

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,776	3,041	-9%
	Admits	1,173	1,475	-20% ▼
	Discharges	1,321	1,490	-11% ▼
	Service Hours	38,536	37,223	4%
	Bed Days	11,872	9,913	20% ▲
	S.Rehab/PHP/IOP	4,679	1,411	232% ▲

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

### Consumer Satisfaction Survey

(Based on 487 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ Overall		91%	80%	91%
✓ Respect		90%	80%	91%
● Outcome		75%	80%	83%
● Recovery		75%	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	2,438	62.8%
	Community Support	431	11.1%
	Social Rehabilitation	231	6.0%
	Employment Services	198	5.1%
	Case Management	170	4.4%
	Residential Services	51	1.3%
<b>Forensic MH</b>			
	Forensics Community-based	242	6.2%
<b>Addiction</b>			
	Outpatient	118	3.0%
<b>Other</b>			
	Other	1	0.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	294	11%	13%	Female	1,427	51%	40% ▲
26-34	449	16%	24%	Male	1,348	49%	60% ▼
35-44	439	16%	20%	Transgender			0%
45-54	633	23%	21%	<b>Race</b>			
55-64	683	25%	17%	White/Caucasian	2,110	76%	64% ▲
65+	276	10%	5%	Unknown	387	14%	4%
<b>Ethnicity</b>				Black/African American	173	6%	16%
Non-Hispanic	2,514	91%	73% ▲	Other	85	3%	13%
Hispanic-Other	118	4%	7%	Asian	13	0%	1%
Unknown	89	3%	7%	Multiple Races	5	0%	1%
Hisp-Puerto Rican	52	2%	12%	Am. Indian/Native Alaskan	2	0%	1%
Hispanic-Mexican	2	0%	1%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban	1	0%	0%				

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	92	83	11% ▲
Admits	40	26	54% ▲
Discharges	31	29	7%
Service Hours	922	813	13% ▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		33	35%	35%	43%	0%

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		61	95%	90%	96%	5%

### Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
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 41 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	264	327	-19% ▼
Admits	41	123	-67% ▼
Discharges	40	81	-51% ▼
Service Hours	310	107	190% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	51%	87%
SA Screen Complete	51%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	96%
Valid Axis V GAF Score	95%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	12%	50%	44%	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		208	78%	60%	69%	18% ▲
Stable Living Situation		229	86%	95%	85%	-9%
Employed		42	16%	30%	23%	-14% ▼
Improved/Maintained Axis V GAF Score		124	49%	75%	51%	-26% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		205	91%	90%	88%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	17%	75%	68%	-58% ▼

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

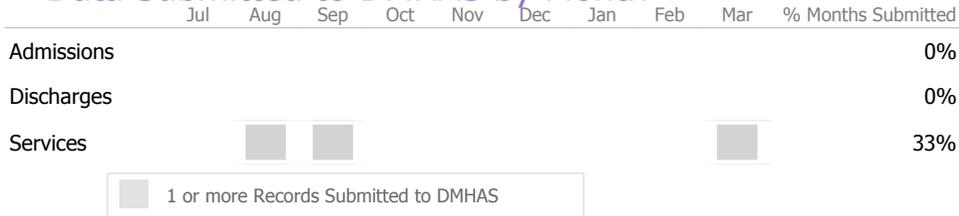
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	-	-
Admits	-	-	-
Discharges	-	-	-
Service Hours	1	-	-

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	94%	-50% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	1	20	-95% ▼
Discharges	-	-	
Service Hours	483	364	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		17	81%	85%	86%	-4%

### Service Utilization

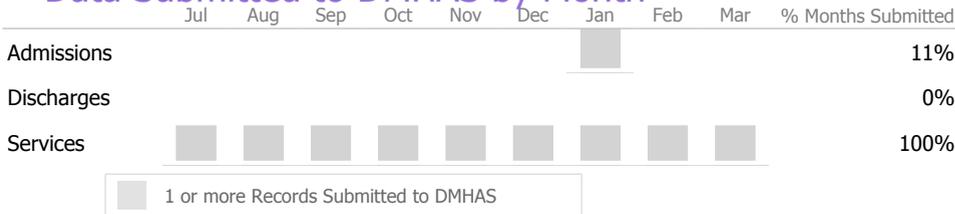
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	90%	90%	96%	0%

### 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	20	20	0%
Admits	-	-	
Discharges	1	1	0%
Service Hours	472	430	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	86%	10%

### Service Utilization

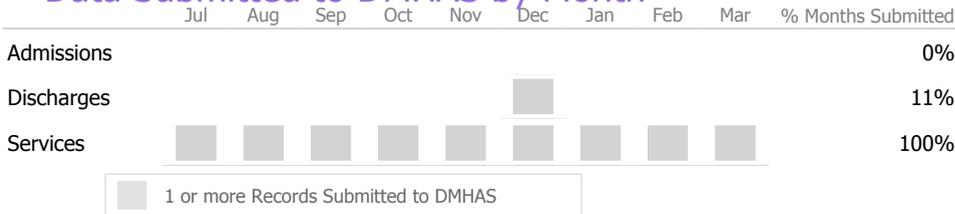
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	89%	90%	96%	-1%

### 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	8	10	-20% ▼
Admits	1	2	-50% ▼
Discharges	-	3	-100% ▼
Bed Days	2,089	2,173	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	82%
Cooccurring		
MH Screen Complete	0%	94%
SA Screen Complete	0%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	83%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	84%	40% ▲
Stable Living Situation		8	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		6	86%	95%	67%	-9%

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	8	2,363 days	0.3	95%	90%	95%	5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				1						11%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 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	26	28	-7%
Admits	4	8	-50% ▼
Discharges	-	11	-100% ▼
Service Hours	687	1,029	-33% ▼
Bed Days	6,705	5,366	25% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	86%
SA Screen Complete	0%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

### Recovery

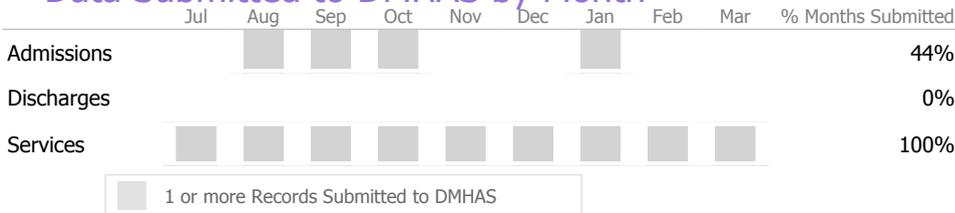
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	92%	60%	85%	32% ▲
✓ Stable Living Situation		26	100%	95%	96%	5%
● Employed		4	15%	25%	9%	-10% ▼
● Improved/Maintained Axis V GAF Score		21	88%	95%	65%	-7%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,440 days	0.3	117%	90%	93%	27% ▲

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	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours		-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services									■	11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 0 Active Integrated Primary Care Programs

### Program Activity

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

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	N/A
SA Screen Complete	N/A	N/A

### Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 0 Active Integrated Primary Care Programs

**Options SR**

BH Care

Mental Health - Social Rehabilitation - Social Rehabilitation

**Program Activity**

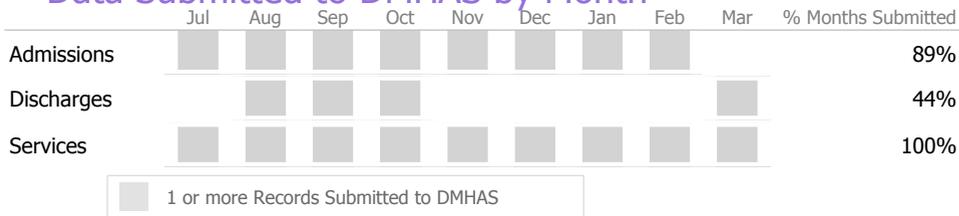
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	108	-8%
Admits	28	25	12% ▲
Discharges	7	41	-83% ▼
Service Hours	3,872	2,820	37% ▲
Social Rehab/PHP/IOP Days	2,139	1,120	91% ▲

**Service Utilization**

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 86	86	93%	90%	75%	3%

✓ Clients Receiving Services

**Data Submitted to DMHAS by Month**



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active Social Rehabilitation Programs

# Options Vocational Program

BH Care

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	122	-12% ▼
Admits	47	32	47% ▲
Discharges	43	60	-28% ▼
Service Hours	656	794	-17% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		48	44%	35%	43%	9%

## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	92%	90%	96%	2%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	78%	91%

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 41 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	126	-10% ▼
Admits	-	11	-100% ▼
Discharges	9	10	-10%
Service Hours	961	1,481	-35% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	0%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		90	80%	60%	69%	20% ▲
Stable Living Situation		104	92%	95%	85%	-3%
Employed		15	13%	30%	23%	-17% ▼
Improved/Maintained Axis V GAF Score		65	58%	75%	51%	-17% ▼

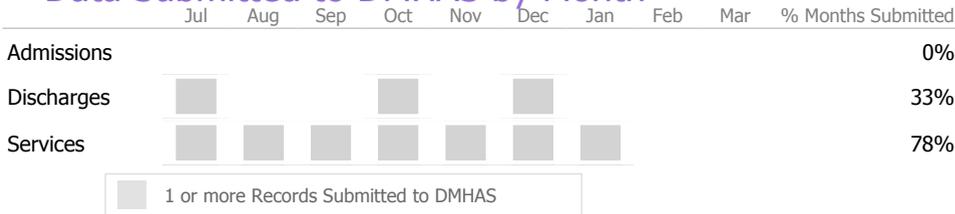
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		100	96%	90%	88%	6%

### 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

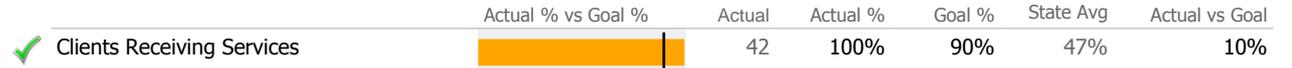
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	153	164	-7%
Admits	120	133	-10%
Discharges	128	137	-7%
Service Hours	488	491	-1%

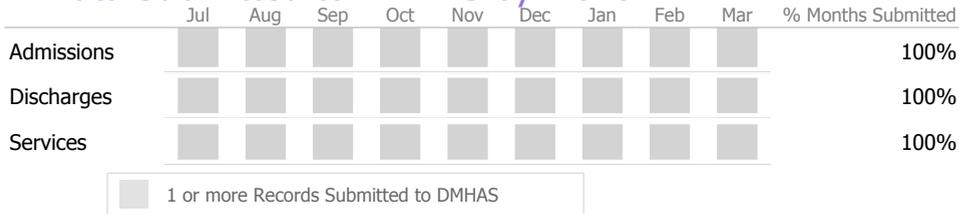
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	124	-8%
Admits	14	29	-52% ▼
Discharges	21	21	0%
Service Hours	1,034	1,028	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	87%	87%
SA Screen Complete	80%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	43%	50%	44%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	75%	60%	69%	15% ▲
Stable Living Situation		113	98%	95%	85%	3%
Improved/Maintained Axis V GAF Score		85	78%	75%	51%	3%
Employed		14	12%	30%	23%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		94	100%	90%	88%	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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█		█	█		█	78%
Discharges	█		█	█	█		█	█	█	78%
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	178	149	19% ▲
Admits	68	37	84% ▲
Discharges	65	28	132% ▲
Service Hours	2,795	1,943	44% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	37%	89%
SA Screen Complete	35%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	98%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	55%	65%	68%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		130	70%	60%	82%	10%
Stable Living Situation		153	82%	80%	92%	2%
Improved/Maintained Axis V GAF Score		118	73%	65%	64%	8%
Employed		18	10%	20%	13%	-10% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		121	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	99	1%
Admits	19	19	0%
Discharges	18	19	-5%
Service Hours	1,332	1,015	31% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	87%
SA Screen Complete	95%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	87%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	33%	50%	44%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		92	92%	60%	69%	32% ▲
Employed		31	31%	30%	23%	1%
Stable Living Situation		95	95%	95%	85%	0%
Improved/Maintained Axis V GAF Score		13	14%	75%	51%	-61% ▼

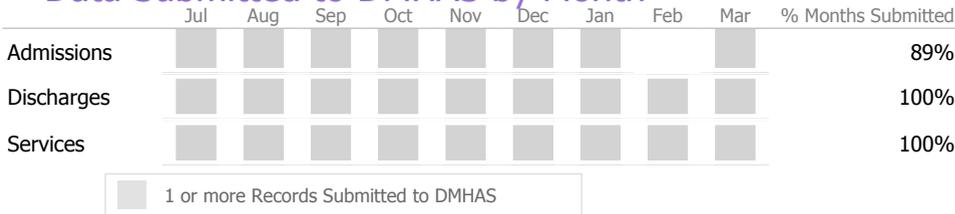
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	100%	90%	88%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	84%	75%	68%	9%

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% ▼
Admits	-	1	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	349	372	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	86%	15% ▲

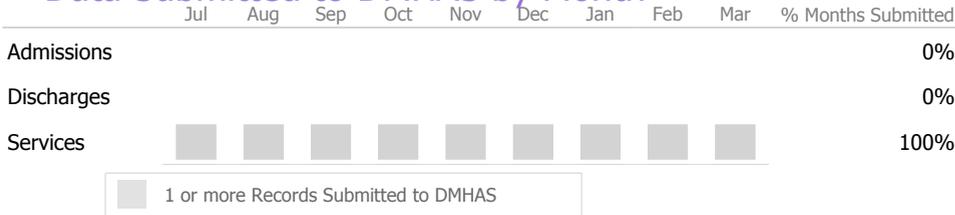
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	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	118	122	-3%
Admits	64	75	-15% ▼
Discharges	99	77	29% ▲
Service Hours	468	427	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
Valid TEDS Data	38%	93%
<b>On-Time Periodic</b>		
6 Month Updates	89%	23%
<b>Cooccurring</b>		
MH Screen Complete	77%	99%
SA Screen Complete	77%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		44	44%	50%	52%	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		98	80%	75%	85%	5%
Employed		64	52%	50%	42%	2%
Stable Living Situation		106	86%	95%	84%	-9%
Self Help		44	36%	60%	33%	-24% ▼
Improved/Maintained Axis V GAF Score		57	53%	75%	54%	-22% ▼
Abstinence/Reduced Drug Use		15	12%	55%	55%	-43% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	100%	90%	72%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		52	85%	75%	69%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,013	1,118	-9%
Admits	271	307	-12% ▼
Discharges	364	378	-4%
Service Hours	6,774	6,722	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	87%
SA Screen Complete	81%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		134	37%	50%	44%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		749	72%	60%	69%	12% ▲
Employed		233	22%	30%	23%	-8%
Improved/Maintained Axis V GAF Score		683	74%	75%	51%	-1%
Stable Living Situation		884	85%	95%	85%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		671	98%	90%	88%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		208	79%	75%	68%	4%

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	3	33% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	801	822	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	82%
Cooccurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	83%	-80% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	75%	60%	84%	15% ▲
Stable Living Situation		4	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		2	67%	95%	67%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	3,090 days	0.3	97%	90%	95%	7%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%

1 or more Records Submitted to DMHAS



\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	253	238	6%
Admits	80	81	-1%
Discharges	67	65	3%
Service Hours	5,117	2,709	89% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	71%	89%
SA Screen Complete	66%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		37	55%	65%	68%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		235	92%	60%	82%	32% ▲
Stable Living Situation		234	91%	80%	92%	11% ▲
Improved/Maintained Axis V GAF Score		176	78%	65%	64%	13% ▲
Employed		37	14%	20%	13%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		189	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	2	-50% ▼
Discharges	1	-	
Bed Days	1,344	1,245	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	86%
SA Screen Complete	0%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	69%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	81%	-90% ▼

### Recovery

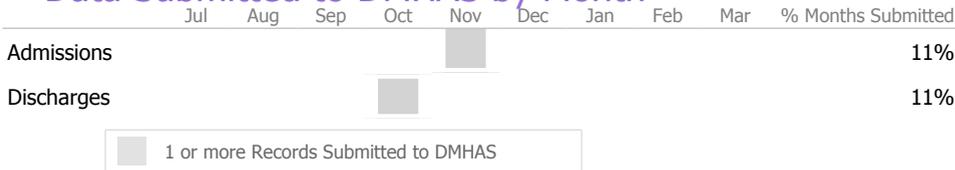
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	85%	23% ▲
Stable Living Situation		6	100%	95%	96%	5%
Employed		1	17%	25%	9%	-8%
Improved/Maintained Axis V GAF Score		4	80%	95%	65%	-15% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,683 days	0.3	98%	90%	93%	8%

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 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	95	-5%
Admits	44	51	-14% ▼
Discharges	37	38	-3%
Service Hours	153	107	43% ▲

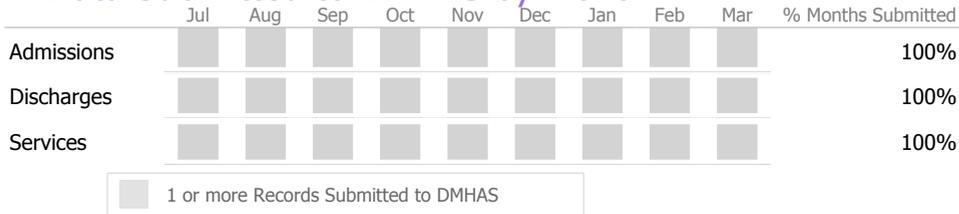
### Service Utilization



### 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	26	28	-7%
Admits	1	2	-50% ▼
Discharges	-	3	-100% ▼
Service Hours	582	404	44% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	96%	85%	91%	11% ▲

### Service Utilization

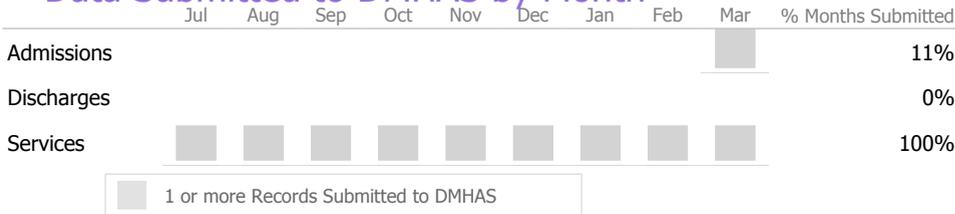
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	93%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		78%

### 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	1,079	1,204	-10% ▼
Admits	258	351	-26% ▼
Discharges	339	394	-14% ▼
Service Hours	7,358	8,324	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	92%	87%
SA Screen Complete	88%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	96%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		195	58%	50%	44%	8%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,017	92%	60%	69%	32% ▲
Stable Living Situation		1,029	93%	95%	85%	-2%
Improved/Maintained Axis V GAF Score		791	81%	75%	51%	6%
Employed		291	26%	30%	23%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		752	98%	90%	88%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		182	72%	75%	68%	-3%

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	1	4	-75% ▼
Discharges	1	1	0%
Service Hours	386	300	28% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	86%	15% ▲

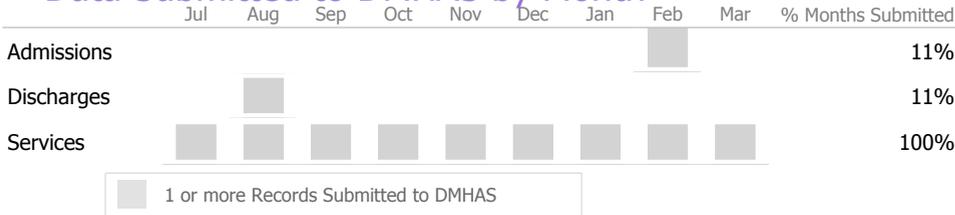
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	96%	4%

### 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

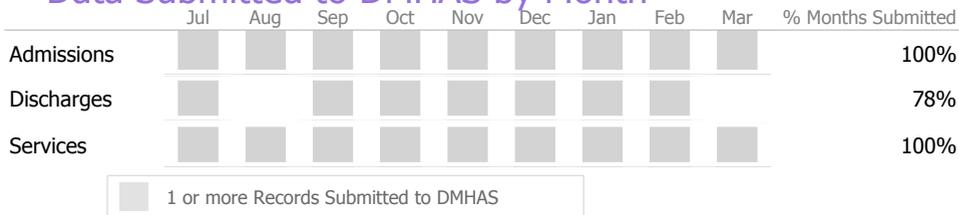
### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	133	110	21%	▲
Admits	39	93	-58%	▼
Discharges	19	20	-5%	
Service Hours	1,161	563	106%	▲
Social Rehab/PHP/IOP Days	2,540	291	773%	▲

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    
 ▼ < 10% Under

Actual    
 | Goal    
 ✔ Goal Met    
  Below Goal

\* State Avg based on 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	39	5%
Admits	15	5	200% ▲
Discharges	10	15	-33% ▼
Service Hours	1,313	2,397	-45% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	62%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	50%	50%	61%	0%

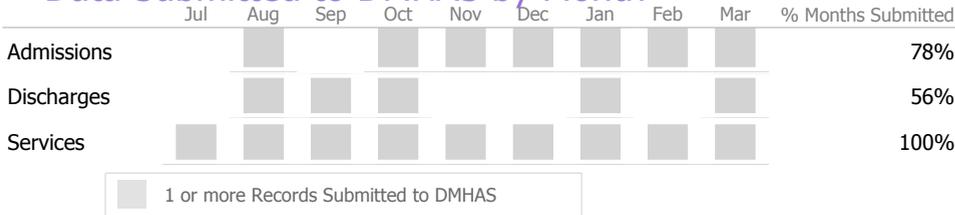
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		40	98%	60%	70%	38% ▲
✓ Stable Living Situation		40	98%	80%	83%	18% ▲
✓ Employed		11	27%	20%	11%	7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	94%	90%	66%	4%

### 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	7	4	75% ▲
Admits	3	4	-25% ▼
Discharges	3	-	
Bed Days	933	307	204% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	86%
SA Screen Complete	0%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	60%	69%	-27% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

### Recovery

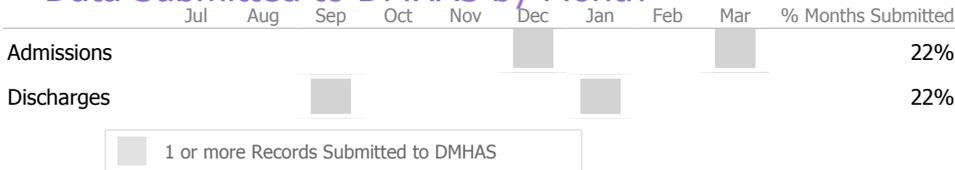
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	85%	26% ▲
✓ Stable Living Situation		7	100%	95%	96%	5%
● Employed		1	14%	25%	9%	-11% ▼
✓ Improved/Maintained Axis V GAF Score		4	100%	95%	65%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	296 days	0.4	68%	90%	93%	-22% ▼

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 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	32	-9%
Admits	12	6	100% ▲
Discharges	10	15	-33% ▼
Service Hours	863	1,050	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	62%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	70%	50%	61%	20% ▲

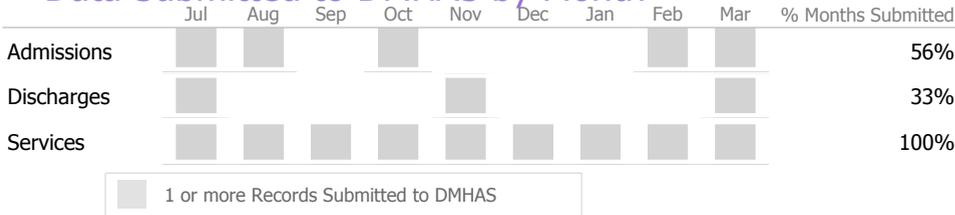
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	83%	60%	70%	23% ▲
✓ Stable Living Situation		26	90%	80%	83%	10%
✓ Employed		6	21%	20%	11%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	89%	90%	66%	-1%

### 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