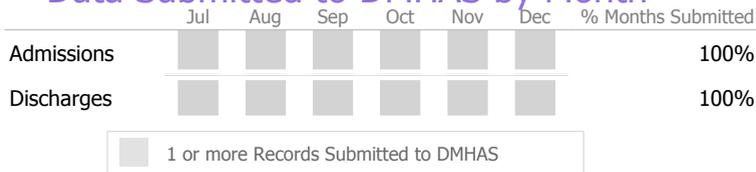
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	379	320	18% ▲
Admits	504	404	25% ▲
Discharges	504	404	25% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	68%	-75% ▼
✓ Community Location Evaluation		105	100%	80%	76%	20% ▲
● Follow-up Service within 48 hours		0	0%	90%	57%	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	38	-8%
Admits	13	15	-13% ▼
Discharges	8	8	0%
Transfers - In	1	4	-75% ▼
Transfers - Out	6	10	-40% ▼
Bed Days	3,855	3,845	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	95%	54%	-45% ▼
No Re-admit within 30 Days of Discharge		6	75%	85%	89%	-10%
Follow-up within 30 Days of Discharge		2	50%	90%	81%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		7	29%	95%	15%	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		88%
On-Time Periodic	Actual	State Avg
6 Month Updates		13%
Cooccurring	Actual	State Avg
MH Screen Complete		92%
SA Screen Complete		72%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%
Valid Axis V GAF Score		21%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	278 days	0.4	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							67%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	35	-14% ▼
Admits	1	-	
Discharges	9	11	-18% ▼
Transfers - In	8	16	-50% ▼
Bed Days	3,854	3,878	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	67%	95%	54%	-28% ▼
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	89%	4%
● Follow-up within 30 Days of Discharge		5	83%	90%	81%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		9	43%	95%	15%	-52% ▼

Bed Utilization

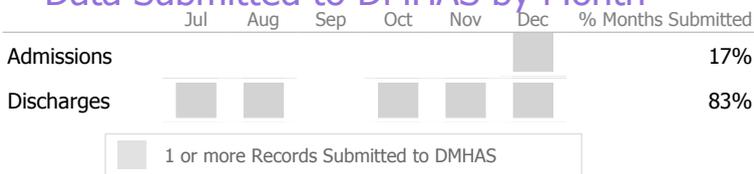
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	495 days	0.4	100%	90%	91%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	75%	13%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	92%
✓ SA Screen Complete	100%	72%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
✓ Valid Axis V GAF Score	70%	21%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	168	-11% ▼
Admits	5	9	-44% ▼
Discharges	12	18	-33% ▼
Service Hours	1,355	1,893	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic		
6 Month Updates	81%	68%
Cooccurring		
MH Screen Complete	67%	86%
SA Screen Complete	67%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	88%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		149	99%	95%	84%	4%
Social Support		74	49%	60%	68%	-11% ▼
Improved/Maintained Axis V GAF Score		93	64%	75%	48%	-11% ▼
Employed		7	5%	30%	22%	-25% ▼

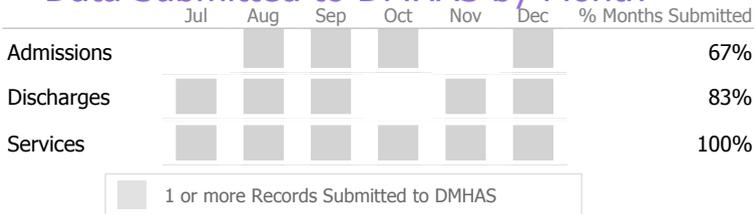
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		138	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	60%	75%	68%	-15% ▼

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	100	-8%
Admits	15	20	-25% ▼
Discharges	17	18	-6%
Service Hours	6,618	9,600	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	86%
SA Screen Complete	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	41%	50%	42%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		80	87%	60%	68%	27% ▲
Stable Living Situation		88	96%	95%	84%	1%
Employed		14	15%	30%	22%	-15% ▼
Improved/Maintained Axis V GAF Score		54	68%	75%	48%	-7%

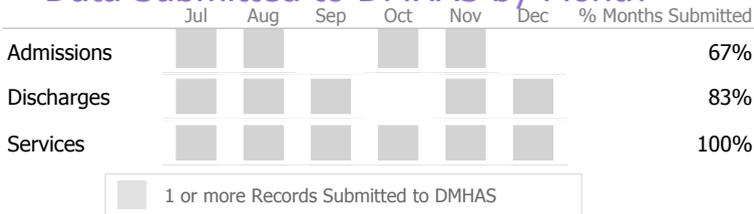
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		15	100%	75%	68%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

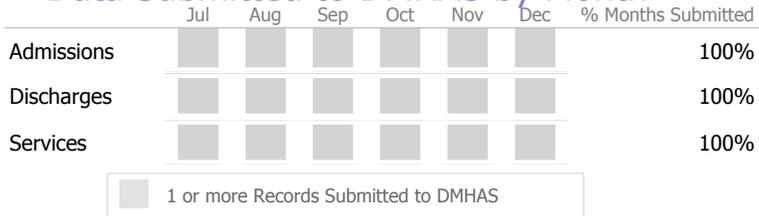
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	136	-6%
Admits	85	61	39% ▲
Discharges	69	106	-35% ▼
Service Hours	573	751	-24% ▼

Data Submitted to DMHAS by Month

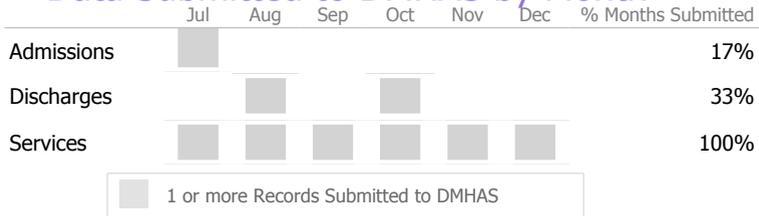


* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	32	-63% ▼
Admits	1	14	-93% ▼
Discharges	3	20	-85% ▼
Service Hours	44	60	-26% ▼

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	423	477	-11% ▼
Admits	9	42	-79% ▼
Discharges	34	60	-43% ▼
Service Hours	3,963	4,990	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	53%	86%
SA Screen Complete	50%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	65%	50%	42%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		281	66%	60%	68%	6%
Stable Living Situation		419	99%	95%	84%	4%
Employed		93	22%	30%	22%	-8%
Improved/Maintained Axis V GAF Score		241	58%	75%	48%	-17% ▼

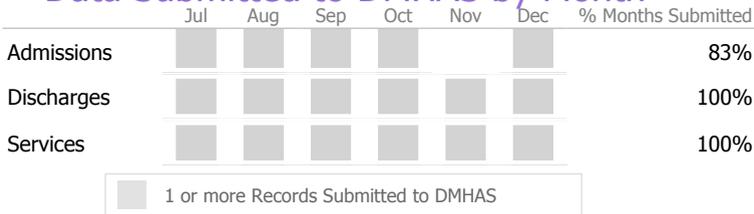
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		387	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	67%	75%	68%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	40	-20% ▼
Admits	11	19	-42% ▼
Discharges	9	13	-31% ▼
Transfers - In	2	4	-50% ▼
Transfers - Out	5	9	-44% ▼
Bed Days	3,660	3,658	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	13%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	72%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	91%	21%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	78%	95%	54%	-17% ▼
No Re-admit within 30 Days of Discharge		7	78%	85%	89%	-7%
Follow-up within 30 Days of Discharge		7	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		15	71%	95%	15%	-24% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	257 days	0.4	99%	90%	91%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	76	-22% ▼
Admits	7	7	0%
Discharges	6	24	-75% ▼
Service Hours	1,392	1,732	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	65%	67%	-32% ▼

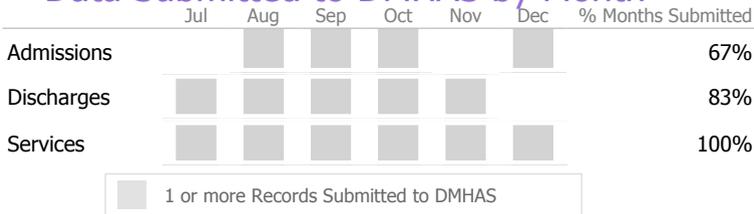
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		49	83%	60%	81%	23% ▲
Stable Living Situation		52	88%	80%	92%	8%
Improved/Maintained Axis V GAF Score		41	77%	65%	61%	12% ▲
Employed		3	5%	20%	13%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	159	-14% ▼
Admits	7	25	-72% ▼
Discharges	16	18	-11% ▼
Service Hours	2,461	2,994	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	91%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	19%	65%	67%	-46% ▼

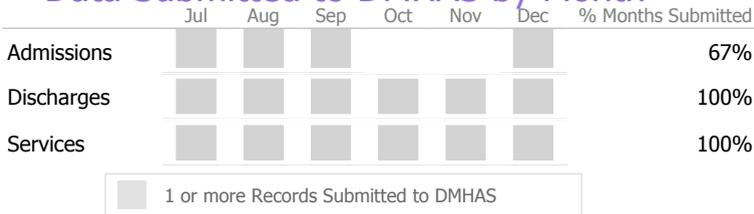
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		128	93%	80%	92%	13% ▲
Social Support		95	69%	60%	81%	9%
Improved/Maintained Axis V GAF Score		72	55%	65%	61%	-10%
Employed		9	7%	20%	13%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	140	143	-2%
Admits	14	20	-30% ▼
Discharges	17	18	-6%
Service Hours	2,030	2,472	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	93%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	82%	50%	42%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		83	59%	60%	68%	-1%
● Stable Living Situation		130	93%	95%	84%	-2%
● Employed		39	28%	30%	22%	-2%
● Improved/Maintained Axis V GAF Score		94	73%	75%	48%	-2%

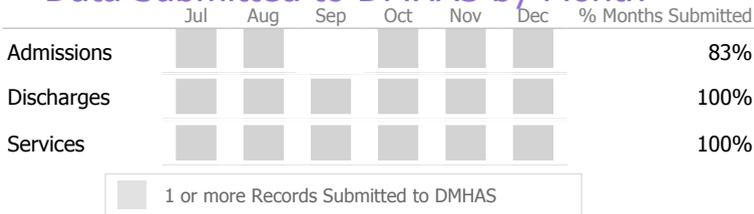
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		123	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		14	100%	75%	68%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	145	-1%
Admits	9	37	-76% ▼
Discharges	21	18	17% ▲
Service Hours	2,137	2,258	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	97%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	76%	50%	42%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		139	97%	95%	84%	2%
Improved/Maintained Axis V GAF Score		105	78%	75%	48%	3%
Social Support		82	57%	60%	68%	-3%
Employed		40	28%	30%	22%	-2%

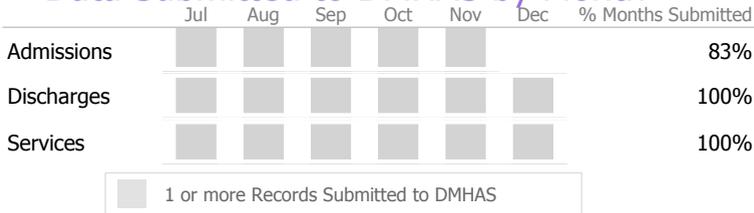
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		123	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	100%	75%	68%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

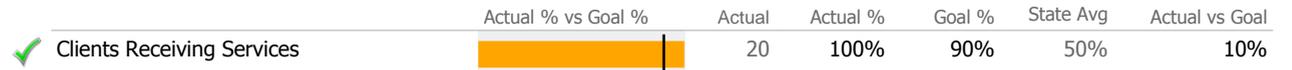
Actual | Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	90	-24% ▼
Admits	49	56	-13% ▼
Discharges	49	63	-22% ▼
Service Hours	165	239	-31% ▼

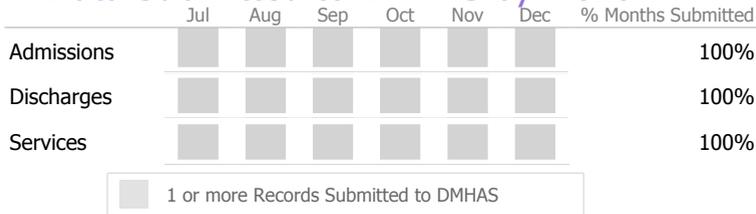
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

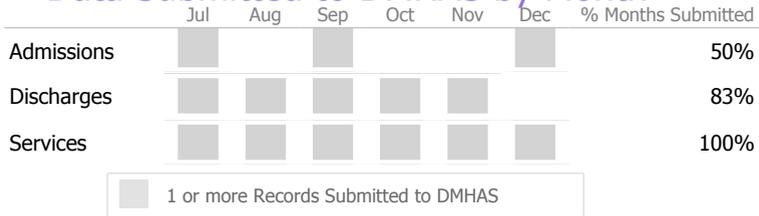
█ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	15	-20% ▼
Admits	5	9	-44% ▼
Discharges	7	8	-13% ▼
Service Hours	72	36	99% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

FSD Mobile Crisis

Southwest Connecticut Mental Health System
Mental Health - Crisis Services - Mobile Crisis Team

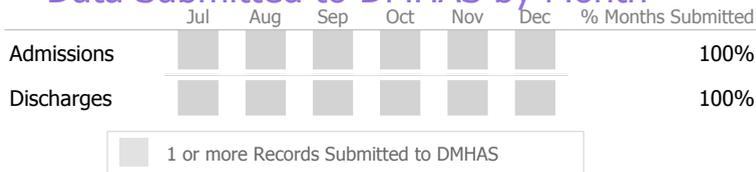
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	221	262	-16% ▼
Admits	243	298	-18% ▼
Discharges	243	298	-18% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		156	56%	75%	68%	-19% ▼
✓ Community Location Evaluation		270	97%	80%	76%	17% ▲
✓ Follow-up Service within 48 hours		17	100%	90%	57%	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

FSD Triage Program

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

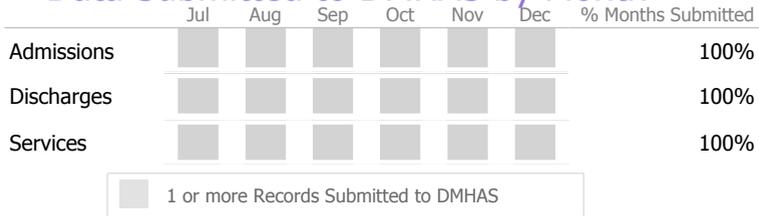
Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	75	-51% ▼
Admits	37	70	-47% ▼
Discharges	34	71	-52% ▼
Service Hours	182	275	-34% ▼

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	32	31% ▲
Admits	8	14	-43% ▼
Discharges	9	8	13% ▲
Service Hours	1,242	1,019	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic 6 Month Updates	100%	68%
Cooccurring MH Screen Complete	100%	86%
SA Screen Complete	100%	83%
Diagnosis Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	67%	50%	42%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		37	88%	60%	68%	28% ▲
Employed		12	29%	30%	22%	-1%
Stable Living Situation		37	88%	95%	84%	-7%
Improved/Maintained Axis V GAF Score		25	74%	75%	48%	-1%

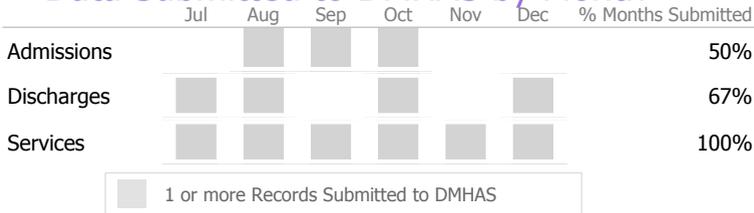
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	100%	75%	68%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	128	178	-28% ▼
Admits	1	5	-80% ▼
Discharges	6	42	-86% ▼
Service Hours	678	868	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
On-Time Periodic 6 Month Updates	75%	68%
Cooccurring MH Screen Complete	100%	86%
SA Screen Complete	100%	83%
Diagnosis Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	88%

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		86	67%	60%	68%	7%
Stable Living Situation		127	99%	95%	84%	4%
Employed		22	17%	30%	22%	-13% ▼
Improved/Maintained Axis V GAF Score		72	57%	75%	48%	-18% ▼

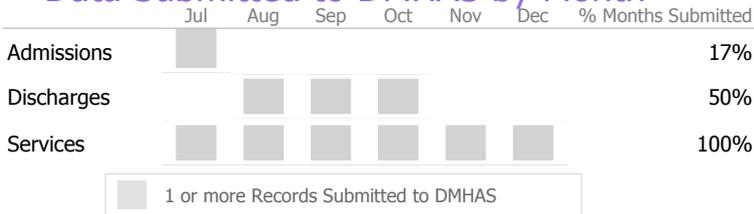
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		122	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

New SWMHS Preadmit

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

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	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	131	-15% ▼
Admits	1	1	0%
Discharges	9	12	-25% ▼
Service Hours	801	897	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	35%	68%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	50%	42%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		94	85%	60%	68%	25% ▲
Improved/Maintained Axis V GAF Score		99	90%	75%	48%	15% ▲
Employed		40	36%	30%	22%	6%
Stable Living Situation		111	100%	95%	84%	5%

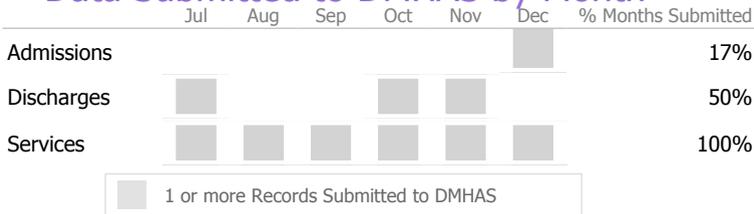
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		101	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	68%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 92 Active Standard Outpatient Programs