

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	9,872	9,874	0%
	Admits	5,714	5,335	7%
	Discharges	5,796	5,497	5%
	Service Hours	57,043	66,674	-14% ▼
	Bed Days	19,628	20,457	-4%
	S.Rehab/PHP/IOP	9,526	8,843	8%

Consumer Satisfaction Survey

(Based on 935 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		92%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		89%	80%	88%
● Outcome		75%	80%	83%
● Recovery		71%	80%	79%

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

■ Satisfied % | ■ Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	6,761	55.8%
	Community Support	523	4.3%
	Crisis Services	314	2.6%
	IOP	243	2.0%
	Employment Services	235	1.9%
	ACT	222	1.8%
	Social Rehabilitation	203	1.7%
	Case Management	102	0.8%
	Residential Services	44	0.4%
Addiction			
	Outpatient	1,228	10.1%
	Residential Services	223	1.8%
	IOP	175	1.4%
	Medication Assisted Treatment	51	0.4%
Forensic SA			
	Forensics Community-based	1,301	10.7%
Forensic MH			
	Forensics Community-based	492	4.1%

Client Demographics

Age	#	%	State Avg
18-25	1,826	19%	13%
26-34	2,223	23%	24%
35-44	1,790	18%	20%
45-54	1,881	19%	21%
55-64	1,562	16%	17%
65+	570	6%	5%

Gender	#	%	State Avg
Male	5,060	51%	60%
Female	4,802	49%	40%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	7,488	76%	▲ 64%
Black/African American	1,097	11%	16%
Other	772	8%	13%
Unknown	257	3%	4%
Asian	140	1%	1%
Am. Indian/Native Alaskan	80	1%	1%
Hawaiian/Other Pacific Islander	27	0%	0%
Multiple Races	11	0%	1%

Ethnicity	#	%	State Avg
Non-Hispanic	8,554	87%	▲ 73%
Hisp-Puerto Rican	670	7%	12%
Hispanic-Other	410	4%	7%
Unknown	189	2%	7%
Hispanic-Mexican	37	0%	1%
Hispanic-Cuban	12	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	69	23%	▲
Admits	32	22	45%	▲
Discharges	32	23	39%	▲
Service Hours	3,407	10,793	-68%	▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	62%	65%	49%	-3%
No Re-admit within 30 Days of Discharge		29	94%	85%	93%	9%
Follow-up within 30 Days of Discharge		18	90%	90%	57%	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		75	87%	60%	89%	27%	▲
Social Support		61	71%	60%	80%	11%	▲
Employed		3	3%	15%	13%	-12%	▼
Improved/Maintained Axis V GAF Score		31	45%	85%	50%	-40%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	98%	90%	99%	8%

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 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	243	249	-2%
Admits	236	248	-5%
Discharges	249	261	-5%
Service Hours	14	17	-18% ▼
Social Rehab/PHP/IOP Days	2,236	2,349	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	97%	78%
SA Screen Complete	97%	80%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		218	88%	50%	71%	38% ▲
● Follow-up within 30 Days of Discharge		176	81%	90%	77%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		245	98%	75%	83%	23% ▲
✓ Social Support		191	71%	60%	66%	11% ▲
● Employed		74	28%	30%	28%	-2%
● Stable Living Situation		245	91%	95%	85%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	78%	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 5 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	863	838	3%
Admits	260	246	6%
Discharges	281	228	23% ▲
Service Hours	3,379	3,065	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic 6 Month Updates	66%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	87%
SA Screen Complete	97%	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		179	64%	50%	44%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		294	33%	30%	23%	3%
Stable Living Situation		776	88%	95%	85%	-7%
Social Support		290	33%	60%	69%	-27% ▼
Improved/Maintained Axis V GAF Score		361	48%	75%	51%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		588	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		231	90%	75%	68%	15% ▲

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	2,624	2,738	-4%
Admits	974	770	26% ▲
Discharges	995	950	5%
Service Hours	11,216	11,461	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	71%	69%
Cooccurring MH Screen Complete	97%	87%
SA Screen Complete	97%	87%
Diagnosis 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		417	42%	50%	44%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		986	36%	30%	23%	6%
Stable Living Situation		2,469	91%	95%	85%	-4%
Social Support		1,091	40%	60%	69%	-20%
Improved/Maintained Axis V GAF Score		1,203	53%	75%	51%	-22%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,713	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		869	92%	75%	68%	17% ▲

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	3,345	3,356	0%
Admits	1,070	1,008	6%
Discharges	1,036	1,081	-4%
Service Hours	14,315	13,713	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic 6 Month Updates	45%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	87%
SA Screen Complete	96%	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		286	28%	50%	44%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		883	26%	30%	23%	-4%
Stable Living Situation		2,694	79%	95%	85%	-16% ▼
Social Support		1,469	43%	60%	69%	-17% ▼
Improved/Maintained Axis V GAF Score		1,481	51%	75%	51%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2,297	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		921	88%	75%	68%	13% ▲

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Social Support		N/A	N/A	60%	69%	-60% ▼
Stable Living Situation		N/A	N/A	95%	85%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	88%	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 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	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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	3	-67% ▼
Discharges	1	-	
Service Hours	177	181	-2%

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

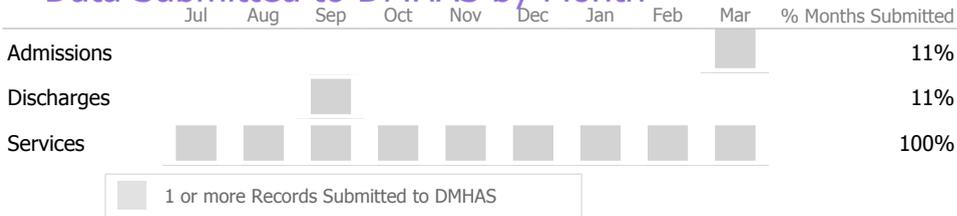
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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

Center Street Apartments

Community Health Resources Inc.

Mental Health - Case Management - Supportive Housing – Development

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	10	10	0%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	141	98	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	91%	15% ▲

Service Utilization

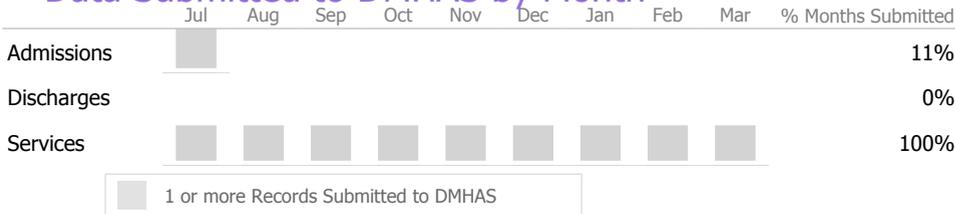
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		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	61	64	-5%
Admits	14	12	17% ▲
Discharges	20	14	43% ▲
Service Hours	3,340	3,153	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	75%	65%	49%	10% ▲
✓ No Re-admit within 30 Days of Discharge		19	95%	85%	93%	10%
● Follow-up within 30 Days of Discharge		9	60%	90%	57%	-30% ▼

Data Submission Quality

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

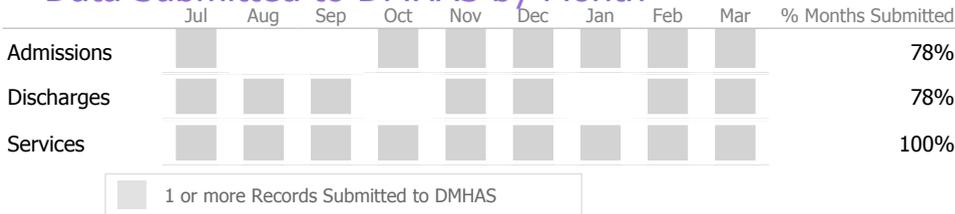
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		57	92%	60%	89%	32% ▲
✓ Social Support		45	73%	60%	80%	13% ▲
● Employed		1	2%	15%	13%	-13% ▼
● Improved/Maintained Axis V GAF Score		24	45%	85%	50%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

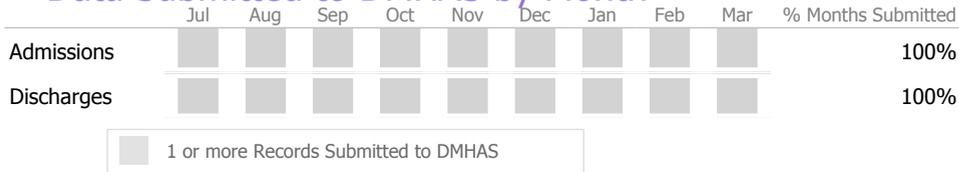
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	279	314	-11% ▼
Admits	135	172	-22% ▼
Discharges	194	180	8%

Data Submitted to DMHAS by Month

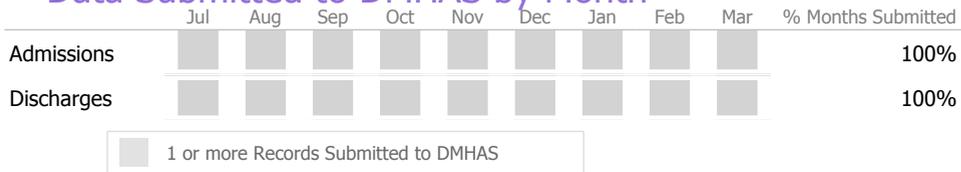


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,022	1,014	1%
Admits	603	616	-2%
Discharges	702	613	15% ▲

Data Submitted to DMHAS by Month



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

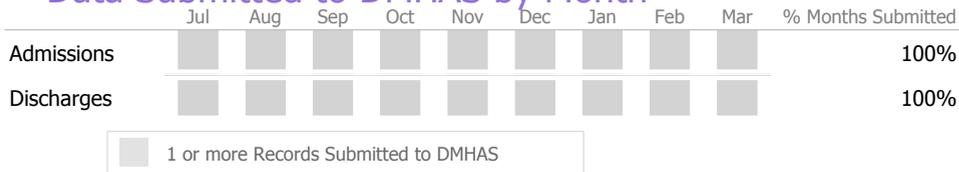
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	276	238	16% ▲
Admits	317	286	11% ▲
Discharges	319	288	11% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		210	69%	75%	68%	-6%
✓ Community Location Evaluation		305	100%	80%	78%	20% ▲
● Follow-up Service within 48 hours		74	55%	90%	61%	-35% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67		
Admits	69	5	1280% ▲
Discharges	19	6	217% ▲
Service Hours	1,559	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	70%	89%
SA Screen Complete	70%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	96%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	53%	65%	68%	-12% ▼

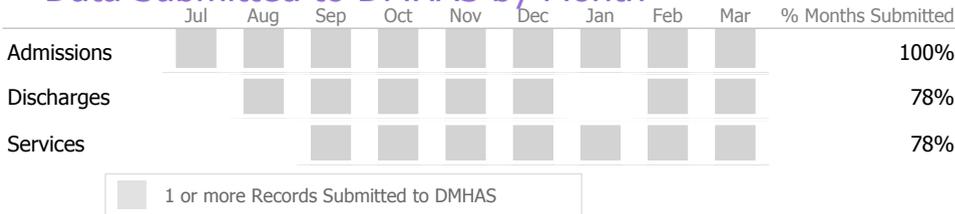
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		65	94%	80%	92%	14% ▲
Employed		9	13%	20%	13%	-7%
Social Support		32	46%	60%	82%	-14% ▼
Improved/Maintained Axis V GAF Score		28	46%	65%	64%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		50	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	299	312	-4%
Admits	109	89	22% ▲
Discharges	104	128	-19% ▼
Service Hours	4,688	6,469	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	89%
SA Screen Complete	94%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		72	69%	65%	68%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		280	93%	80%	92%	13% ▲
Social Support		203	67%	60%	82%	7%
Employed		35	12%	20%	13%	-8%
Improved/Maintained Axis V GAF Score		113	47%	65%	64%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		194	98%	90%	99%	8%

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	205	238	-14% ▼
Admits	59	98	-40% ▼
Discharges	108	95	14% ▲
Service Hours	4,170	4,413	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	89%
SA Screen Complete	90%	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		85	79%	65%	68%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		194	92%	80%	92%	12% ▲
Social Support		121	58%	60%	82%	-2%
Employed		17	8%	20%	13%	-12% ▼
Improved/Maintained Axis V GAF Score		106	55%	65%	64%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		102	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	243	221	10%
Admits	165	125	32% ▲
Discharges	120	131	-8%
Service Hours	1,546	1,656	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
Valid TEDS Data	77%	93%
On-Time Periodic		
6 Month Updates	56%	23%
Cooccurring		
MH Screen Complete	100%	99%
SA Screen Complete	99%	99%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	99%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		49	41%	50%	52%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		232	91%	75%	85%	16% ▲
Abstinence/Reduced Drug Use		114	45%	55%	55%	-10% ▼
Employed		96	38%	50%	42%	-12% ▼
Stable Living Situation		210	82%	95%	84%	-13% ▼
Improved/Maintained Axis V GAF Score		126	73%	75%	54%	-2%
Self Help		47	18%	60%	33%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		130	96%	90%	72%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		147	91%	75%	69%	16% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	13	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	74%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	92%	100%
Valid Axis V GAF Score	92%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	38%	40%	44%	-2%
Not Arrested		9	69%	75%	94%	-6%
Abstinence/Reduced Drug Use		5	38%	50%	73%	-12%
Stable Living Situation		9	69%	90%	94%	-21%
Self Help		4	31%	60%	52%	-29%
Improved/Maintained Axis V GAF Score		0	0%	75%	85%	-75%

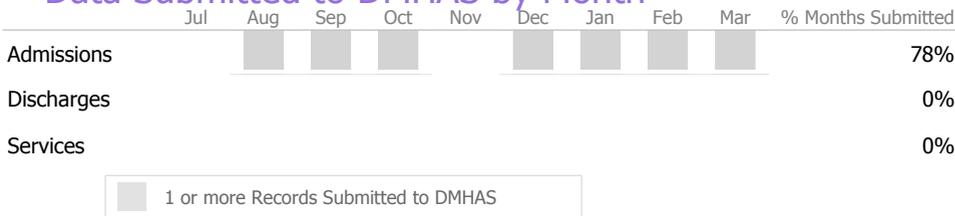
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	75%	N/A

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		0	0%	50%	0%	-50%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 27 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	175	55	218%	▲
Admits	166	55	202%	▲
Discharges	168	28	500%	▲
Service Hours	3	31	-89%	▼
Social Rehab/PHP/IOP Days	1,678	407	312%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	95%
Valid TEDS Data	99%	99%
On-Time Periodic 6 Month Updates	N/A	2%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	98%
SA Screen Complete	99%	98%
Diagnosis	Actual	State Avg
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		100	60%	50%	63%	10% ▲
Follow-up within 30 Days of Discharge		71	71%	90%	61%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		166	99%	75%	85%	24% ▲
Abstinence/Reduced Drug Use		123	63%	55%	60%	8%
Not Arrested		151	78%	75%	88%	3%
Employed		74	38%	50%	34%	-12% ▼
Stable Living Situation		143	74%	95%	88%	-21% ▼
Self Help		55	28%	60%	37%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	85%	90%	81%	-5%

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

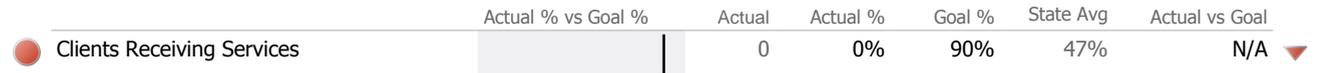
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	290	264	10%
Admits	203	185	10%
Discharges	211	188	12% ▲
Service Hours	-	-	

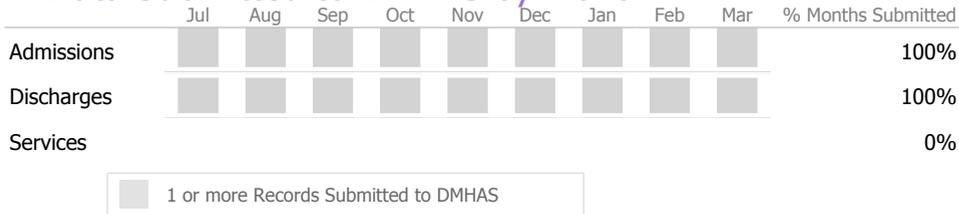
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

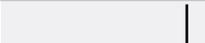
■ Actual | Goal ✓ Goal Met ● Below Goal

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

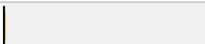
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	237	-13% ▼
Admits	140	171	-18% ▼
Discharges	138	156	-12% ▼
Service Hours	-	-	

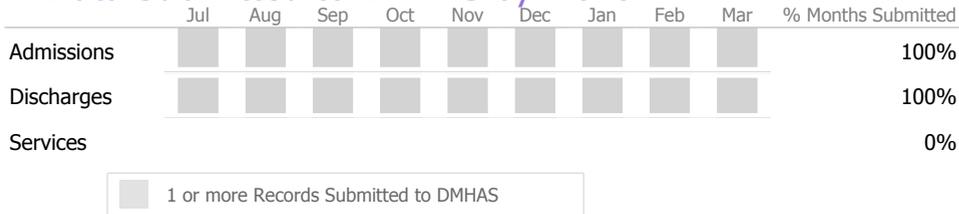
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		0	0%	90%	47%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Follow-up Service within 48 hours		32	1%	0%	3%	1%

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	13		
Admits	13	-	
Discharges	-	-	
Service Hours	110	-	

Data Submission Quality

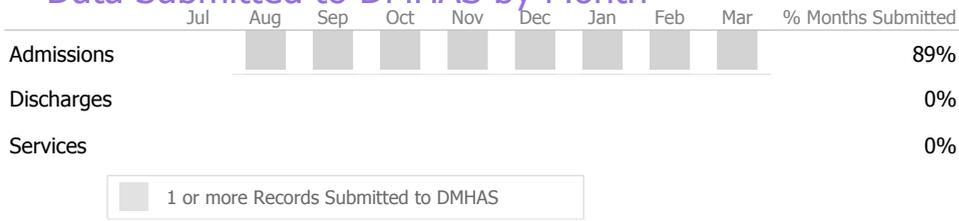
Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	93%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Buprenorphine Maintenance Programs

Milestone - CSSD

Community Health Resources Inc.

Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

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	19	19	0%
Admits	17	18	-6%
Discharges	19	19	0%
Bed Days	489	484	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	89%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%

Diagnosis	Actual	State Avg
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		16	84%	80%	77%	4%
✓ No Re-admit within 30 Days of Discharge		18	95%	85%	92%	10%
● Follow-up within 30 Days of Discharge		7	44%	90%	60%	-46%

Recovery

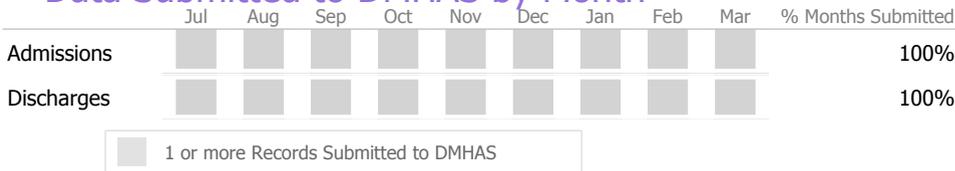
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		19	100%	75%	85%	25%
✓ Self Help		15	79%	60%	79%	19%
✓ Abstinence/Reduced Drug Use		16	84%	70%	64%	14%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	27 days	0.1	89%	90%	100%	-1%

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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	120	0%
Admits	113	111	2%
Discharges	113	110	3%
Bed Days	2,724	2,878	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	98%	100%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	98%

Diagnosis	Actual	State Avg
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		84	74%	80%	77%	-6%
No Re-admit within 30 Days of Discharge		105	93%	85%	92%	8%
Follow-up within 30 Days of Discharge		54	64%	90%	60%	-26%

Recovery

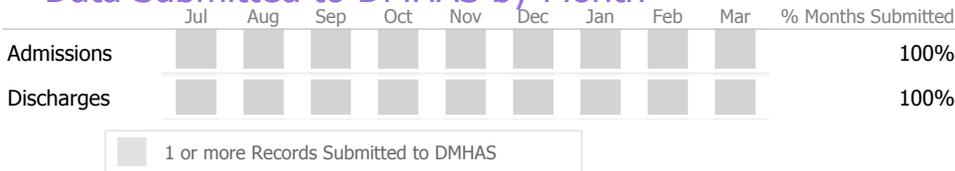
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		112	91%	60%	79%	31%
Improved/Maintained Axis V GAF Score		111	98%	75%	85%	23%
Abstinence/Reduced Drug Use		97	79%	70%	64%	9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	25 days	0.1	71%	90%	100%	-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 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	15	15	0%
Discharges	15	13	15% ▲
Bed Days	1,549	1,717	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	15%

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%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	67%	70%	76%	-3%
No Re-admit within 30 Days of Discharge		14	93%	85%	91%	8%
Follow-up within 30 Days of Discharge		7	70%	90%	65%	-20%

Recovery

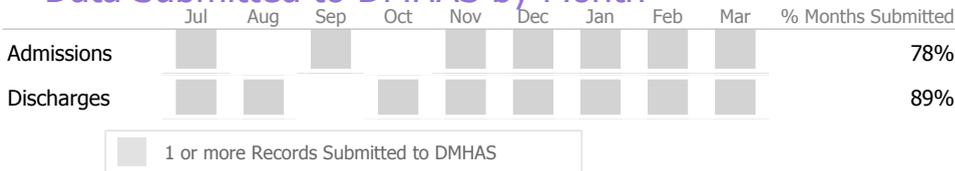
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		14	67%	70%	81%	-3%
Improved/Maintained Axis V GAF Score		15	100%	95%	86%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	138 days	0.2	71%	90%	88%	-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	33	34	-3%
Admits	3	2	50% ▲
Discharges	2	4	-50% ▼
Service Hours	395	709	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	91%	85%	86%	6%

Service Utilization

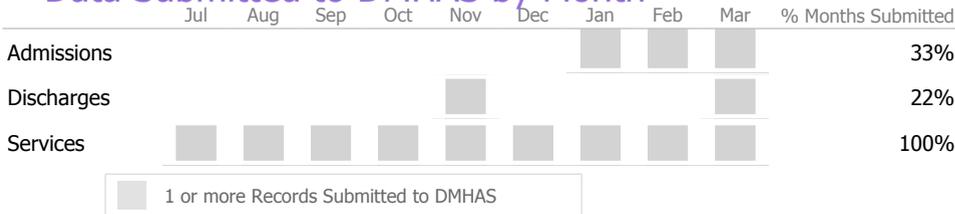
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	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	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	11%	-20% ▼
Social Support		N/A	N/A	60%	70%	-60% ▼
Stable Living Situation		N/A	N/A	80%	83%	-80% ▼

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 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	11	36% ▲
Admits	7	2	250% ▲
Discharges	7	4	75% ▲
Bed Days	2,057	2,423	-15% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	80%	83%	20% ▲
● No Re-admit within 30 Days of Discharge		5	71%	85%	90%	-14% ▼
✓ Follow-up within 30 Days of Discharge		7	100%	90%	85%	10%

Data Submission Quality

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	87%	60%	84%	27% ▲
● Stable Living Situation		13	87%	90%	99%	-3%
● Improved/Maintained Axis V GAF Score		6	50%	95%	67%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	392 days	0.3	94%	90%	95%	4%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■		■	■		■		56%
Discharges	■	■		■	■			■		56%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

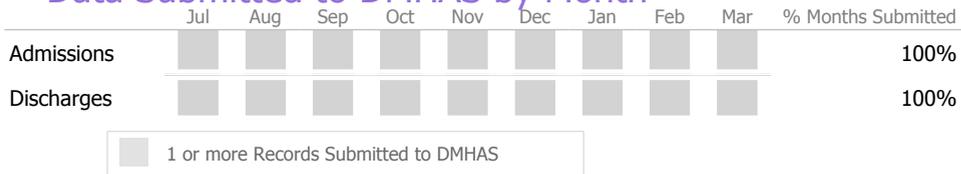
Legend: ■ Actual | ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	76	-51% ▼
Admits	28	75	-63% ▼
Discharges	33	71	-54% ▼
Bed Days	1,837	2,313	-21% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	575	325	77% ▲
Admits	378	286	32% ▲
Discharges	274	144	90% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
Valid TEDS Data	89%	93%
On-Time Periodic		
6 Month Updates	22%	23%
Cooccurring		
MH Screen Complete	99%	99%
SA Screen Complete	99%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		149	54%	50%	52%	4%

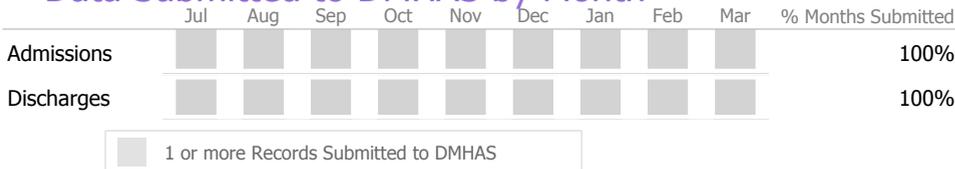
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		506	86%	75%	85%	11% ▲
✓ Employed		304	52%	50%	42%	2%
● Abstinence/Reduced Drug Use		308	52%	55%	55%	-3%
● Stable Living Situation		494	84%	95%	84%	-11% ▼
● Improved/Maintained Axis V GAF Score		285	68%	75%	54%	-7%
● Self Help		104	18%	60%	33%	-42% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		323	87%	75%	69%	12% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

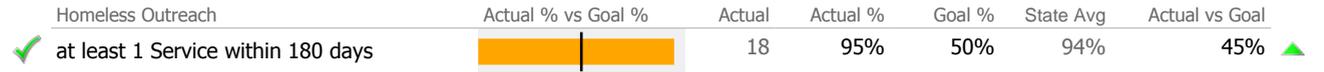
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

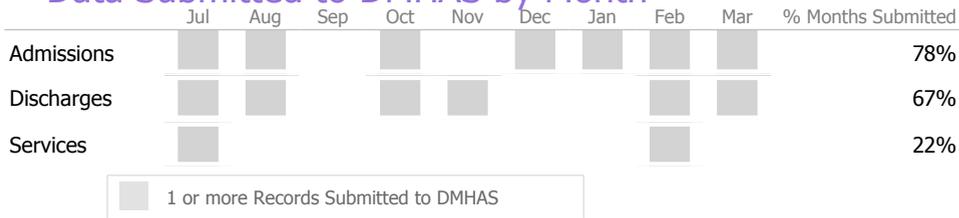
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	32	-6%
Admits	19	16	19% ▲
Discharges	8	14	-43% ▼
Service Hours	157	136	16% ▲

Service Engagement



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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div style="width: 0%;"></div>	N/A	N/A	85%	86%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	96%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div> N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div> N/A	85%

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 74 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	21	-14% ▼
Admits	-	7	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	335	380	-12% ▼

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

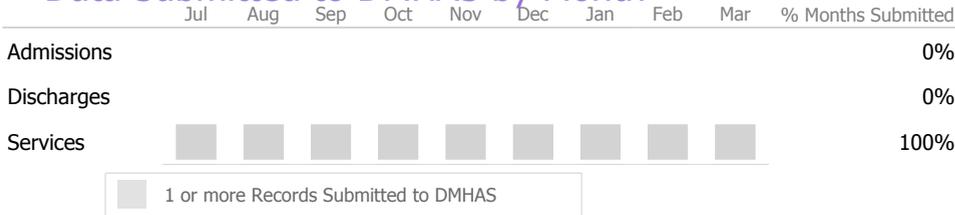
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	96%	10%

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	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%

1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

* State Avg based on 0 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	59	-17% ▼
Admits	57	70	-19% ▼
Discharges	54	70	-23% ▼
Bed Days	1,426	1,282	11% ▲

Discharge Outcomes

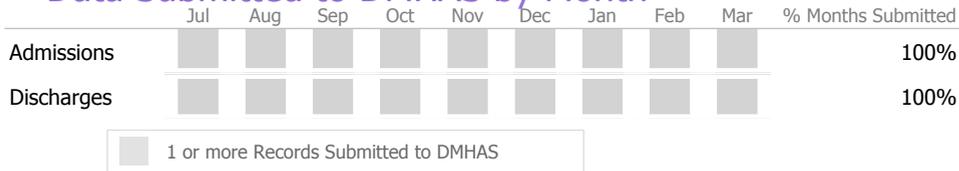
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		50	93%	85%	87%	8%
✓ Follow-up within 30 Days of Discharge		38	95%	90%	78%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	64 days	0.1	87%	90%	69%	-3%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

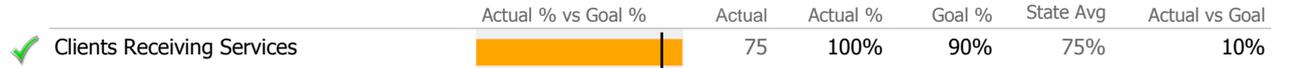
■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

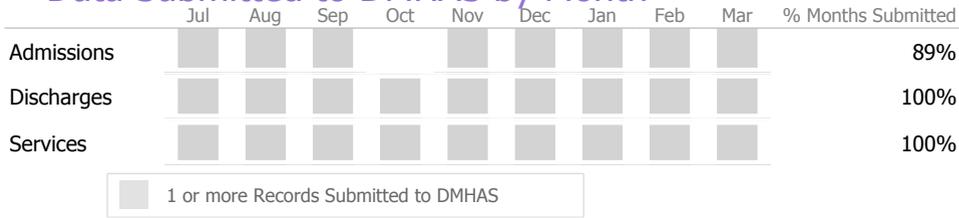
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	103	2%
Admits	19	18	6%
Discharges	31	16	94% ▲
Service Hours	29	15	95% ▲
Social Rehab/PHP/IOP Days	3,188	3,632	-12% ▼

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

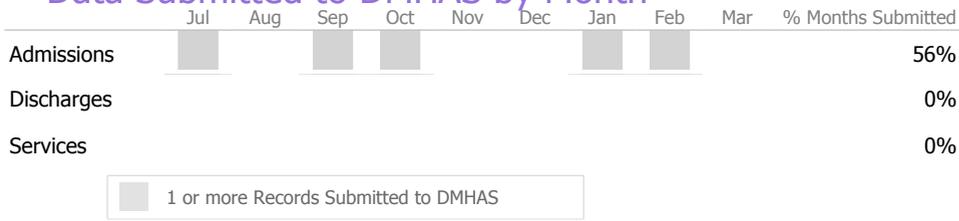
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	13	92% ▲
Admits	8	3	167% ▲
Discharges	-	-	
Service Hours	493	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	76%	93%
Cooccurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	96%	81%

Data Submitted to DMHAS by Month



▲ > 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	6	6	0%
Admits	-	-	
Discharges	1	-	
Bed Days	1,614	1,644	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	75%	63%	25% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	66%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	72%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	2,028 days	0.3	98%	90%	94%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 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	139	176	-21% ▼
Admits	111	120	-8%
Discharges	109	116	-6%
Service Hours	643	850	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		50	32%	35%	43%	-3%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	100%	90%	96%	10%

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										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	96	170	-44% ▼
Admits	41	95	-57% ▼
Discharges	91	97	-6%
Service Hours	479	1,342	-64% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		50	45%	35%	43%	10% ▲

Service Utilization

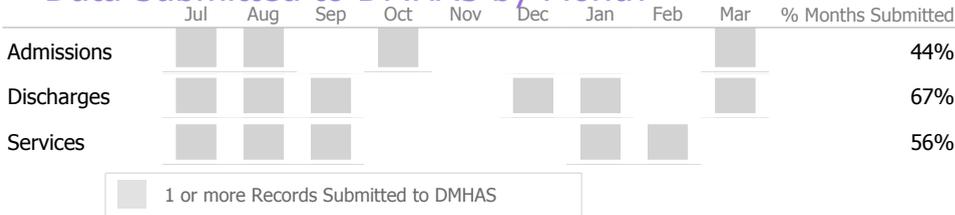
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	96%	10%

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



▲ > 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	43	43	0%
Admits	30	35	-14% ▼
Discharges	30	31	-3%
Bed Days	3,618	3,718	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	96%
Valid TEDS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	15%

Cooccurring	Actual	State Avg
MH Screen Complete	97%	96%
SA Screen Complete	97%	96%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	100%
Valid Axis V GAF Score	98%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	70%	70%	76%	0%
✓ No Re-admit within 30 Days of Discharge		29	97%	85%	91%	12% ▲
● Follow-up within 30 Days of Discharge		18	86%	90%	65%	-4%

Recovery

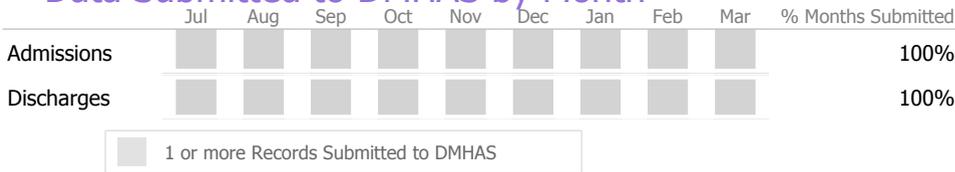
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		40	91%	70%	81%	21% ▲
✓ Improved/Maintained Axis V GAF Score		30	100%	95%	86%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	118 days	0.2	94%	90%	88%	4%

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	20	19	5%
Admits	6	11	-45% ▼
Discharges	9	6	50% ▲
Bed Days	3,385	3,105	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	83%	86%
SA Screen Complete	83%	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		7	78%	60%	69%	18% ▲
Follow-up within 30 Days of Discharge		5	71%	90%	81%	-19% ▼

Recovery

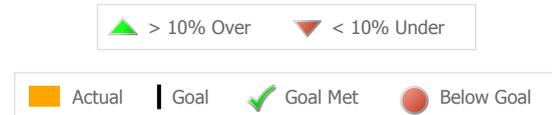
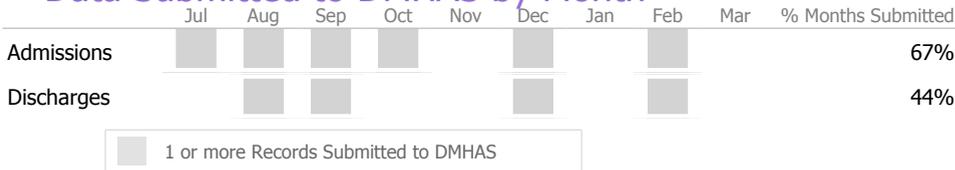
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		20	100%	95%	96%	5%
Employed		4	20%	25%	9%	-5%
Social Support		10	50%	60%	85%	-10%
Improved/Maintained Axis V GAF Score		9	53%	95%	65%	-42% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	485 days	0.3	88%	90%	93%	-2%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	126	-21% ▼
Admits	12	17	-29% ▼
Discharges	35	39	-10%
Service Hours		1	-73% ▼
Social Rehab/PHP/IOP Days	2,424	2,455	-1%

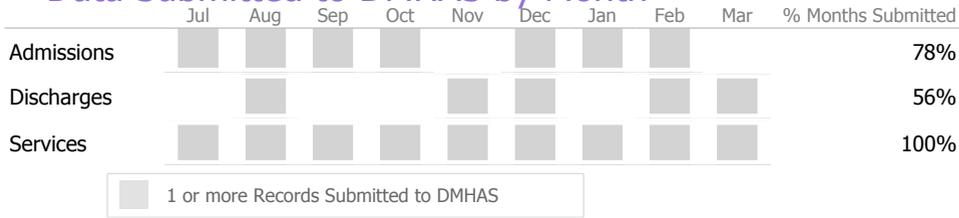
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	66	100%	90%	75%	10%

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	424	521	-19% ▼
Admits	211	286	-26% ▼
Discharges	218	316	-31% ▼
Service Hours	2,578	2,807	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	94%
Valid TEDS Data	70%	93%
On-Time Periodic		
6 Month Updates	72%	23%
Cooccurring		
MH Screen Complete	99%	99%
SA Screen Complete	99%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		80	37%	50%	52%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		415	95%	75%	85%	20% ▲
Abstinence/Reduced Drug Use		204	47%	55%	55%	-8%
Improved/Maintained Axis V GAF Score		254	75%	75%	54%	0%
Employed		143	33%	50%	42%	-17% ▼
Stable Living Situation		320	73%	95%	84%	-22% ▼
Self Help		116	27%	60%	33%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		206	94%	90%	72%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		182	87%	75%	69%	12% ▲

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 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	59	-17% ▼
Admits	20	21	-5%
Discharges	25	24	4%
Service Hours	1,556	2,583	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	97%
On-Time Periodic		
6 Month Updates	100%	94%
Cooccurring		
MH Screen Complete	90%	95%
SA Screen Complete	90%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	40%	65%	49%	-25% ▼
No Re-admit within 30 Days of Discharge		24	96%	85%	93%	11% ▲
Follow-up within 30 Days of Discharge		6	60%	90%	57%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		46	90%	60%	89%	30% ▲
Employed		12	24%	15%	13%	9%
Social Support		34	67%	60%	80%	7%
Improved/Maintained Axis V GAF Score		24	63%	85%	50%	-22% ▼

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

	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 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	4	75% ▲
Admits	5	1	400% ▲
Discharges	2	1	100% ▲
Bed Days	929	893	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	60%	90%
SA Screen Complete	60%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	75%	63%	-25% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	66%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	72%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		3	100%	75%	53%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	507 days	0.2	113%	90%	94%	23% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■			■			■	33%
Discharges				■					■	22%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 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	30	27	11% ▲
Admits	11	9	22% ▲
Discharges	10	6	67% ▲
Service Hours	1,819	2,161	-16% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	40%	65%	49%	-25% ▼
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		3	75%	90%	57%	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	95%
✓ SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	86%

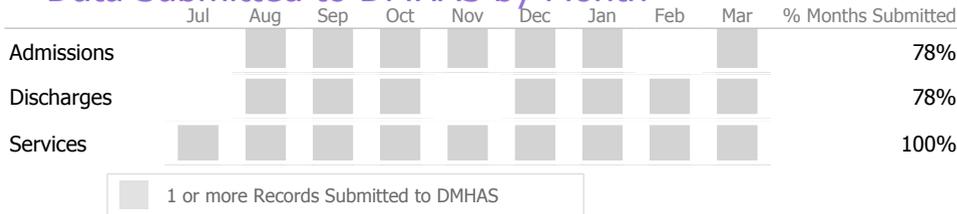
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	90%	60%	89%	30% ▲
✓ Employed		10	33%	15%	13%	18% ▲
✓ Social Support		20	67%	60%	80%	7% ▲
● Improved/Maintained Axis V GAF Score		7	30%	85%	50%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	95%	90%	99%	5% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs