

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,736	1,838	-6%
	Admits	1,409	1,828	-23% ▼
	Discharges	1,439	1,778	-19% ▼
	Service Hours	47,493	52,713	-10%
	Bed Days	5,303	9,553	-44% ▼
	S.Rehab/PHP/IOP	1		

### Consumer Satisfaction Survey

(Based on 567 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Participation in Treatment		92%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		83%	80%	83%
✓ Recovery		81%	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	#	%
<b>Mental Health</b>			
	Outpatient	618	26.7%
	Crisis Services	601	26.0%
	ACT	252	10.9%
	Community Support	196	8.5%
	Social Rehabilitation	141	6.1%
	Intake	113	4.9%
	Other	87	3.8%
	Residential Services	28	1.2%
	Case Management	22	1.0%
<b>Forensic MH</b>			
	Forensics Community-based	244	10.5%
	Crisis Services	13	0.6%

### Client Demographics

Age	#	%	State Avg
18-25	340	20%	13%
26-34	324	19%	24%
35-44	274	16%	20%
45-54	298	17%	21%
55-64	342	20%	17%
65+	153	9%	5%

Gender	#	%	State Avg
Male	1,029	59%	60%
Female	703	41%	40%
Transgender	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,198	70%	64%
Black/African American	270	16%	16%
Other	161	9%	13%
Unknown	39	2%	4%
Multiple Races	26	2%	1%
Asian	20	1%	1%
Am. Indian/Native Alaskan	2	0%	1%
Hawaiian/Other Pacific Islander			0%

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

# BHH ADULT NAE

Western Connecticut Mental Health Network  
Mental Health - Outpatient - Standard Outpatient

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	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	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 Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94%

On-Time Periodic	Actual	State Avg
6 Month Updates		69%

Cooccurring	Actual	State Avg
MH Screen Complete		87%
SA Screen Complete		87%

## 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	1	▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼

### 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

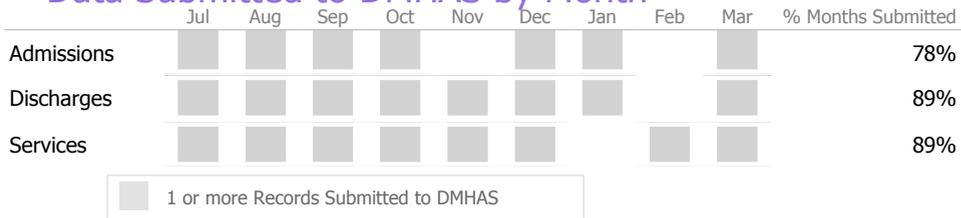
■ Actual
| Goal
✓ Goal Met
● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	32	-59% ▼
Admits	13	30	-57% ▼
Discharges	12	31	-61% ▼
Service Hours	45	119	-62% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Central Intake Programs

# Danbury Jail Diversion

Western Connecticut Mental Health Network

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

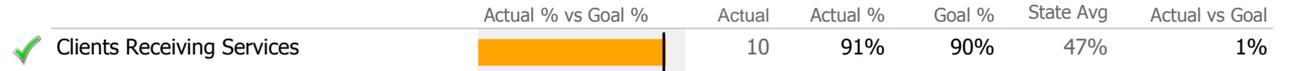
Program Quality Dashboard

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	25	60% ▲
Admits	14	8	75% ▲
Discharges	29	5	480% ▲
Service Hours	122	23	

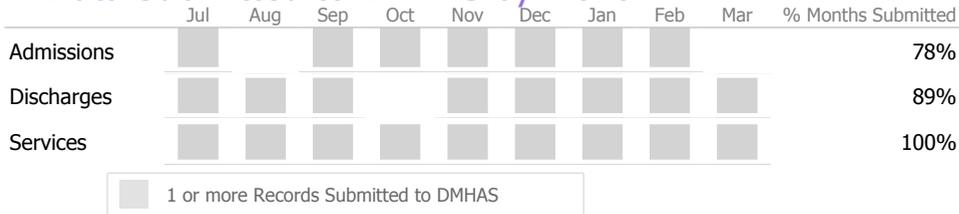
## Service Utilization



## Jail Diversion



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

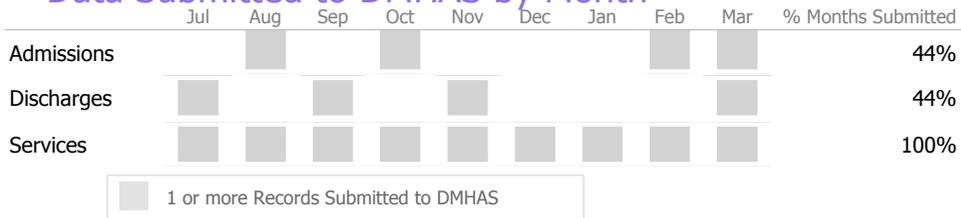
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	5	6	-17% ▼
Discharges	4	6	-33% ▼
Service Hours	14	50	-72% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	200	124	61% ▲
Admits	18	24	-25% ▼
Discharges	29	17	71% ▲
Service Hours	3,254	2,334	39% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	96%
Valid Axis V GAF Score	81%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	28%	50%	44%	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		172	86%	60%	69%	26% ▲
Stable Living Situation		190	95%	95%	85%	0%
Employed		14	7%	30%	23%	-23% ▼
Improved/Maintained Axis V GAF Score		20	11%	75%	51%	-64% ▼

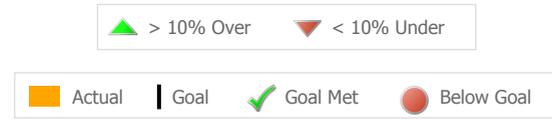
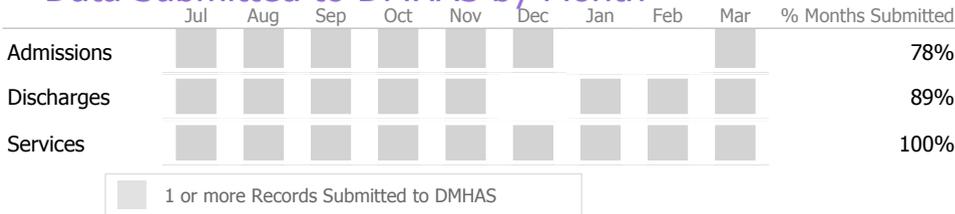
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		171	100%	90%	88%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	89%	75%	68%	14% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	22	-36% ▼
Admits	-	8	-100% ▼
Discharges	14	6	133% ▲
Service Hours	480	2,419	-80% ▼
Bed Days	1,097	2,954	-63% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	57%	95%	81%	-38% ▼
✓ No Re-admit within 30 Days of Discharge		12	86%	85%	93%	1% ▲
✓ Follow-up within 30 Days of Discharge		8	100%	90%	91%	10% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	50%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	71%
SA Screen Complete	N/A	67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
Valid Axis V GAF Score		91%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		6	43%	75%	67%	-32% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	100%	N/A ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	743 days	1.0	30%	90%	65%	-60% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										67%
Services										78%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 9 Active Transitional Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	35	-9%
Admits	5	5	0%
Discharges	3	6	-50% ▼
Service Hours	1,343	1,894	-29% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	65%	49%	2%
● No Re-admit within 30 Days of Discharge		2	67%	85%	93%	-18% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	57%	-90% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	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	66%	86%

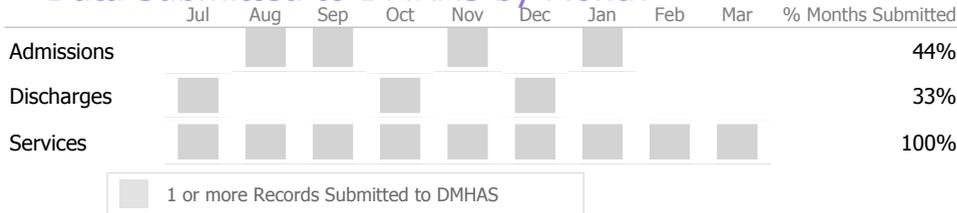
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	94%	60%	89%	34% ▲
✓ Social Support		29	91%	60%	80%	31% ▲
● Employed		3	9%	15%	13%	-6%
● Improved/Maintained Axis V GAF Score		8	28%	85%	50%	-57% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

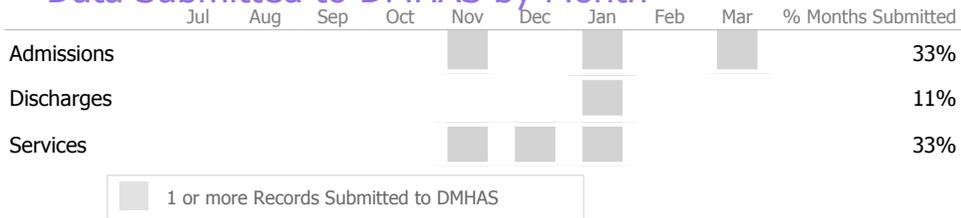
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	4	-25% ▼
Admits	3	4	-25% ▼
Discharges	2	4	-50% ▼
Service Hours	3	2	53% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

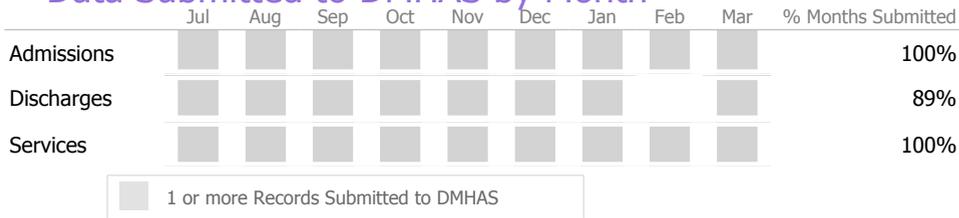
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	89	-61% ▼
Admits	34	87	-61% ▼
Discharges	36	88	-59% ▼
Service Hours	73	177	-59% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	99	-5%
Admits	15	27	-44% ▼
Discharges	14	16	-13% ▼
Service Hours	3,118	3,055	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	98%
Valid Axis V GAF Score	63%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	71%	65%	68%	6%

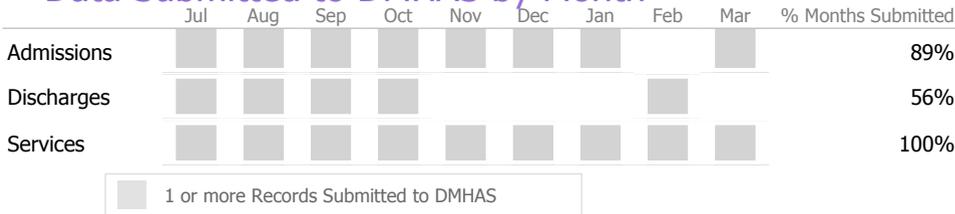
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	88%	60%	82%	28% ▲
Stable Living Situation		91	96%	80%	92%	16% ▲
Employed		10	11%	20%	13%	-9%
Improved/Maintained Axis V GAF Score		16	18%	65%	64%	-47% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

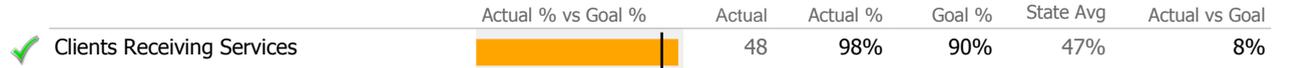
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 48 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	118	-7%
Admits	73	79	-8%
Discharges	65	67	-3%
Service Hours	256	223	15% ▲

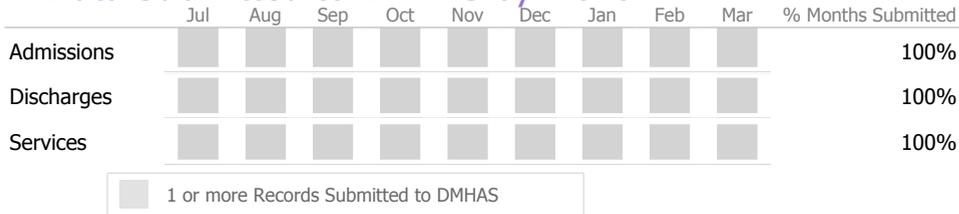
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

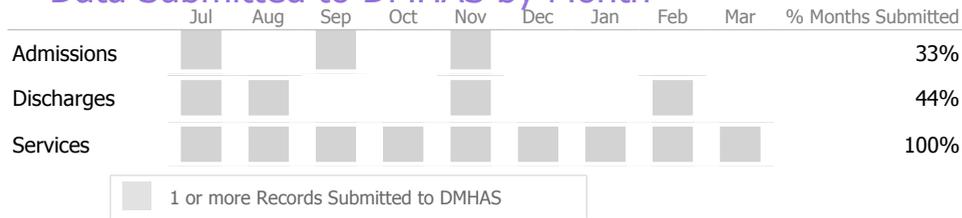
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	10	40% ▲
Admits	6	4	50% ▲
Discharges	7	5	40% ▲
Service Hours	42	60	-30% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

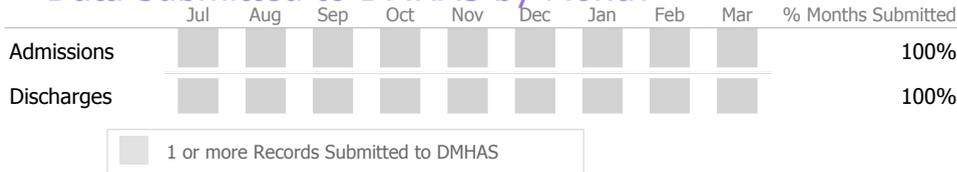
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	66	12% ▲
Admits	113	113	0%
Discharges	112	112	0%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		124	55%	75%	68%	-20% ▼
✓ Community Location Evaluation		226	100%	80%	78%	20% ▲
● Follow-up Service within 48 hours		0	0%	90%	61%	-90% ▼

### 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	107	129	-17% ▼
Admits	24	54	-56% ▼
Discharges	38	32	19% ▲
Service Hours	2,591	3,908	-34% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	97%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	96%
Valid Axis V GAF Score	59%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	50%	50%	44%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		104	95%	60%	69%	35% ▲
Stable Living Situation		105	96%	95%	85%	1%
Employed		15	14%	30%	23%	-16% ▼
Improved/Maintained Axis V GAF Score		29	30%	75%	51%	-45% ▼

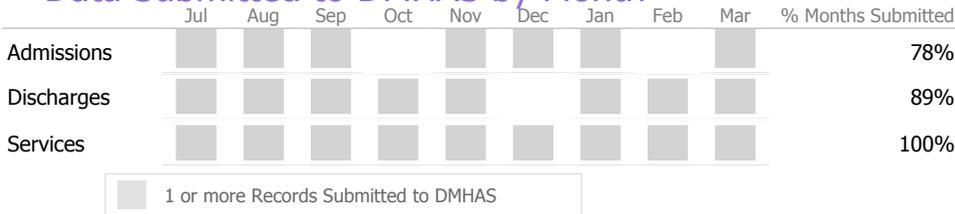
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	94%	90%	88%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	52%	75%	68%	-23% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

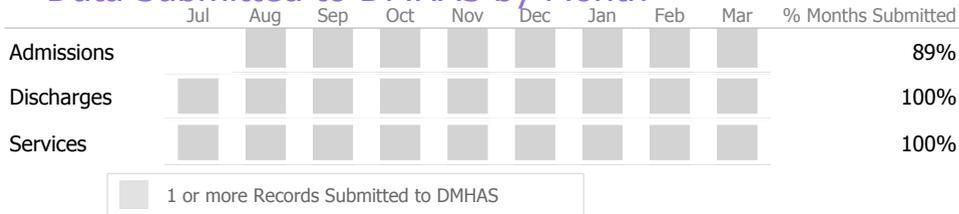
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	141	161	-12% ▼
Admits	37	59	-37% ▼
Discharges	36	52	-31% ▼
Service Hours	3,531	4,084	-14% ▼
Social Rehab/PHP/IOP Days	1	0	

### Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	106	97%	90%	75%	7%

✓ Clients Receiving Services

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	3	2	50% ▲
Discharges	4	1	300% ▲
Service Hours	940	1,403	-33% ▼
Bed Days	1,108	1,441	-23% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	50%	95%	81%	-45% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
✓ On-Time Periodic		
✓ 6 Month Updates	100%	50%
<b>Cooccurring</b>		
MH Screen Complete	N/A	71%
SA Screen Complete	N/A	67%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	86%	98%
Valid Axis V GAF Score	71%	91%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	33%	75%	67%	-42% ▼

### Service Utilization

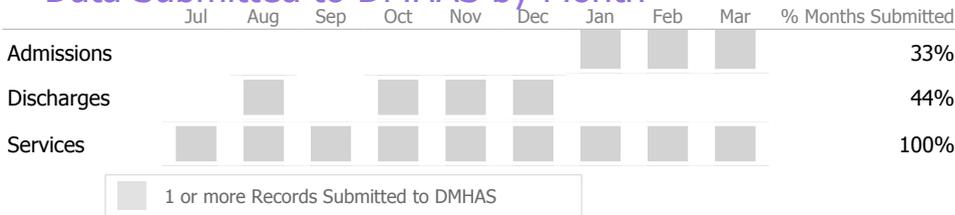
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	856 days	0.4	67%	90%	65%	-23% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

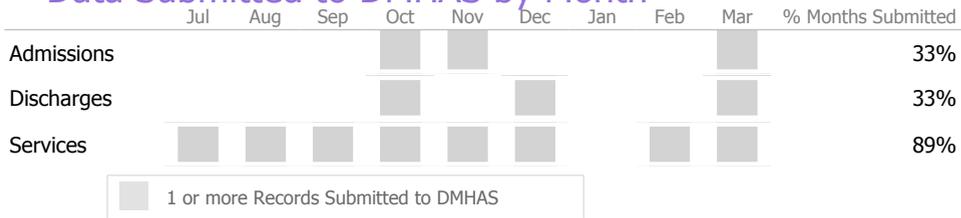
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 9 Active Transitional Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	12	-33% ▼
Admits	4	8	-50% ▼
Discharges	4	9	-56% ▼
Service Hours	21	63	-67% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	54	-4%
Admits	10	20	-50% ▼
Discharges	13	17	-24% ▼
Service Hours	3,110	3,464	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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	60%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	92%	65%	49%	27% ▲
✓ No Re-admit within 30 Days of Discharge		12	92%	85%	93%	7%
● Follow-up within 30 Days of Discharge		6	50%	90%	57%	-40% ▼

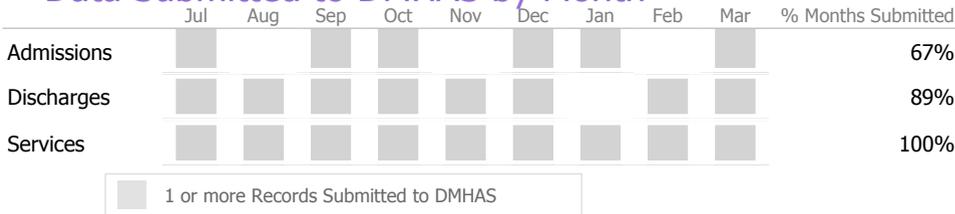
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		52	96%	60%	80%	36% ▲
✓ Stable Living Situation		45	83%	60%	89%	23% ▲
✓ Employed		15	28%	15%	13%	13% ▲
● Improved/Maintained Axis V GAF Score		13	28%	85%	50%	-57% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	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	46	56	-18% ▼
Admits	6	20	-70% ▼
Discharges	5	16	-69% ▼
Service Hours	3,237	3,721	-13% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	65%	49%	35% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		2	40%	90%	57%	-50% ▼

### 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	98%	98%
Valid Axis V GAF Score	61%	86%

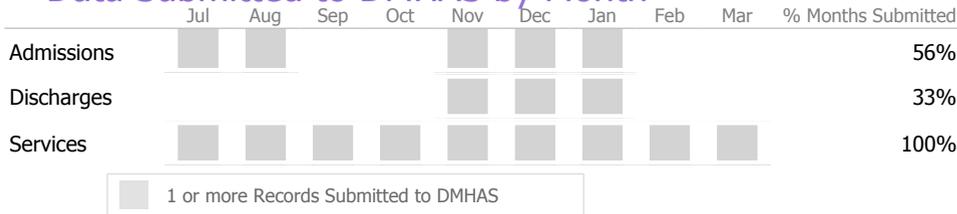
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		43	93%	60%	80%	33% ▲
✓ Stable Living Situation		43	93%	60%	89%	33% ▲
✓ Employed		9	20%	15%	13%	5%
● Improved/Maintained Axis V GAF Score		6	14%	85%	50%	-71% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	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	22	21	5%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	200	169	18% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	100%	62%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	61%	50% ▲

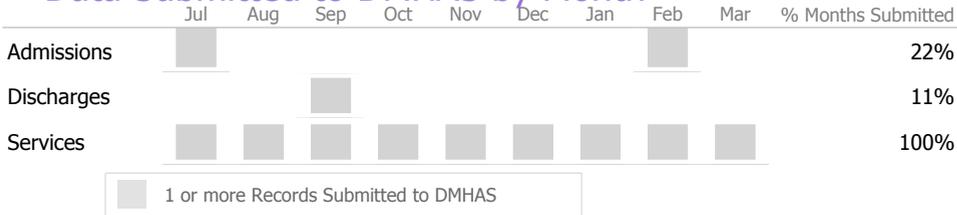
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	95%	80%	83%	15% ▲
✓ Social Support		16	73%	60%	70%	13% ▲
● Employed		0	0%	20%	11%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	95%	90%	66%	5%

### 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	66	54	22% ▲
Admits	22	15	47% ▲
Discharges	15	19	-21% ▼
Service Hours	2,640	2,129	24% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	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	88%	98%
Valid Axis V GAF Score	56%	86%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	47%	65%	49%	-18% ▼
✓ No Re-admit within 30 Days of Discharge		14	100%	85%	93%	15% ▲
● Follow-up within 30 Days of Discharge		3	43%	90%	57%	-47% ▼

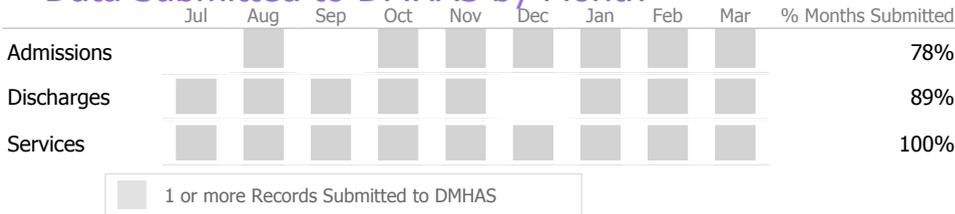
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		56	81%	60%	89%	21% ▲
✓ Social Support		50	72%	60%	80%	12% ▲
● Employed		2	3%	15%	13%	-12% ▼
● Improved/Maintained Axis V GAF Score		9	17%	85%	50%	-68% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	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

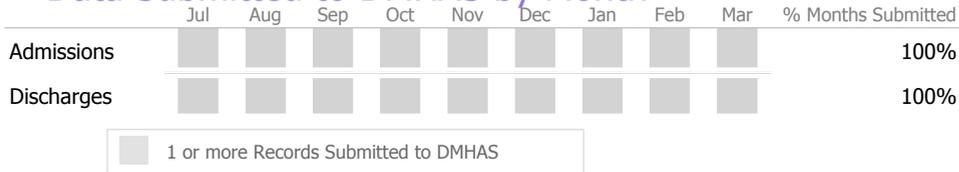
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	310	353	-12% ▼
Admits	376	452	-17% ▼
Discharges	376	452	-17% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		2	0%	75%	68%	-75% ▼
✓ Community Location Evaluation		746	99%	80%	78%	19% ▲
✓ Follow-up Service within 48 hours		8	100%	90%	61%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

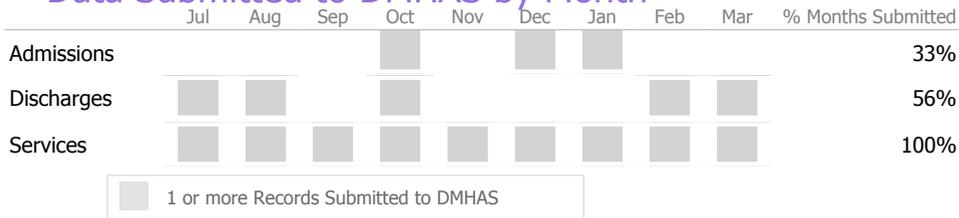
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	5	60% ▲
Admits	4	4	0%
Discharges	5	2	150% ▲
Service Hours	98	135	-28% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 2 Active Re-entry Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	104	-2%
Admits	12	34	-65% ▼
Discharges	17	17	0%
Service Hours	2,995	2,880	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	89%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	91%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	41%	65%	68%	-24% ▼

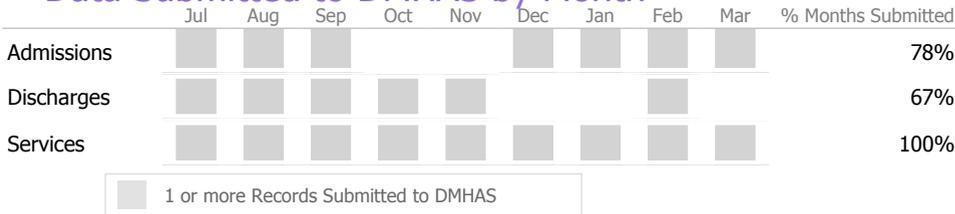
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		92	90%	60%	82%	30% ▲
Stable Living Situation		94	92%	80%	92%	12% ▲
Employed		11	11%	20%	13%	-9%
Improved/Maintained Axis V GAF Score		47	48%	65%	64%	-17% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		85	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	13	8	63% ▲
Admits	8	4	100% ▲
Discharges	10	4	150% ▲
Service Hours	286	675	-58% ▼
Bed Days	767	981	-22% ▼

### Discharge Outcomes

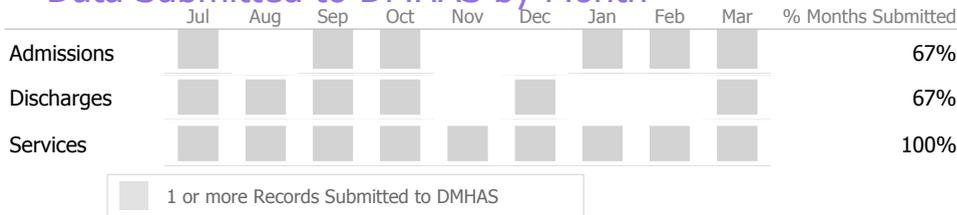
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	92%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	88%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	158 days	0.2	70%	90%	80%	-20% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

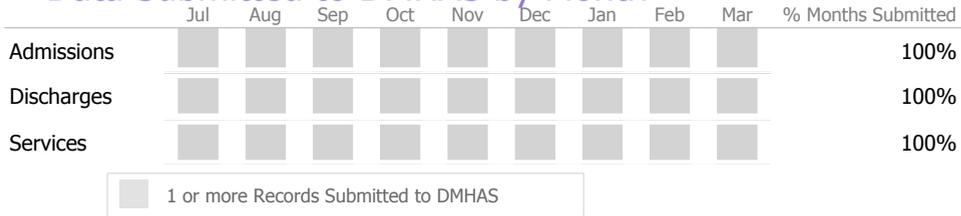
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	79	-18% ▼
Admits	59	75	-21% ▼
Discharges	61	75	-19% ▼
Service Hours	174	320	-46% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

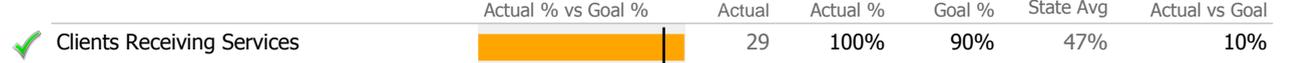
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	104	-13% ▼
Admits	80	94	-15% ▼
Discharges	73	90	-19% ▼
Service Hours	382	382	0%

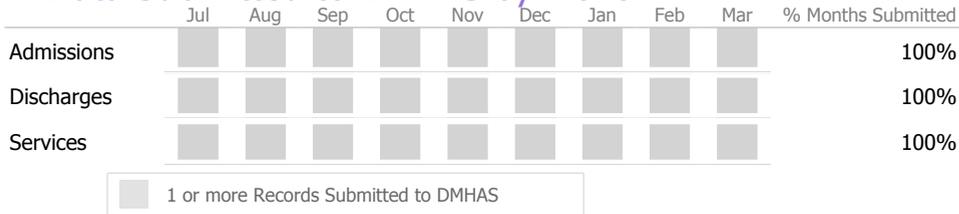
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

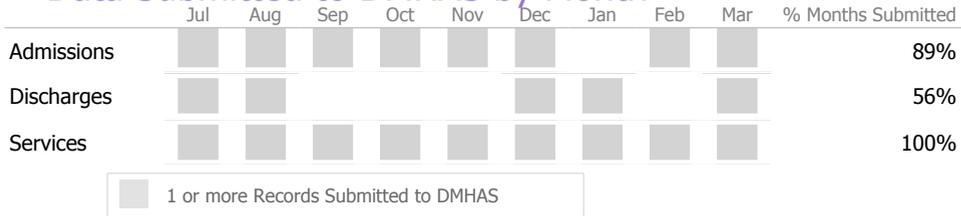
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	30	10%
Admits	17	13	31% ▲
Discharges	9	11	-18% ▼
Service Hours	282	203	39% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

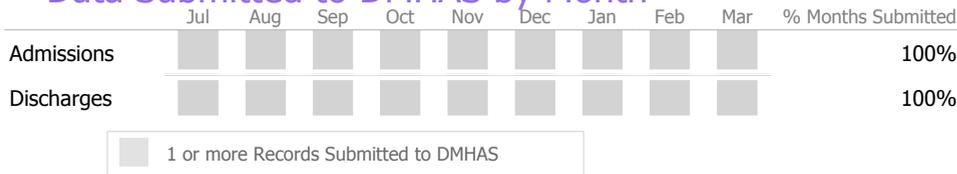
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	241	244	-1%
Admits	349	401	-13% ▼
Discharges	347	401	-13% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		596	86%	75%	68%	11% ▲
✓ Community Location Evaluation		688	99%	80%	78%	19% ▲
✓ Follow-up Service within 48 hours		88	100%	90%	61%	10%

### 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	206	241	-15% ▼
Admits	13	38	-66% ▼
Discharges	20	39	-49% ▼
Service Hours	3,794	4,535	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic 6 Month Updates	99%	69%
Cooccurring MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis Valid Axis I Diagnosis	93%	96%
Valid Axis V GAF Score	92%	89%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	85%	50%	44%	35% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		184	89%	60%	69%	29% ▲
Stable Living Situation		201	98%	95%	85%	3%
Employed		20	10%	30%	23%	-20% ▼
Improved/Maintained Axis V GAF Score		81	41%	75%	51%	-34% ▼

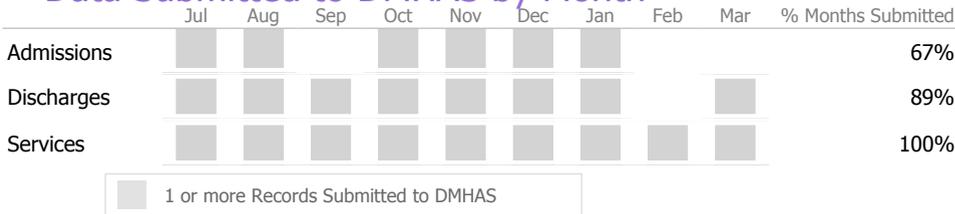
### Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		186	100%	90%	88%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	85%	75%	68%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	111	5%
Admits	23	53	-57% ▼
Discharges	19	19	0%
Service Hours	3,794	4,010	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	96%
Valid Axis V GAF Score	78%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	26%	50%	44%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		102	88%	60%	69%	28% ▲
Stable Living Situation		106	91%	95%	85%	-4%
Employed		13	11%	30%	23%	-19% ▼
Improved/Maintained Axis V GAF Score		38	37%	75%	51%	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		97	100%	90%	88%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		20	87%	75%	68%	12% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	89%
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	31	41	-24% ▼
Admits	26	34	-24% ▼
Discharges	27	34	-21% ▼
Service Hours	1,029	944	9%
Bed Days	2,294	1,776	29% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		24	89%	85%	87%	4%
✓ Follow-up within 30 Days of Discharge		12	100%	90%	78%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	111 days	0.2	76%	90%	69%	-14% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 10 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	61	-5%
Admits	14	20	-30% ▼
Discharges	11	19	-42% ▼
Service Hours	8,390	5,650	48% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	18%	65%	49%	-47% ▼
● No Re-admit within 30 Days of Discharge		8	73%	85%	93%	-12% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	57%	-90% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	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	98%	86%

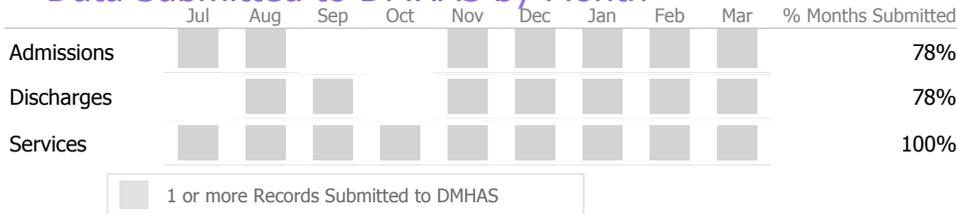
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	91%	60%	80%	31% ▲
✓ Stable Living Situation		53	91%	60%	89%	31% ▲
● Employed		7	12%	15%	13%	-3%
● Improved/Maintained Axis V GAF Score		31	62%	85%	50%	-23% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

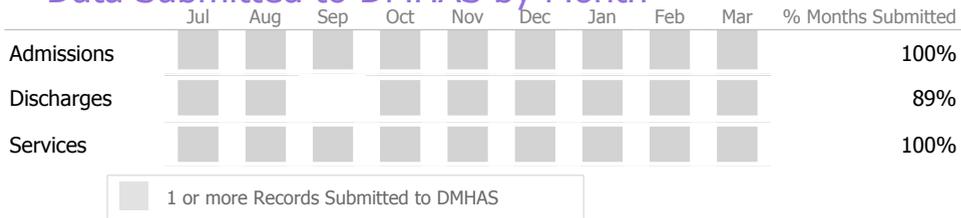
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	15	13	15% ▲
Discharges	17	13	31% ▲
Service Hours	64	46	39% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 14 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	2	-	
Service Hours	1,148	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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		1	50%	50%	66%	0%

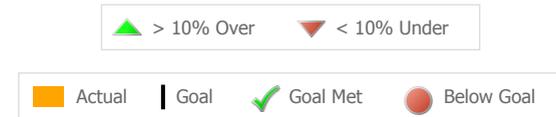
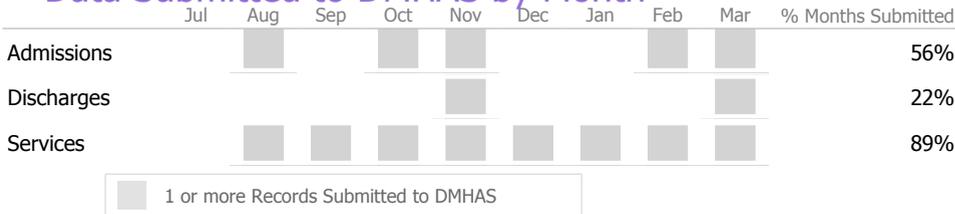
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	88%	40% ▲
✓ Stable Living Situation		6	100%	85%	97%	15% ▲
● Employed		1	17%	25%	11%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	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	2	8	-75% ▼
Admits	-	6	-100% ▼
Discharges	2	5	-60% ▼
Service Hours	39	1,133	-97% ▼
Bed Days	37	205	-82% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	95%	81%	5%
● No Re-admit within 30 Days of Discharge		1	50%	85%	93%	-35% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		50%
Cooccurring	Actual	State Avg
MH Screen Complete		71%
SA Screen Complete		67%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
✓ Valid Axis V GAF Score		91%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		1	50%	75%	67%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	100%	N/A ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	622 days	3.0	10%	90%	65%	-80% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										22%
Services										33%

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 |   
 ■ Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 9 Active Transitional Programs