

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	801	766	5%
	Admits	600	651	-8%
	Discharges	699	572	22% ▲
	Service Hours	15,760	20,533	-23% ▼
	Bed Days	25,953	28,184	-8%

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

### Consumer Satisfaction Survey

(Based on 257 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Respect		95%	80%	91%
✓ Access		94%	80%	88%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Outcome		91%	80%	83%
✓ Recovery		84%	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>	Crisis Services	344	33.5%
	Case Management	260	25.3%
	Residential Services	186	18.1%
	Community Support	152	14.8%
	Housing Services	68	6.6%
<b>Forensic MH</b>	Crisis Services	10	1.0%
	Residential Services	7	0.7%

### Client Demographics

Age	#	%	State Avg
18-25	61	8%	13%
26-34	177	22%	24%
35-44	166	21%	20%
45-54	198	25%	21%
55-64	166	21%	17%
65+	33	4%	5%

Gender	#	%	State Avg
Male	509	64%	60%
Female	292	36%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	680	85%	73% ▲
Hisp-Puerto Rican	72	9%	12%
Hispanic-Other	30	4%	7%
Unknown	17	2%	7%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	422	53%	64% ▼
Black/African American	311	39%	16% ▲
Other	46	6%	13%
Unknown	8	1%	4%
Multiple Races	7	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander			0%

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

# 40 South Main St Norwalk Programs

Continuum of Care

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	23	26	-12% ▼
Admits	3	5	-40% ▼
Discharges	3	8	-63% ▼
Service Hours	829	495	67% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	91%	11% ▲

## Service Utilization

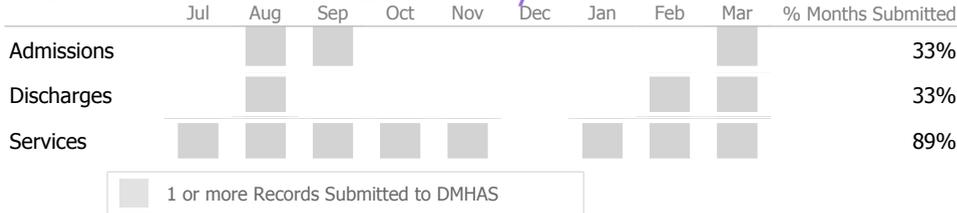
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	95%	90%	93%	5%

## 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	11	11	0%
Admits	5	6	-17% ▼
Discharges	6	6	0%
Bed Days	1,523	1,800	-15% ▼

### 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	100%	86%
SA Screen Complete	100%	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		5	83%	60%	69%	23% ▲
Follow-up within 30 Days of Discharge		5	100%	90%	81%	10%

### Recovery

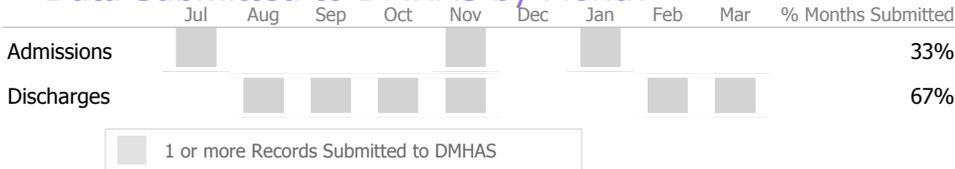
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	100%	60%	85%	40% ▲
Stable Living Situation		11	100%	95%	96%	5%
Employed		0	0%	25%	9%	-25% ▼
Improved/Maintained Axis V GAF Score		6	86%	95%	65%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	339 days	0.4	69%	90%	93%	-21% ▼

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	1,096	1,014	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	N/A	86%
SA Screen Complete	N/A	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		4	100%	60%	85%	40% ▲
✓ Stable Living Situation		4	100%	95%	96%	5%
● Improved/Maintained Axis V GAF Score		3	75%	95%	65%	-20% ▼
● Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	833 days	0.3	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	7	-43% ▼
Admits	2	5	-60% ▼
Discharges	4	5	-20% ▼
Bed Days	568	563	1%

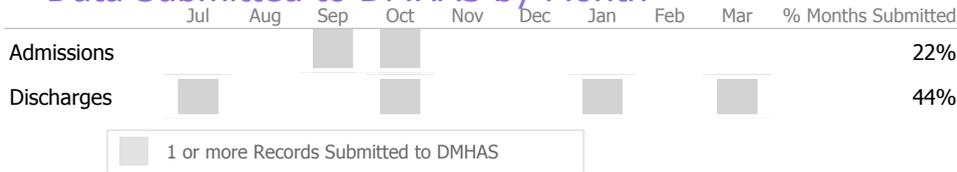
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> No Re-admit within 30 Days of Discharge	<div style="width:75%; background-color:orange;"></div>	3	75%	85%	92%	-10%
<span style="color:green">✓</span> Follow-up within 30 Days of Discharge	<div style="width:100%; background-color:orange;"></div>	4	100%	90%	88%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:green">✓</span> Avg Utilization Rate		3	402 days	0.4	116%	90%	80%	26% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	3	-	
Discharges	1	-	
Service Hours	12	-	
Bed Days	976	-	

### 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	100%	86%
SA Screen Complete	100%	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		0	0%	60%	69%	-60%
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		5	100%	60%	85%	40%
Stable Living Situation		5	100%	95%	96%	5%
Employed		0	0%	25%	9%	-25%
Improved/Maintained Axis V GAF Score		3	100%	95%	65%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	288 days	0.5	59%	90%	93%	-31%

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										11%
Services										100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### 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
Employed		N/A	N/A	25%	9%	-25% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	65%	-95% ▼
Social Support		N/A	N/A	60%	85%	-60% ▼
Stable Living Situation		N/A	N/A	95%	96%	-95% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		77%
Cooccurring	Actual	State Avg
MH Screen Complete		86%
SA Screen Complete		86%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	N/A	N/A	0%	90%	93%	-90%

### Data Submitted to DMHAS by Month

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

▲ > 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	175	135	30% ▲
Admits	194	145	34% ▲
Discharges	193	146	32% ▲
Bed Days	2,517	2,597	-3%

### Discharge Outcomes

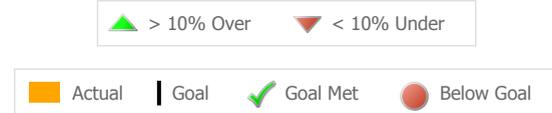
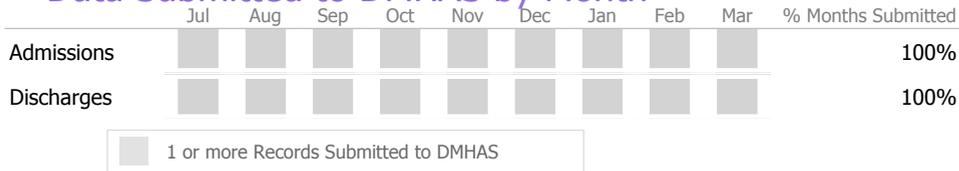
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		162	84%	85%	87%	-1%
● Follow-up within 30 Days of Discharge		116	78%	90%	78%	-12% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	16 days	0.0	92%	90%	69%	2%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



\* State Avg based on 10 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	10	260% ▲
Admits	31	4	675% ▲
Discharges	10	3	233% ▲
Service Hours	1,816	1,943	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic 6 Month Updates	80%	86%
Cooccurring MH Screen Complete	100%	94%
SA Screen Complete	97%	95%
Diagnosis Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	95%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	100%	50%	66%	50% ▲

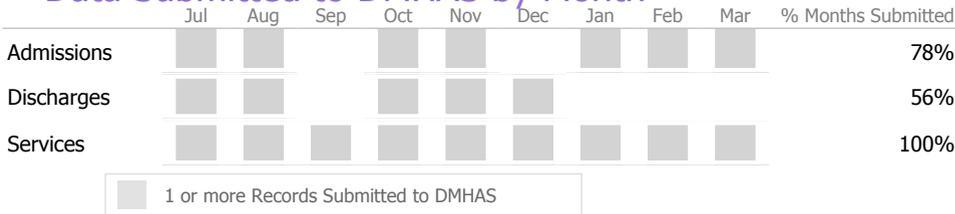
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		33	87%	60%	88%	27% ▲
Stable Living Situation		37	97%	85%	97%	12% ▲
Employed		2	5%	25%	11%	-20% ▼
Improved/Maintained Axis V GAF Score		27	90%	95%	76%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	96%	90%	99%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,370	1,370	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	63%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		3	60%	75%	53%	-15%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,581 days	0.3	100%	90%	94%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 21 Active MH Intensive Res. Rehabilitation 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	95%
On-Time Periodic 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% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	66%	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 30 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	12	9	33% ▲
Discharges	13	10	30% ▲
Service Hours	511	822	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	62%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	54%	50%	61%	4%

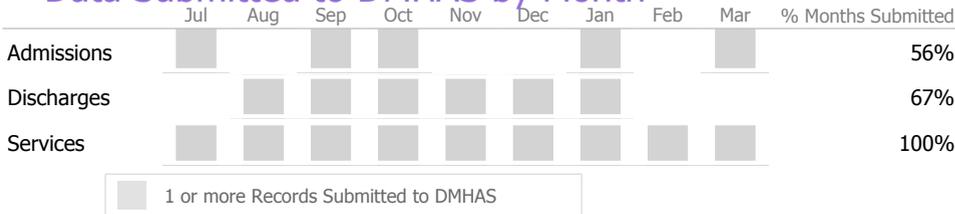
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	100%	60%	70%	40% ▲
● Employed		0	0%	20%	11%	-20% ▼
● Stable Living Situation		8	50%	80%	83%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	66%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

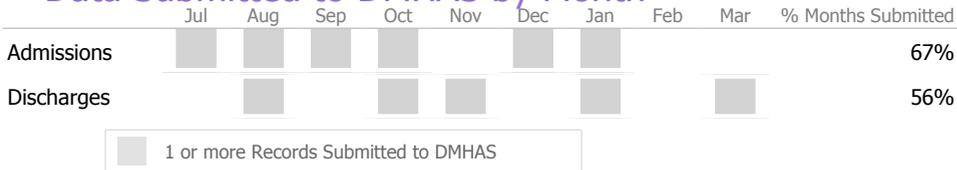
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	7	3	133% ▲
Discharges	8	4	100% ▲
Bed Days	338	582	-42% ▼

### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 2 Active Transitional Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	177	150	18% ▲
Admits	186	157	18% ▲
Discharges	187	159	18% ▲
Bed Days	2,346	2,212	6%

### Discharge Outcomes

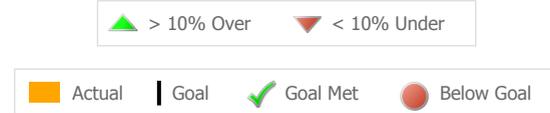
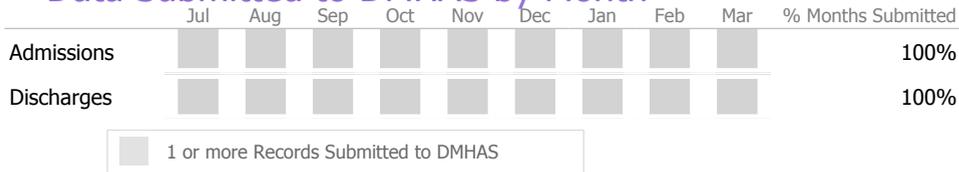
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> No Re-admit within 30 Days of Discharge		158	84%	85%	87%	-1%
<span style="color: red;">●</span> Follow-up within 30 Days of Discharge		91	69%	90%	78%	-21% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Avg Utilization Rate		9	15 days	0.0	95%	90%	69%	5%

■ < 90%    ■ 90-110%    ■ >110%

### Data Submitted to DMHAS by Month



\* State Avg based on 10 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	148	128	16% ▲
Admits	78	78	0%
Discharges	38	47	-19% ▼
Service Hours	3,538	2,206	60% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	87%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	89%
SA Screen Complete	93%	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		8	21%	65%	68%	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		134	90%	60%	82%	30% ▲
Stable Living Situation		145	97%	80%	92%	17% ▲
Improved/Maintained Axis V GAF Score		84	84%	65%	64%	19% ▲
Employed		12	8%	20%	13%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		111	99%	90%	99%	9%

### 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	3		
Admits	3	-	
Discharges	1	-	
Bed Days	534	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	77%
Cooccurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis		
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		0	0%	60%	69%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

### Recovery

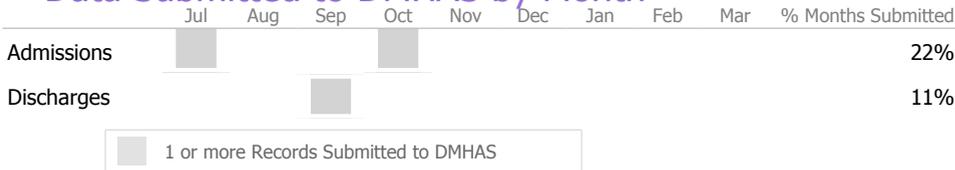
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	85%	40% ▲
Stable Living Situation		3	100%	95%	96%	5%
Employed		0	0%	25%	9%	-25% ▼
Improved/Maintained Axis V GAF Score		1	50%	95%	65%	-45% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	216 days	0.3	97%	90%	93%	7%

■ < 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	18	22	-18% ▼
Admits	1	8	-88% ▼
Discharges	18	4	350% ▲
Service Hours	439	1,303	-66% ▼

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	95%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	89%	65%	68%	24% ▲

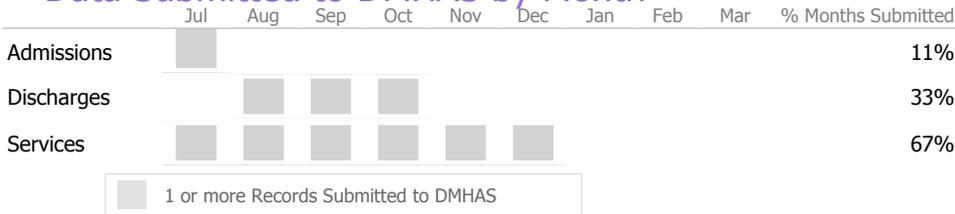
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	89%	60%	82%	29% ▲
Improved/Maintained Axis V GAF Score		16	89%	65%	64%	24% ▲
Stable Living Situation		17	94%	80%	92%	14% ▲
Employed		2	11%	20%	13%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	99%	N/A ▼

### 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	5	4	25% ▲
Admits	1	4	-75% ▼
Discharges	1	-	
Bed Days	1,096	604	81% ▲

### 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	100%	86%
SA Screen Complete	100%	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		1	100%	90%	81%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	85%	20% ▲
Improved/Maintained Axis V GAF Score		5	100%	95%	65%	5%
Stable Living Situation		5	100%	95%	96%	5%
Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	440 days	0.3	100%	90%	93%	10%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### 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

▲ > 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	63	70	-10%
Admits	16	27	-41% ▼
Discharges	28	21	33% ▲
Service Hours	5,575	8,645	-36% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	79%	50%	66%	29% ▲

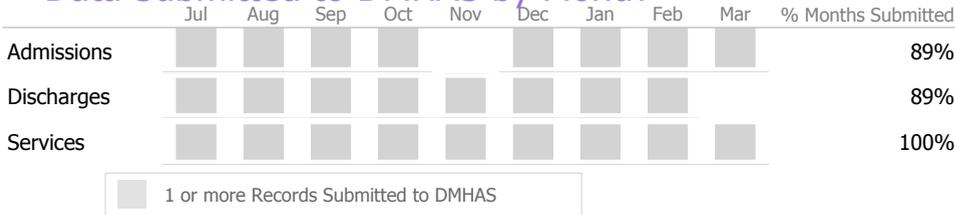
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		58	89%	60%	88%	29% ▲
✓ Stable Living Situation		64	98%	85%	97%	13% ▲
● Employed		2	3%	25%	11%	-22% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	25	▼
Admits	-	7	-100% ▼
Discharges	-	11	-100% ▼
Service Hours	-	735	-100% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	86%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

### 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

	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	17	11	55% ▲
Admits	8	2	300% ▲
Discharges	6	1	500% ▲
Service Hours	1,319	878	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		14	82%	85%	86%	-3%

### Service Utilization

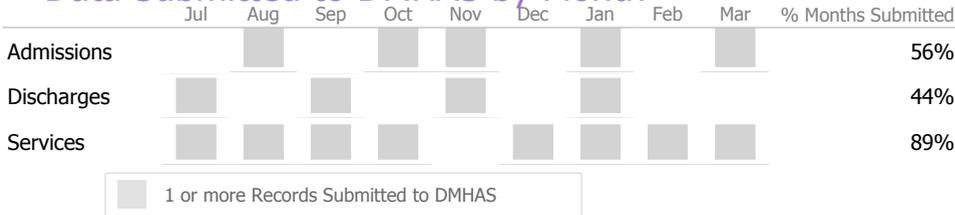
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

### 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	5	4	25%	▲
Admits	2	4	-50%	▼
Discharges	1	-		
Bed Days	1,071	935	15%	▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	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		0	0%	85%	66%	-85% ▼
✓ 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		5	100%	75%	53%	25% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	417 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										22%
Discharges										11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

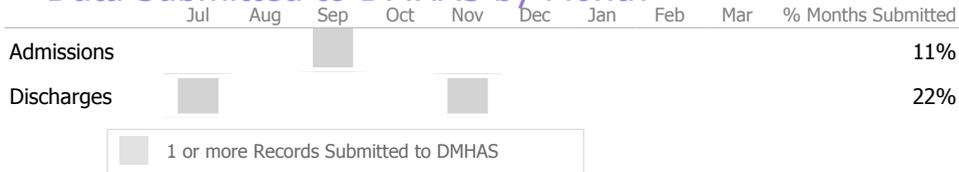
■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	112	-39% ▼
Admits	1	6	-83% ▼
Discharges	4	38	-89% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 6 Active Housing Coordination Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	10	-80% ▼
Admits	-	6	-100% ▼
Discharges	-	4	-100% ▼
Bed Days	548	3,824	-86% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	87%
Cooccurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	89%
Diagnosis		
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		N/A	N/A	75%	63%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		2	100%	75%	53%	25% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	1,368 days	0.3	100%	90%	94%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 21 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	1,918	1,781	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	N/A	86%
SA Screen Complete	N/A	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		6	86%	60%	85%	26% ▲
✓ Stable Living Situation		7	100%	95%	96%	5%
● Improved/Maintained Axis V GAF Score		5	71%	95%	65%	-24% ▼
● Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	872 days	0.3	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	6	4	50%	▲
Discharges	6	4	50%	▲
Bed Days	75	102	-26%	▼

### Discharge Outcomes

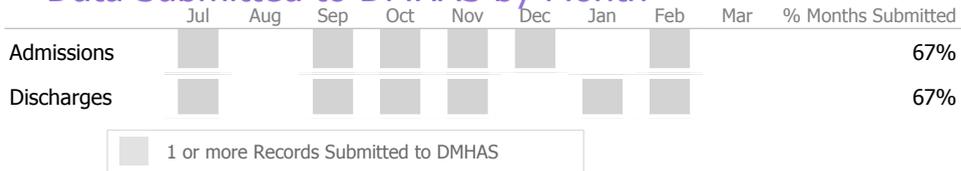
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> No Re-admit within 30 Days of Discharge	<div style="width: 83%; background-color: orange;"></div>	5	83%	85%	92%	-2%
<span style="color: red;">●</span> Follow-up within 30 Days of Discharge	<div style="width: 60%; background-color: orange;"></div>	3	60%	90%	88%	-30% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Avg Utilization Rate		1	18 days	0.1	27%	90%	80%	-63% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	4	50% ▲
Admits	2	-	
Discharges	2	-	
Bed Days	1,020	1,096	-7%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	63%	25% ▲
● No Re-admit within 30 Days of Discharge		0	0%	85%	66%	-85% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	72%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
SA Screen Complete	50%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	91%

### Recovery

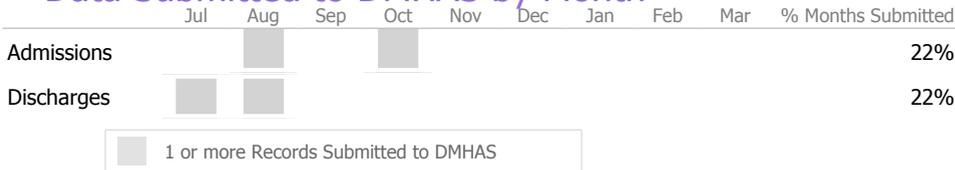
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		5	100%	75%	53%	25% ▲

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	4	672 days	0.3	93%	90%	94%	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 21 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	189	2%
Admits	15	105	-86% ▼
Discharges	144	27	433% ▲
Service Hours	854	1,773	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	38%	62%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		46	32%	50%	61%	-18% ▼

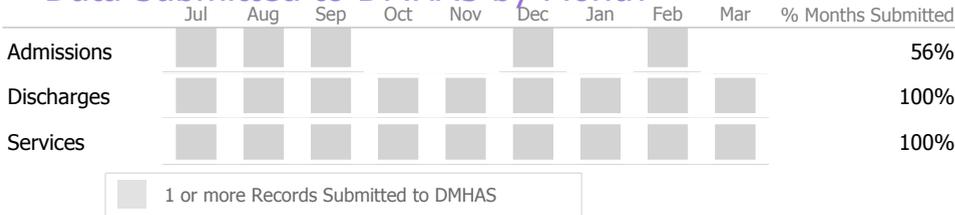
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		186	96%	60%	70%	36% ▲
Stable Living Situation		188	97%	80%	83%	17% ▲
Employed		2	1%	20%	11%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	98%	90%	66%	8%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	7	43% ▲
Admits	5	2	150% ▲
Discharges	5	2	150% ▲
Bed Days	1,600	1,571	2%

### 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	25%	86%
SA Screen Complete	50%	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	20%	60%	69%	-40% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	81%	10% ▲

### Recovery

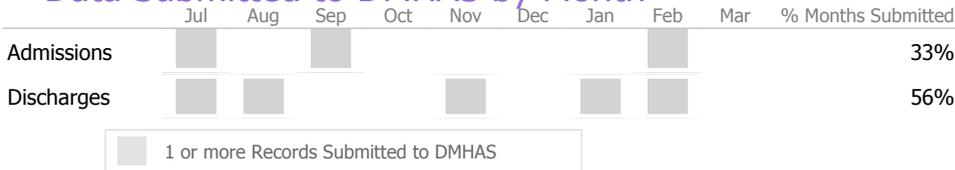
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	80%	60%	85%	20% ▲
Stable Living Situation		10	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		9	100%	95%	65%	5%
Employed		2	20%	25%	9%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	445 days	0.3	97%	90%	93%	7% ▲

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	16	20	-20% ▼
Admits	5	10	-50% ▼
Discharges	6	8	-25% ▼
Bed Days	3,291	3,300	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	89%	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		6	100%	80%	83%	20% ▲
No Re-admit within 30 Days of Discharge		6	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		5	83%	90%	85%	-7%

### Recovery

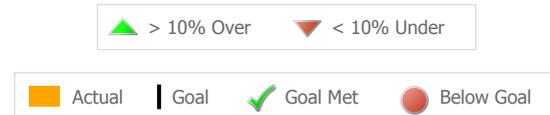
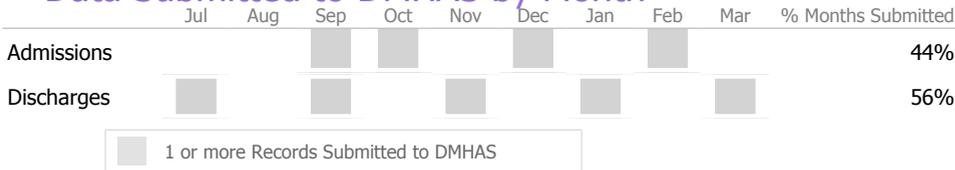
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	94%	60%	84%	34% ▲
Stable Living Situation		17	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		9	60%	95%	67%	-35% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	634 days	0.3	92%	90%	95%	2%

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	-	-	
Discharges	-	-	
Bed Days	1,644	2,192	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	83%	87%
Cooccurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	89%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	63%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	72%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		5	83%	75%	53%	8%

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	6	1,190 days	0.3	100%	90%	94%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 21 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	2	450% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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
✓ Stable Living Situation		9	82%	80%	83%	2%
● Employed		0	0%	20%	11%	-20% ▼
● Social Support		3	27%	60%	70%	-33% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	66%	N/A ▼

### Data Submitted to DMHAS by Month

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

# Pilots-Scattered Sites 551

Continuum of Care

Mental Health - Case Management - Supportive Housing – Scattered Site

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	12	-17% ▼
Admits	3	1	200% ▲
Discharges	4	4	0%
Service Hours	660	1,017	-35% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

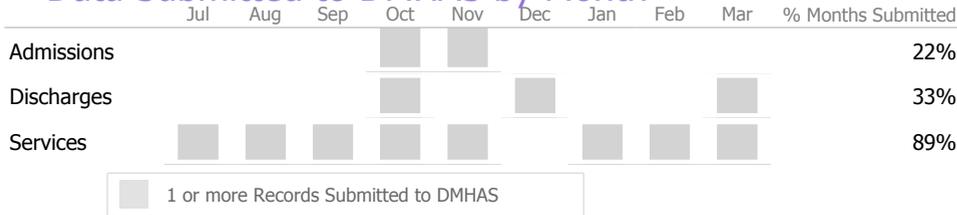
## Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	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	2	3	-33% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	548	672	-18% ▼

### 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		2	100%	60%	85%	40% ▲
✓ Improved/Maintained Axis V GAF Score		2	100%	95%	65%	5%
✓ Stable Living Situation		2	100%	95%	96%	5%
● Employed		0	0%	25%	9%	-25% ▼

### Data Submission Quality

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

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	1,106 days	0.3	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 62 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	388	410	-5%

### 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	100%	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		0	0%	60%	69%	-60% ▼
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
Employed		1	33%	25%	9%	8%
Social Support		2	67%	60%	85%	7%
Stable Living Situation		3	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		2	100%	95%	65%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	393 days	0.3	71%	90%	93%	-19% ▼

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										11%
Discharges										11%

Legend: Grey bar = 1 or more Records Submitted to DMHAS

▲ > 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	6	5	20% ▲
Admits	1	-	
Discharges	2	-	
Service Hours	181	11	
Bed Days	1,305	1,370	-5%

### Discharge Outcomes

Measure	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		1	50%	85%	66%	-35% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	72%	10% ▲

### Data Submission Quality

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

### Recovery

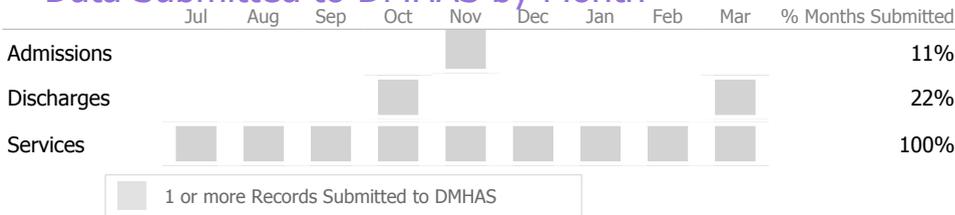
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		5	100%	75%	53%	25% ▲

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	5	2,013 days	0.3	95%	90%	94%	5%

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 21 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	1	-	
Service Hours	27	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	66%	-50% ▼

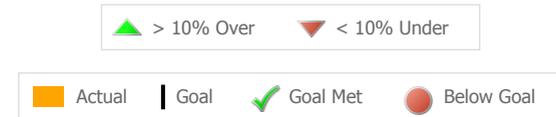
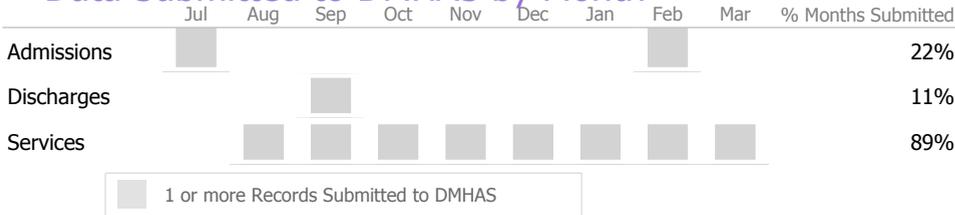
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		3	100%	25%	11%	75% ▲
Social Support		3	100%	60%	88%	40% ▲
Stable Living Situation		3	100%	85%	97%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	6	5	20% ▲
Discharges	6	5	20% ▲
Bed Days	181	129	40% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		5	83%	85%	87%	-2%
✔ Follow-up within 30 Days of Discharge		4	100%	90%	78%	10%

### Bed Utilization

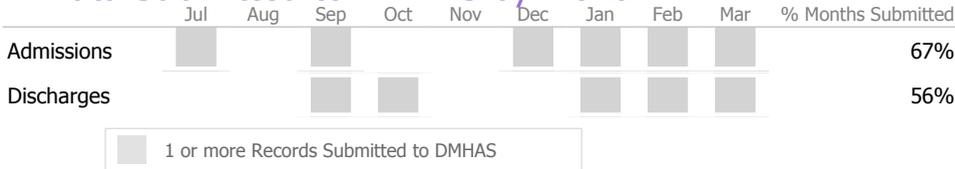
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	34 days	0.1	66%	90%	69%	-24% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

Cooccurring	Actual	State Avg
MH Screen Complete		58%
SA Screen Complete		59%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis		13%
✔ Valid Axis V GAF Score		12%

### 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