

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,078	2,185	-5%
	Admits	630	653	-4%
	Discharges	693	703	-1%
	Service Hours	12,812	16,267	-21% ▼
	Bed Days	5,691	5,681	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	#	%
<b>Mental Health</b>	Outpatient	1,194	54.0%
	Crisis Services	367	16.6%
	Community Support	189	8.5%
	Other	136	6.1%
	Intake	104	4.7%
	Inpatient Services	71	3.2%
	ACT	45	2.0%
<b>Forensic MH</b>	Forensics Community-based	107	4.8%

### Client Demographics

Age	#	%	State Avg
18-25	226	11%	11%
26-34	287	14%	22%
35-44	378	18%	19%
45-54	453	22%	22%
55-64	501	24%	19%
65+	233	11%	6%

Gender	#	%	State Avg
Male	1,131	54%	58%
Female	944	45%	41%
Transgender	3	0%	0%

Race	#	%	State Avg
White/Caucasian	751	38%	65% ▼
Black/African American	674	34%	16% ▲
Other	501	25%	13% ▲
Asian	18	1%	1%
Unknown	17	1%	3%
Multiple Races	8	0%	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	67	85	-21% ▼
Admits	56	55	2%
Discharges	64	59	8%
Service Hours	45	62	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	43%	-2%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		8	2%	0%	2%	2%

### 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	113	115	-2%
Admits	1	2	-50% ▼
Discharges	3	2	50% ▲

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 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	45	45	0%
Admits	4	2	100% ▲
Discharges	10	4	150% ▲
Service Hours	599	907	-34% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%
On-Time Periodic		
6 Month Updates	100%	83%
Cooccurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
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	30%	65%	49%	-35% ▼
No Re-admit within 30 Days of Discharge		9	90%	85%	94%	5%
Follow-up within 30 Days of Discharge		1	33%	90%	55%	-57% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		38	84%	60%	88%	24% ▲
Social Support		28	62%	60%	78%	2%
Employed		2	4%	15%	12%	-11% ▼
Improved/Maintained Axis V GAF Score		22	59%	85%	43%	-26% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	70%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	81%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	21%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	43%	-75% ▼
Social Support		N/A	N/A	60%	67%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	78%	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 93 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	242	163	48% ▲
Admits	300	195	54% ▲
Discharges	300	195	54% ▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	69%	-75% ▼
✓ Community Location Evaluation		45	100%	80%	77%	20% ▲
● Follow-up Service within 48 hours		0	0%	90%	58%	-90% ▼

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	30	-10%
Admits	6	8	-25% ▼
Discharges	4	3	33% ▲
Transfers - Out	2	6	-67% ▼
Bed Days	1,921	1,923	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	50%	95%	51%	-45% ▼
● No Re-admit within 30 Days of Discharge		3	75%	85%	86%	-10%
● Follow-up within 30 Days of Discharge		1	50%	90%	78%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		4	29%	95%	13%	-66% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	253 days	0.8	99%	90%	91%	9%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	15%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	0%	71%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	48%	22%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	27	-11% ▼
Admits	-	-	
Discharges	3	5	-40% ▼
Transfers - In	3	6	-50% ▼
Bed Days	1,931	1,930	0%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	95%	51%	-62% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	86%	-18% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		4	24%	95%	13%	-71% ▼

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	21	465 days	0.9	100%	90%	91%	10%



\* State Avg based on 29 Active Acute Psychiatric Programs

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	100%	15%
Cooccurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	71%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	71%	22%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	162	-9%
Admits	2	3	-33% ▼
Discharges	9	10	-10%
Service Hours	648	988	-34% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	56%	84%
SA Screen Complete	56%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	91%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	40%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		146	99%	95%	83%	4%
Social Support		72	49%	60%	67%	-11% ▼
Employed		7	5%	30%	21%	-25% ▼
Improved/Maintained Axis V GAF Score		59	41%	75%	43%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		135	98%	90%	78%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

### 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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	94	-11% ▼
Admits	7	14	-50% ▼
Discharges	11	8	38% ▲
Service Hours	3,326	4,644	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	98%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	45%	50%	40%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		72	86%	60%	67%	26% ▲
Stable Living Situation		80	95%	95%	83%	0%
Employed		14	17%	30%	21%	-13% ▼
Improved/Maintained Axis V GAF Score		50	68%	75%	43%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		73	100%	90%	78%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	100%	75%	67%	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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	115	-21% ▼
Admits	47	37	27% ▲
Discharges	42	63	-33% ▼
Service Hours	263	435	-40% ▼

### 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

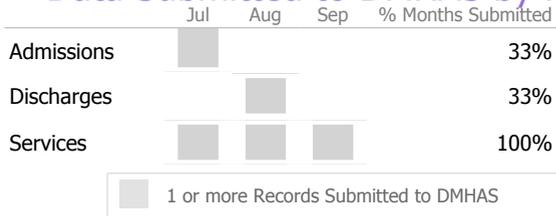
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	24	-50% ▼
Admits	1	6	-83% ▼
Discharges	1	8	-88% ▼
Service Hours	26	36	-27% ▼

### 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	420	459	-8%
Admits	6	24	-75% ▼
Discharges	24	27	-11% ▼
Service Hours	2,055	2,672	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	38%	84%
SA Screen Complete	33%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	99%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	75%	50%	40%	25% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		281	67%	60%	67%	7%
✓ Stable Living Situation		414	99%	95%	83%	4%
● Employed		89	21%	30%	21%	-9%
● Improved/Maintained Axis V GAF Score		224	56%	75%	43%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		394	99%	90%	78%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	83%	75%	67%	8%

### 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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	32	-22% ▼
Admits	5	11	-55% ▼
Discharges	5	9	-44% ▼
Transfers - In	1	2	-50% ▼
Transfers - Out	2	3	-33% ▼
Bed Days	1,839	1,828	1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	95%	51%	5%
● No Re-admit within 30 Days of Discharge		4	80%	85%	86%	-5%
✓ Follow-up within 30 Days of Discharge		5	100%	90%	78%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		10	71%	95%	13%	-24% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				20	217 days	0.8	100%	90%	91%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94% / 89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 15%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 90%
✓ SA Screen Complete		100% / 71%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 98%
✓ Valid Axis V GAF Score		88% / 22%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	73	-26% ▼
Admits	2	3	-33% ▼
Discharges	4	16	-75% ▼
Service Hours	701	927	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	83%
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	50%	65%	65%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		46	85%	60%	82%	25% ▲
Stable Living Situation		49	91%	80%	93%	11% ▲
Improved/Maintained Axis V GAF Score		35	67%	65%	58%	2%
Employed		1	2%	20%	12%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		50	100%	90%	98%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	153	-12% ▼
Admits	5	19	-74% ▼
Discharges	9	8	13% ▲
Service Hours	1,349	1,558	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	68%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	22%	65%	65%	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		127	94%	80%	93%	14% ▲
Social Support		90	67%	60%	82%	7%
Employed		4	3%	20%	12%	-17% ▼
Improved/Maintained Axis V GAF Score		58	46%	65%	58%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		126	100%	90%	98%	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 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	132	0%
Admits	6	9	-33% ▼
Discharges	8	5	60% ▲
Service Hours	995	1,307	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic 6 Month Updates	100%	70%
Cooccurring MH Screen Complete	100%	84%
SA Screen Complete	100%	81%
Diagnosis Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	89%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	50%	40%	38% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		38	29%	30%	21%	-1%
● Stable Living Situation		123	93%	95%	83%	-2%
● Social Support		76	58%	60%	67%	-2%
● Improved/Maintained Axis V GAF Score		82	68%	75%	43%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		124	100%	90%	78%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		6	100%	75%	67%	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 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	140	132	6%
Admits	5	24	-79% ▼
Discharges	13	8	63% ▲
Service Hours	1,202	1,113	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	96%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	77%	50%	40%	27% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		135	96%	95%	83%	1%
● Employed		38	27%	30%	21%	-3%
● Social Support		80	57%	60%	67%	-3%
✓ Improved/Maintained Axis V GAF Score		95	75%	75%	43%	0%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		127	100%	90%	78%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	100%	75%	67%	25% ▲

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

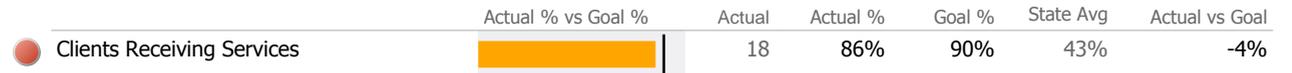
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	61	-33% ▼
Admits	21	27	-22% ▼
Discharges	20	29	-31% ▼
Service Hours	87	110	-21% ▼

### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	4	5	-20% ▼
Discharges	5	3	67% ▲
Service Hours	25	15	71% ▲

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	129	146	-12% ▼
Admits	133	162	-18% ▼
Discharges	133	162	-18% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		95	64%	75%	69%	-11% ▼
✓ Community Location Evaluation		142	96%	80%	77%	16% ▲
✓ Follow-up Service within 48 hours		9	100%	90%	58%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

# FSD Triage Program

Southwest Connecticut Mental Health System

Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	42	-69% ▼
Admits	13	37	-65% ▼
Discharges	11	39	-72% ▼
Service Hours	58	128	-55% ▼

## 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 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	26	50% ▲
Admits	5	8	-38% ▼
Discharges	5	4	25% ▲
Service Hours	639	450	42% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	81%
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		5	100%	50%	40%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		37	95%	60%	67%	35% ▲
● Employed		9	23%	30%	21%	-7%
● Stable Living Situation		33	85%	95%	83%	-10%
● Improved/Maintained Axis V GAF Score		21	72%	75%	43%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	78%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		5	100%	75%	67%	25% ▲

### Data Submitted to DMHAS by Month

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

## Program Activity

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

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	174	-26% ▼
Admits	1	1	0%
Discharges	5	27	-81% ▼
Service Hours	361	431	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic 6 Month Updates	100%	70%
Cooccurring MH Screen Complete	100%	84%
SA Screen Complete	100%	81%
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		2	40%	50%	40%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	67%	60%	67%	7%
Stable Living Situation		127	99%	95%	83%	4%
Employed		21	16%	30%	21%	-14% ▼
Improved/Maintained Axis V GAF Score		71	56%	75%	43%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		123	100%	90%	78%	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%	67%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	110	131	-16% ▼
Admits	-	1	-100% ▼
Discharges	4	3	33% ▲
Service Hours	430	485	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	81%
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		2	50%	50%	40%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		92	84%	60%	67%	24% ▲
✓ Improved/Maintained Axis V GAF Score		93	85%	75%	43%	10%
✓ Employed		40	36%	30%	21%	6%
✓ Stable Living Situation		110	100%	95%	83%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		105	99%	90%	78%	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%	67%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs