

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	7,787	8,645	-10%
	Admits	2,683	3,856	-30% ▼
	Discharges	2,658	3,657	-27% ▼
	Service Hours	24,939	26,146	-5%
	Bed Days	36,075	38,307	-6%

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

Consumer Satisfaction Survey

(Based on 426 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Respect		96%	80%	91%
✓ Overall		96%	80%	91%
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		95%	80%	92%
✓ Access		94%	80%	88%
✓ Outcome		84%	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	#	%
Forensic SA			
	Forensics Community-based	6,073	76.4%
Addiction			
	Outpatient	848	10.7%
	Residential Services	320	4.0%
	Recovery Support	42	0.5%
Mental Health			
	Case Management	278	3.5%
	Outpatient	192	2.4%
	Residential Services	130	1.6%
Forensic MH			
	Forensics Community-based	58	0.7%
	Residential Services	5	0.1%

Client Demographics

Age	#	%	State Avg
18-25	1,272	18%	13%
26-34	2,070	29%	24%
35-44	1,457	20%	20%
45-54	1,219	17%	21%
55-64	892	13%	16%
65+	225	3%	5%

Gender	#	%	State Avg
Male	5,068	69%	60%
Female	2,277	31%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	4,582	59%	72% ▼
Unknown	2,250	29%	7% ▲
Hispanic-Other	426	5%	7%
Hisp-Puerto Rican	375	5%	12%
Hispanic-Mexican	145	2%	1%
Hispanic-Cuban	9	0%	0%

Race	#	%	State Avg
White/Caucasian	4,621	59%	64%
Other	1,003	13%	13%
Unknown	1,000	13%	4%
Black/African American	985	13%	17%
Asian	68	1%	1%
Am. Indian/Native Alaskan	40	1%	1%
Multiple Races	39	1%	1%
Hawaiian/Other Pacific Islander	31	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	73	-47% ▼
Admits	8	22	-64% ▼
Discharges	9	42	-79% ▼
Service Hours	63	163	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	94%
Valid TEDS Data	81%	92%
On-Time Periodic		
6 Month Updates	0%	24%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	33%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	22%	50%	54%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		18	46%	75%	86%	-29% ▼
Employed		5	13%	50%	44%	-37% ▼
Abstinence/Reduced Drug Use		6	15%	55%	56%	-40% ▼
Self Help		4	10%	60%	33%	-50% ▼
Stable Living Situation		11	28%	95%	85%	-67% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	59%	-75% ▼

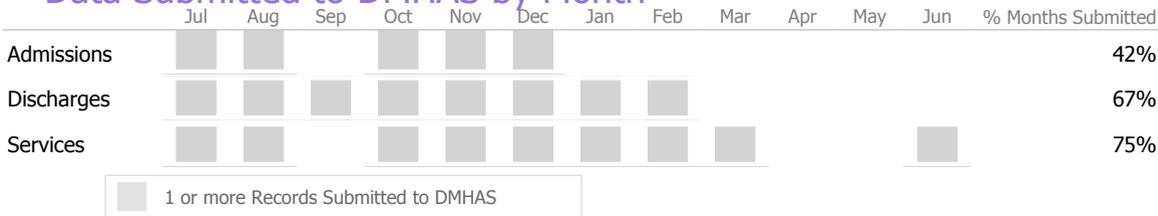
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	37%	90%	72%	-53% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	50%	75%	66%	-25% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

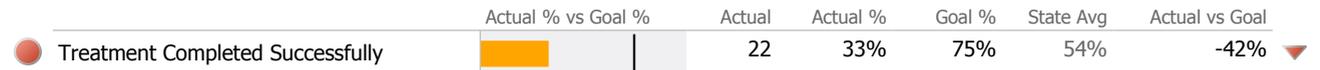
Actual | Goal ✓ Goal Met ⚪ Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

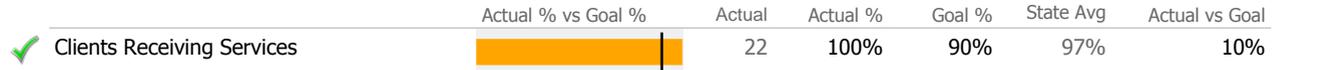
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	139	-37% ▼
Admits	14	55	-75% ▼
Discharges	66	72	-8%
Service Hours	643	1,815	-65% ▼

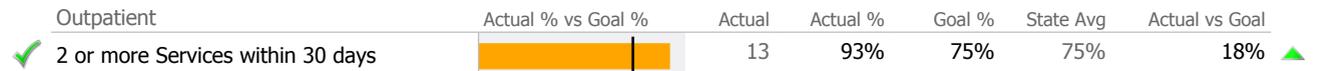
Discharge Outcomes



Service Utilization



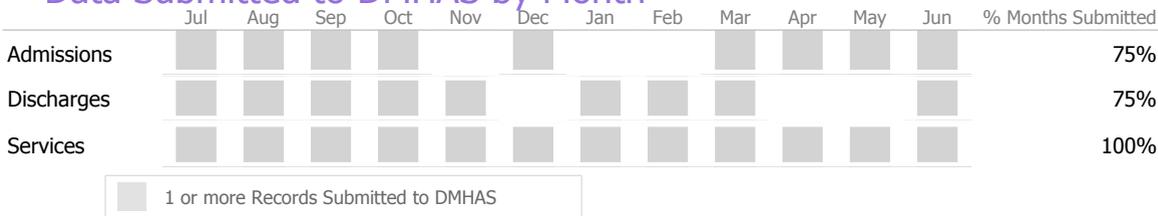
Service Engagement



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60		
Admits	61	-	
Discharges	13	-	
Service Hours	1,230	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	85%	75%	54%	10% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	97%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		38	63%	75%	75%	-12% ▼

Data Submission Quality

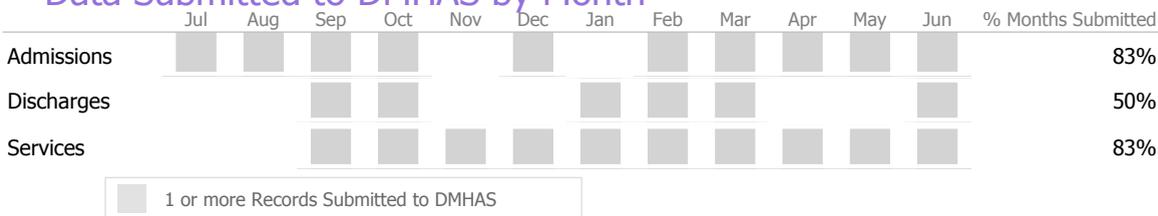
Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%
✓ Valid TEDS Data		23%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Cooccurring	Actual	State Avg
MH Screen Complete		93%
SA Screen Complete		93%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	24	-75% ▼
Admits	5	12	-58% ▼
Discharges	4	23	-83% ▼
Bed Days	411	818	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	91%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	85%	73%	-85% ▼
No Re-admit within 30 Days of Discharge		4	100%	85%	71%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	57%	N/A

Recovery

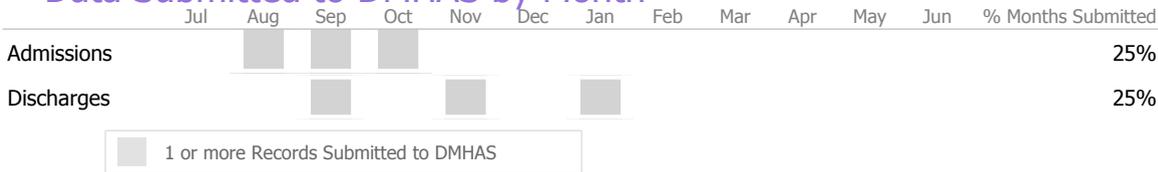
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		6	100%	70%	93%	30% ▲
Improved/Maintained Axis V GAF Score		4	67%	75%	75%	-8%
Employed		3	50%	60%	43%	-10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	158 days	0.6	56%	90%	88%	-34% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	4	3	33% ▲
Discharges	2	5	-60% ▼
Bed Days	3,252	2,976	9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	79%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	81%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

Recovery

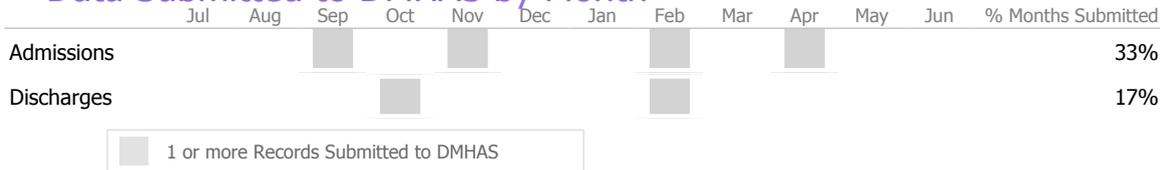
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	85%	40% ▲
✓ Stable Living Situation		12	100%	90%	98%	10%
● Improved/Maintained Axis V GAF Score		9	90%	95%	68%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	773 days	0.2	111%	90%	95%	21% ▲

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 24 Active Group Home Programs

Program Activity

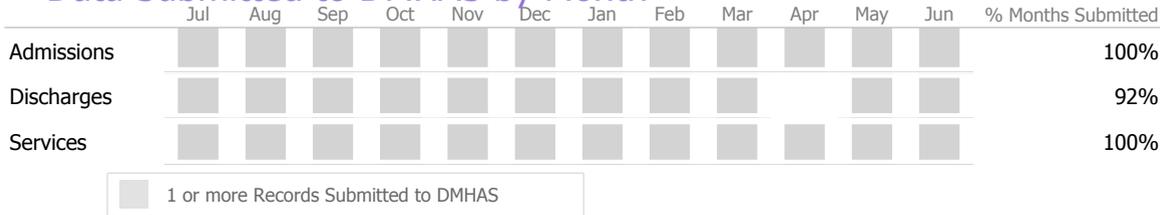
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	72	-19% ▼
Admits	38	51	-25% ▼
Discharges	38	51	-25% ▼
Service Hours	4,347	4,630	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	0%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

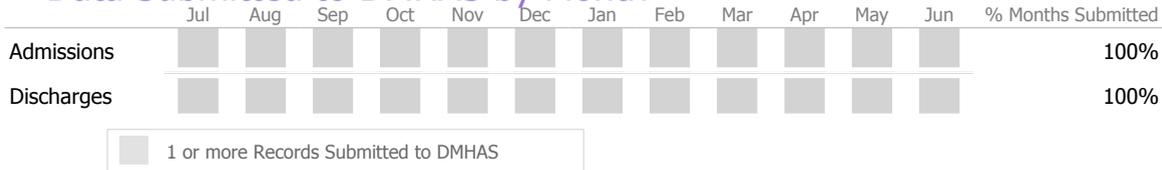
■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 1 Active Day Reporting Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	154	-19% ▼
Admits	104	138	-25% ▼
Discharges	110	134	-18% ▼
Bed Days	10,368	10,641	-3%

Data Submitted to DMHAS by Month



* State Avg based on 4 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	15	-7%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Service Hours	170	337	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	85%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	96%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	276	361	-24% ▼
Admits	88	244	-64% ▼
Discharges	88	177	-50% ▼
Service Hours	1,285	2,070	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	94%
Valid TEDS Data	74%	92%
On-Time Periodic		
6 Month Updates	0%	24%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	79%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	32%	50%	54%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		232	84%	75%	86%	9%
Abstinence/Reduced Drug Use		135	49%	55%	56%	-6%
Employed		84	30%	50%	44%	-20% ▼
Stable Living Situation		153	55%	95%	85%	-40% ▼
Self Help		33	12%	60%	33%	-48% ▼
Improved/Maintained Axis V GAF Score		1	0%	75%	59%	-75% ▼

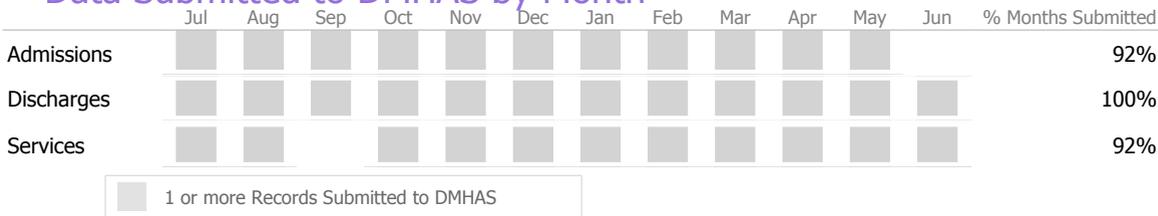
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	43%	90%	72%	-47% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		81	92%	75%	66%	17% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	23	13% ▲
Admits	18	15	20% ▲
Discharges	17	15	13% ▲
Bed Days	2,631	2,718	-3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	82%	70%	74%	12% ▲
✓ No Re-admit within 30 Days of Discharge		15	88%	85%	91%	3%
✓ Follow-up within 30 Days of Discharge		13	93%	90%	65%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	96%
✓ Valid TEDS Data	99%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	23%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	95%
✓ SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	93%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		17	65%	70%	81%	-5%
● Improved/Maintained Axis V GAF Score		17	94%	95%	83%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	206 days	0.2	90%	90%	89%	0%

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	9	8	13% ▲
Admits	1	3	-67% ▼
Discharges	1	-	
Service Hours	157	119	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	91%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	93%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	60	-10%
Admits	27	39	-31% ▼
Discharges	36	34	6%
Service Hours	536	932	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	58%	50%	60%	8%

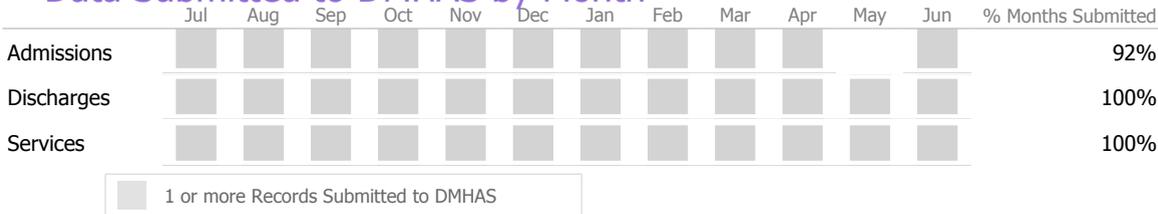
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		48	89%	60%	71%	29% ▲
✓ Employed		19	35%	20%	11%	15% ▲
✓ Stable Living Situation		49	91%	80%	84%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	71%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	219	213	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	91%	5%

Service Utilization

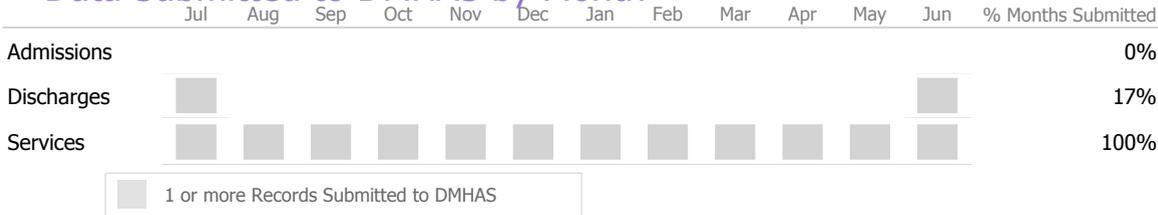
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	26	-8%
Admits	1	5	-80% ▼
Discharges	2	3	-33% ▼
Service Hours	533	645	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	96%	85%	85%	11% ▲

Service Utilization

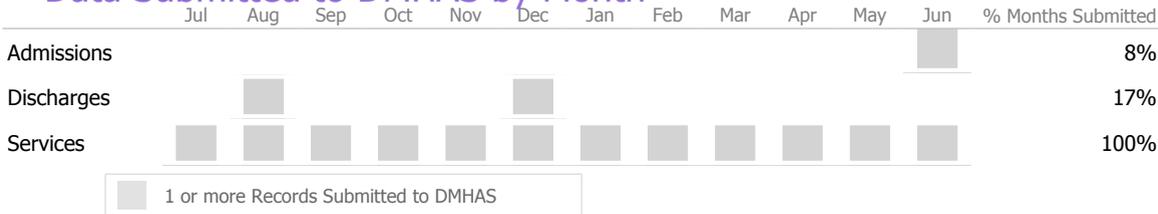
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	587	758	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	91%	15% ▲

Service Utilization

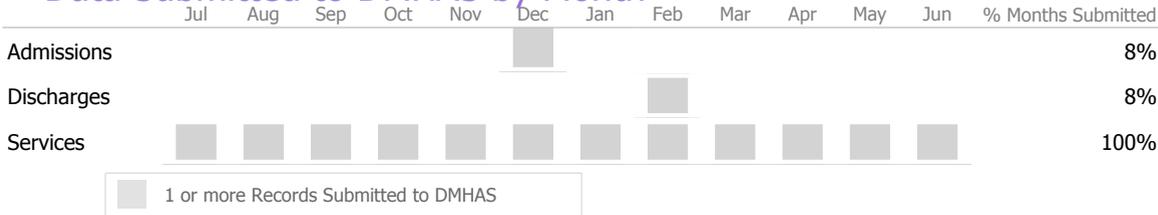
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% ▼
Admits	13	19	-32% ▼
Discharges	15	18	-17% ▼
Bed Days	2,065	2,649	-22% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	67%	70%	74%	-3%
✓ No Re-admit within 30 Days of Discharge		13	87%	85%	91%	2%
✓ Follow-up within 30 Days of Discharge		9	90%	90%	65%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	96%
✓ Valid TEDS Data	99%	98%
On-Time Periodic		
✓ 6 Month Updates	100%	23%
Cooccurring		
✓ MH Screen Complete	100%	95%
✓ SA Screen Complete	100%	95%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	93%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	76%	70%	81%	6%
● Improved/Maintained Axis V GAF Score		16	94%	95%	83%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	175 days	0.2	71%	90%	89%	-19% ▼

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	11	9	22% ▲
Admits	2	-	
Discharges	1	-	
Service Hours	438	495	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	85%	6%

Service Utilization

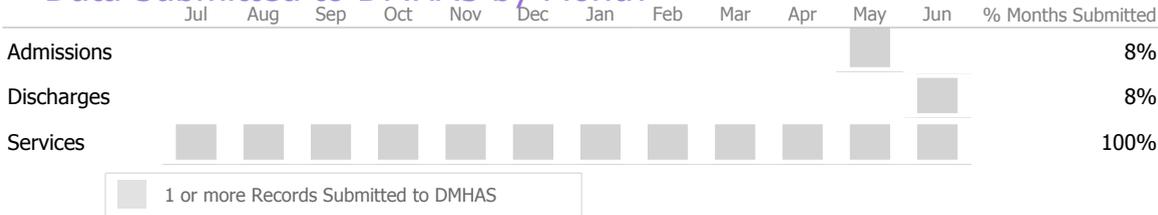
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	33	33% ▲
Admits	15	3	400% ▲
Discharges	18	4	350% ▲
Service Hours	3,550	5,757	-38% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	61%	50%	68%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		36	82%	60%	87%	22% ▲
✓ Stable Living Situation		41	93%	85%	98%	8%
✓ Improved/Maintained Axis V GAF Score		37	95%	95%	76%	0%
● Employed		5	11%	25%	11%	-14% ▼

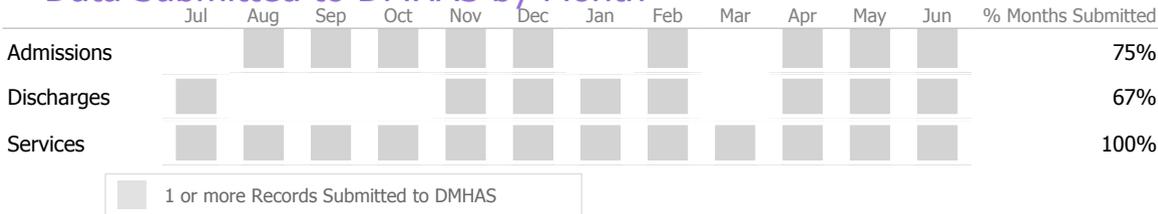
Data Submission Quality

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	274	-30% ▼
Admits	69	183	-62% ▼
Discharges	71	153	-54% ▼
Service Hours	1,921	861	123% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	6%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	22%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	7%	50%	45%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		106	55%	60%	69%	-5%
Employed		26	13%	30%	24%	-17% ▼
Stable Living Situation		98	51%	95%	86%	-44% ▼
Improved/Maintained Axis V GAF Score		2	1%	75%	54%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		109	89%	90%	89%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		49	71%	75%	67%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	92%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

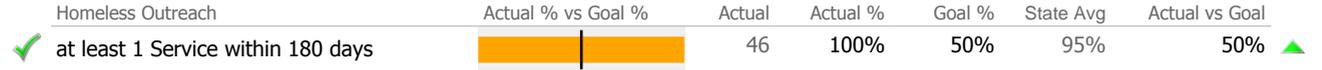
█ Actual
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

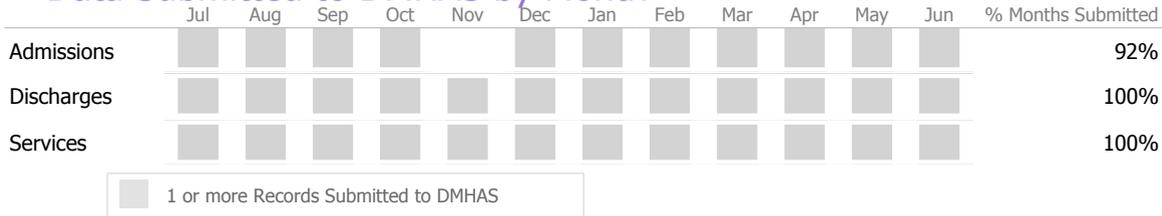
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	60	20% ▲
Admits	48	42	14% ▲
Discharges	46	33	39% ▲
Service Hours	1,727	787	120% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	2	5	-60% ▼
Discharges	1	3	-67% ▼
Bed Days	5,147	4,904	5%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	75%	65%	25% ▲
● No Re-admit within 30 Days of Discharge		0	0%	85%	67%	-85% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	75%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	77%	89%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	89%

Recovery

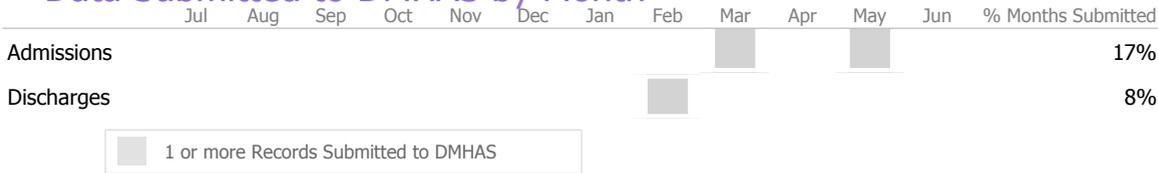
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		5	36%	75%	57%	-39% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	1,290 days	0.3	94%	90%	95%	4%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 21 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	14	21% ▲
Admits	5	3	67% ▲
Discharges	7	2	250% ▲
Bed Days	3,443	4,171	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	83%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	71%	60%	68%	11% ▲
Follow-up within 30 Days of Discharge		5	100%	90%	80%	10%

Recovery

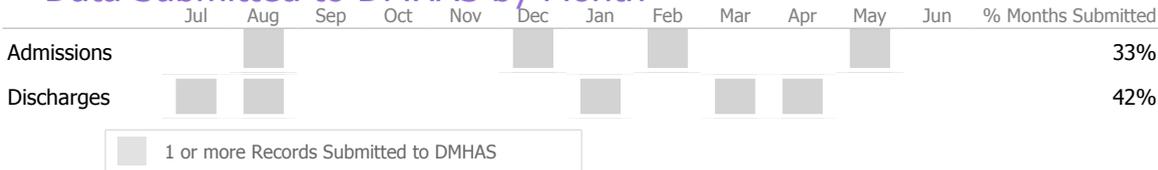
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	71%	60%	84%	11% ▲
Stable Living Situation		17	100%	95%	96%	5%
Employed		1	6%	25%	11%	-19% ▼
Improved/Maintained Axis V GAF Score		11	79%	95%	68%	-16% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	976 days	0.3	79%	90%	94%	-11% ▼

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 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	27	63% ▲
Admits	25	12	108% ▲
Discharges	9	11	-18% ▼
Service Hours	1,904	630	

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	44%	50%	68%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		32	73%	60%	87%	13% ▲
Stable Living Situation		40	91%	85%	98%	6%
Employed		5	11%	25%	11%	-14% ▼
Improved/Maintained Axis V GAF Score		34	81%	95%	76%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	94%	90%	99%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6,073	6,736	-10%
Admits	1,713	2,481	-31% ▼
Discharges	1,744	2,434	-28% ▼

Data Submitted to DMHAS by Month

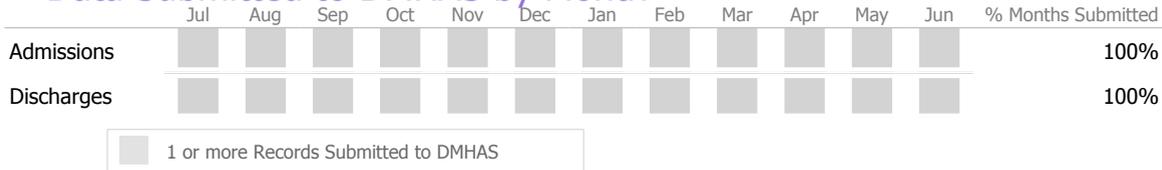


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	125	16% ▲
Admits	127	109	17% ▲
Discharges	122	105	16% ▲
Bed Days	8,458	7,253	17% ▲

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	2	3	-33% ▼
Discharges	2	4	-50% ▼
Service Hours	883	1,385	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	91%	15% ▲

Service Utilization

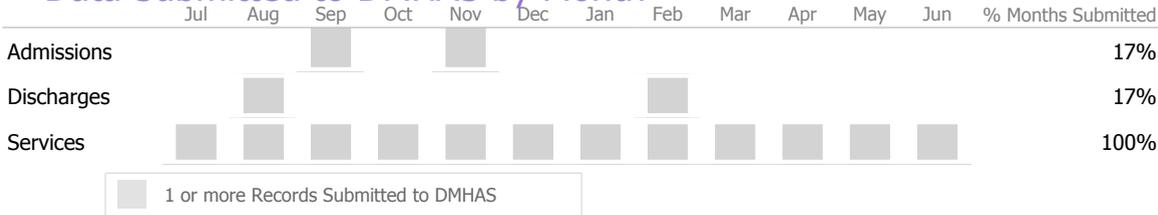
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

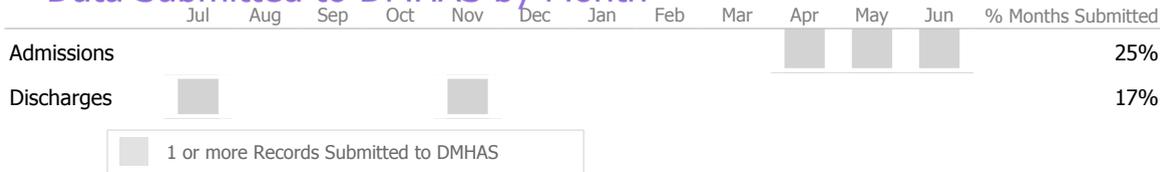
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	19	-74% ▼
Admits	3	13	-77% ▼
Discharges	2	17	-88% ▼
Bed Days	300	936	-68% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%
On-Time Periodic 6 Month Updates	N/A	N/A

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Transitional 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	92%
Valid TEDS Data	N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	72%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	99%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	225	-15% ▼
Admits	103	175	-41% ▼
Discharges	77	141	-45% ▼
Service Hours	1,143	564	103% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	94%
Valid TEDS Data	69%	92%
On-Time Periodic		
6 Month Updates	3%	24%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	64%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		37	48%	50%	54%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		176	90%	75%	86%	15% ▲
Employed		107	55%	50%	44%	5%
Stable Living Situation		162	83%	95%	85%	-12% ▼
Abstinence/Reduced Drug Use		69	35%	55%	56%	-20% ▼
Self Help		26	13%	60%	33%	-47% ▼
Improved/Maintained Axis V GAF Score		2	1%	75%	59%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	76%	90%	72%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		91	89%	75%	66%	14% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█		█	█	█	█	█	█	█	█	█	92%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	49	-10% ▼
Admits	3	7	-57% ▼
Discharges	5	8	-38% ▼
Service Hours	1,235	1,546	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		37	84%	85%	91%	-1%

Service Utilization

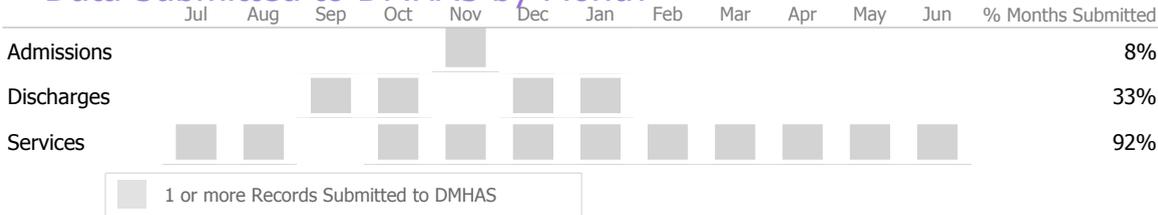
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	90%	90%	93%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	77%	81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	2	-	
Discharges	1	1	0%
Service Hours	636	1,950	-67% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	91%	6%

Service Utilization

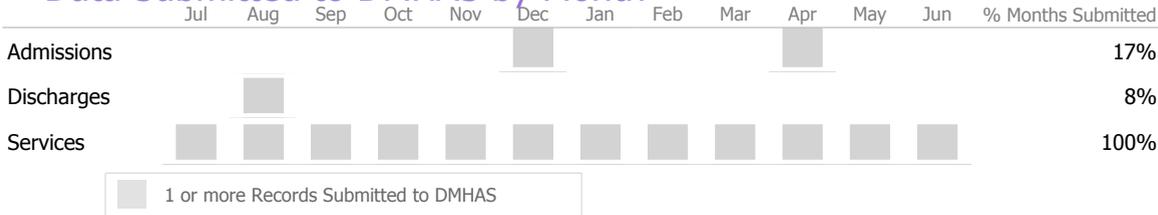
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 52 Active Supportive Housing – Development Programs

Women's Recovery Supports 069444

Connection Inc

Addiction - Recovery Support - Other

Connecticut Dept of Mental Health and Addiction Services

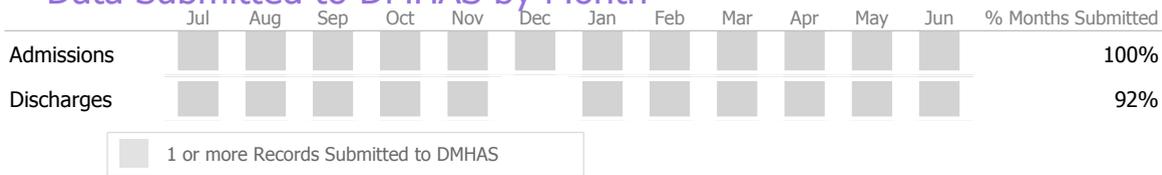
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	51	-18% ▼
Admits	23	32	-28% ▼
Discharges	24	32	-25% ▼

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	244	220	11% ▲
Admits	155	177	-12% ▼
Discharges	122	132	-8%
Service Hours	1,653	368	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	94%
Valid TEDS Data	78%	92%
On-Time Periodic		
6 Month Updates	1%	24%
Cooccurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	59%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		48	39%	50%	54%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		226	93%	75%	86%	18% ▲
Abstinence/Reduced Drug Use		143	59%	55%	56%	4%
Employed		93	38%	50%	44%	-12% ▼
Stable Living Situation		164	67%	95%	85%	-28% ▼
Self Help		26	11%	60%	33%	-49% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	59%	-75% ▼

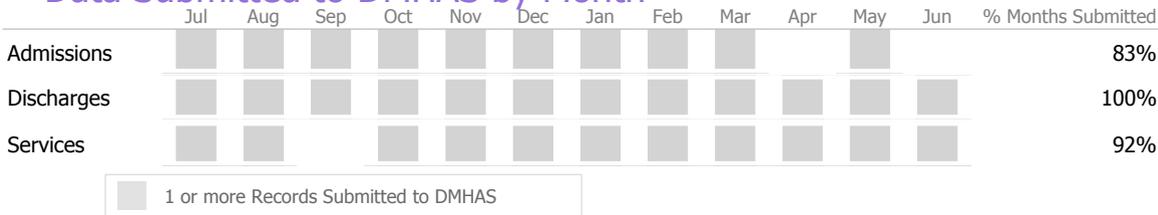
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		101	83%	90%	72%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		127	82%	75%	66%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs