

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,511	1,548	-2%
	Admits	1,039	958	8%
	Discharges	1,073	988	9%
	Service Hours	31,059	33,042	-6%
	Bed Days	3,011	3,920	-23% ▼

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

Consumer Satisfaction Survey

(Based on 594 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		92%	80%	91%
✓ Access		92%	80%	88%
✓ Overall		92%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		79%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	613	30.7%
	Crisis Services	460	23.0%
	ACT	239	12.0%
	Community Support	182	9.1%
	Social Rehabilitation	126	6.3%
	Intake	102	5.1%
	Other	72	3.6%
	Case Management	21	1.1%
	Residential Services	15	0.8%
	Forensic MH	Forensics Community-based	155
Crisis Services		13	0.7%

Client Demographics

Age	#	%	State Avg
18-25	262	17%	11%
26-34	288	19%	23%
35-44	217	14%	21%
45-54	265	18%	21%
55-64	340	23%	18%
65+	132	9%	6%

Gender	#	%	State Avg
Male	932	62%	59%
Female	577	38%	41%
Transgender	2	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,176	78%	71%
Hispanic-Other	132	9%	7%
Hisp-Puerto Rican	101	7%	13%
Unknown	99	7%	9%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	1,003	67%	63%
Black/African American	247	17%	16%
Other	151	10%	13%
Unknown	41	3%	5%
Multiple Races	25	2%	1%
Asian	20	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander			0%

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

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%	53%	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%	47%	-75% ▼
Social Support		N/A	N/A	60%	67%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	83%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 96%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 66%

Cooccurring	Actual	State Avg
MH Screen Complete		N/A 91%
SA Screen Complete		N/A 91%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

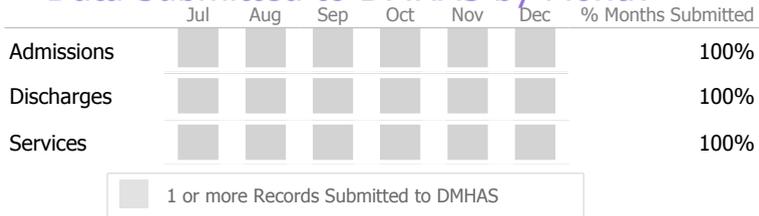
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	9	144% ▲
Admits	21	9	133% ▲
Discharges	21	9	133% ▲
Service Hours	57	38	51% ▲

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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	35	-66% ▼
Admits	4	9	-56% ▼
Discharges	1	7	-86% ▼
Service Hours	58	78	-26% ▼

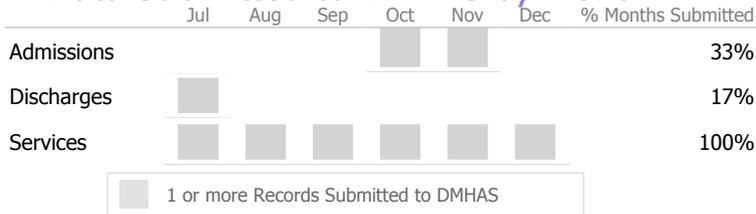
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	44%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		4	2%	0%	2%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

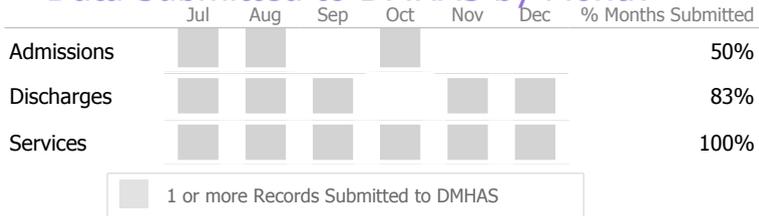
█ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	5	2	150% ▲
Discharges	5	3	67% ▲
Service Hours	26	9	196% ▲

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	196	198	-1%
Admits	23	16	44% ▲
Discharges	14	14	0%
Service Hours	2,347	2,167	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	87%	97%
Valid Axis V GAF Score	77%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	50%	50%	53%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		173	88%	60%	67%	28% ▲
Stable Living Situation		188	96%	95%	84%	1%
Employed		21	11%	30%	23%	-19% ▼
Improved/Maintained Axis V GAF Score		25	14%	75%	47%	-61% ▼

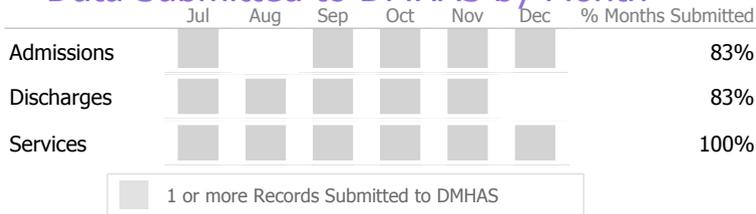
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		182	100%	90%	83%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		23	100%	75%	67%	25% ▲

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	34	30	13% ▲
Admits	2	3	-33% ▼
Discharges	6	3	100% ▲
Service Hours	852	918	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic		
6 Month Updates	96%	91%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	65%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	33%	65%	56%	-32% ▼
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	50%	10%

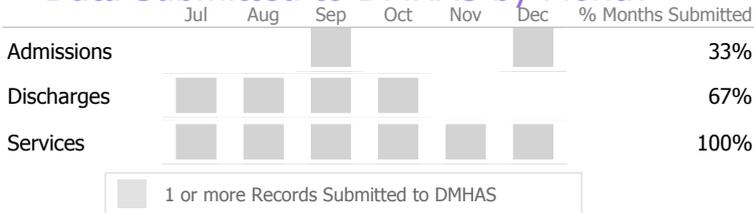
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		30	88%	60%	80%	28% ▲
✓ Stable Living Situation		29	85%	60%	91%	25% ▲
✓ Employed		8	24%	15%	15%	9%
● Improved/Maintained Axis V GAF Score		7	22%	85%	54%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

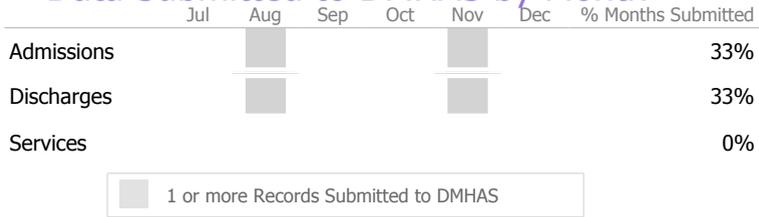
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

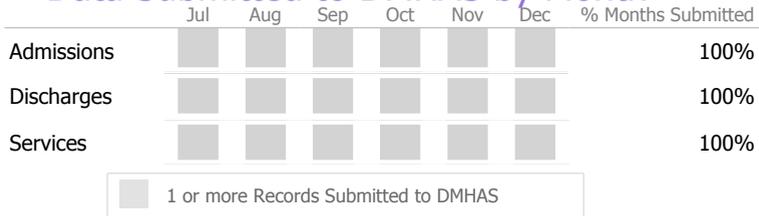
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	29	10% ▲
Admits	31	27	15% ▲
Discharges	30	28	7%
Service Hours	42	58	-28% ▼

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	92	-2%
Admits	10	13	-23% ▼
Discharges	9	13	-31% ▼
Service Hours	2,257	2,169	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic 6 Month Updates	100%	93%
Cooccurring MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis Valid Axis I Diagnosis	90%	98%
Valid Axis V GAF Score	57%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	78%	65%	67%	13% ▲

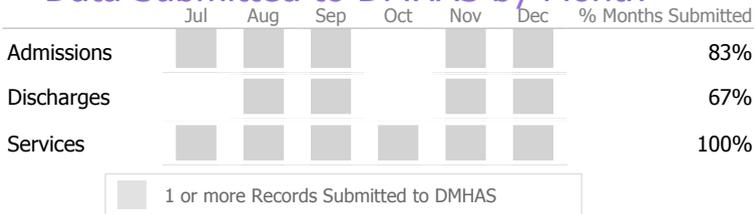
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	93%	60%	82%	33% ▲
Stable Living Situation		90	100%	80%	93%	20% ▲
Employed		5	6%	20%	13%	-14% ▼
Improved/Maintained Axis V GAF Score		8	10%	65%	63%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		83	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

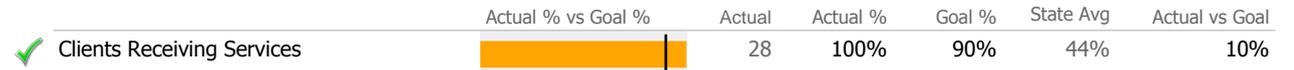
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	89	-29% ▼
Admits	31	48	-35% ▼
Discharges	36	41	-12% ▼
Service Hours	112	156	-28% ▼

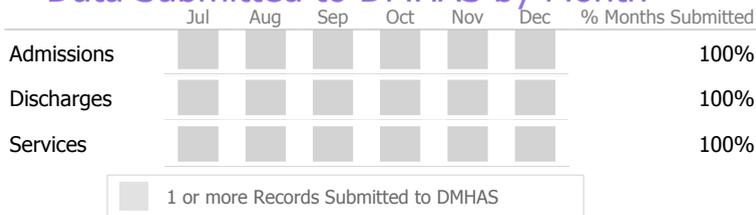
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

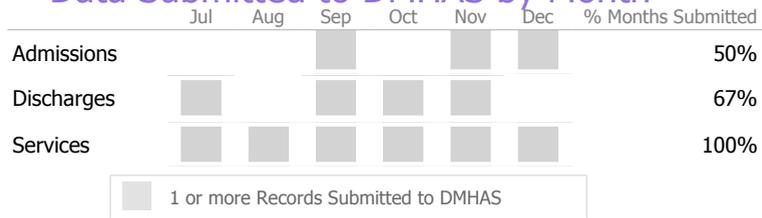
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	4	6	-33% ▼
Discharges	5	6	-17% ▼
Service Hours	32	23	37% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

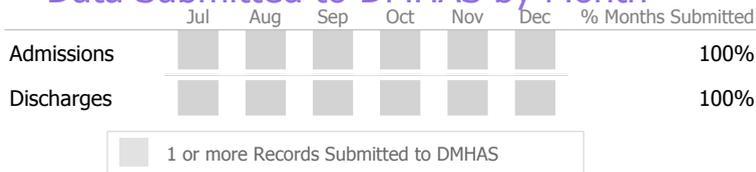
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	49	69% ▲
Admits	158	72	119% ▲
Discharges	158	72	119% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		176	56%	75%	70%	-19% ▼
✓ Community Location Evaluation		305	97%	80%	92%	17% ▲
✓ Follow-up Service within 48 hours		219	99%	90%	89%	9% ▲

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	102	103	-1%
Admits	17	18	-6%
Discharges	16	32	-50% ▼
Service Hours	2,037	1,876	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	97%
Valid Axis V GAF Score	55%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	56%	50%	53%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		95	93%	60%	67%	33% ▲
Stable Living Situation		100	98%	95%	84%	3%
Employed		14	14%	30%	23%	-16% ▼
Improved/Maintained Axis V GAF Score		10	11%	75%	47%	-64% ▼

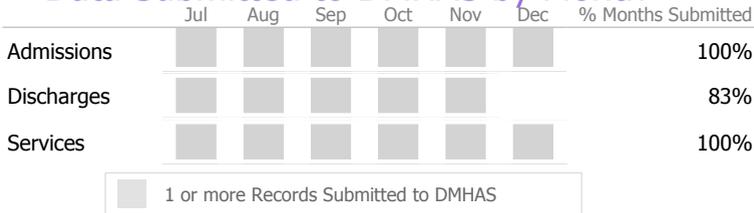
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	95%	90%	83%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		11	65%	75%	67%	-10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

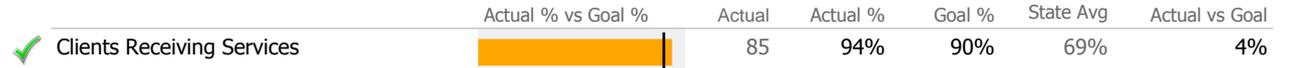
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

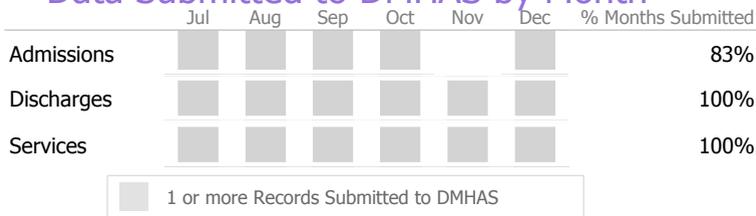
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	130	-3%
Admits	22	22	0%
Discharges	39	25	56% ▲
Service Hours	2,575	2,295	12% ▲
Social Rehab/PHP/IOP Days	0	1	-100% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	6	33% ▲
Admits	3	-	
Discharges	4	4	0%
Service Hours	604	669	-10%
Bed Days	881	800	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
On-Time Periodic		
6 Month Updates	100%	67%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	88%	98%
Valid Axis V GAF Score	63%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	95%	85%	-70% ▼
No Re-admit within 30 Days of Discharge		3	75%	85%	91%	-10%
Follow-up within 30 Days of Discharge		1	100%	90%	85%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		0	0%	75%	62%	-75% ▼

Service Utilization

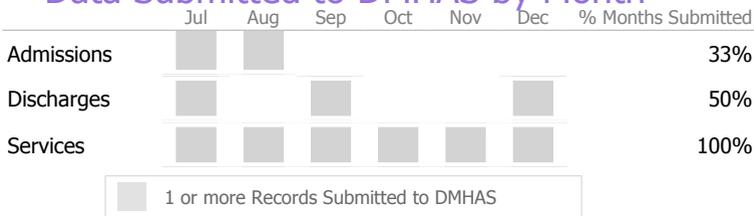
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	312 days	0.5	80%	90%	83%	-10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

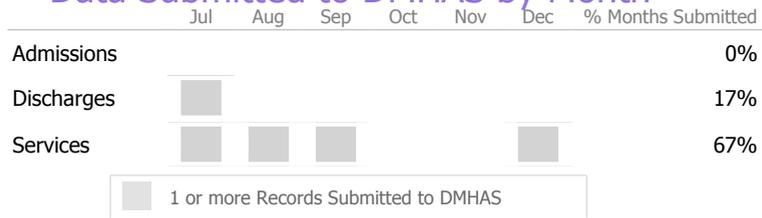
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	7	-57% ▼
Admits	-	3	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	19	15	23% ▲

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	48	50	-4%
Admits	9	6	50% ▲
Discharges	9	10	-10%
Service Hours	1,910	2,169	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
On-Time Periodic		
6 Month Updates	100%	91%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	46%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	100%	65%	56%	35% ▲
● No Re-admit within 30 Days of Discharge		7	78%	85%	91%	-7%
● Follow-up within 30 Days of Discharge		1	11%	90%	50%	-79% ▼

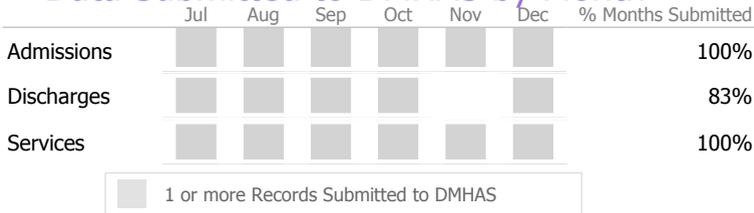
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		47	98%	60%	80%	38% ▲
✓ Stable Living Situation		45	94%	60%	91%	34% ▲
✓ Employed		21	44%	15%	15%	29% ▲
● Improved/Maintained Axis V GAF Score		11	28%	85%	54%	-57% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	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	44	45	-2%
Admits	6	5	20% ▲
Discharges	6	2	200% ▲
Service Hours	2,147	2,180	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
On-Time Periodic		
6 Month Updates	100%	91%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	57%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	65%	56%	35% ▲
● No Re-admit within 30 Days of Discharge		5	83%	85%	91%	-2%
● Follow-up within 30 Days of Discharge		1	17%	90%	50%	-73% ▼

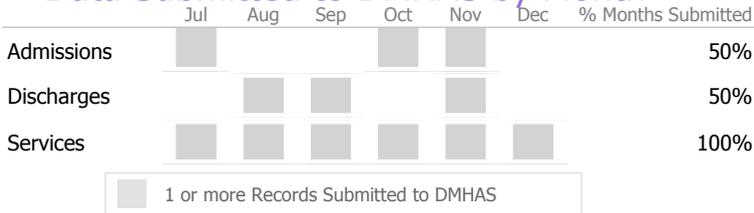
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	95%	60%	80%	35% ▲
✓ Stable Living Situation		40	91%	60%	91%	31% ▲
● Employed		6	14%	15%	15%	-1%
● Improved/Maintained Axis V GAF Score		3	8%	85%	54%	-77% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	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	21	21	0%
Admits	-	1	-100% ▼
Discharges	4	1	300% ▲
Service Hours	122	142	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	42%	-25% ▼

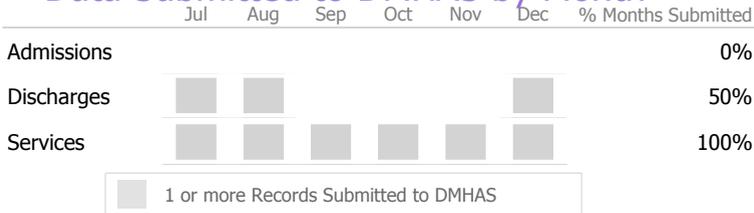
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	90%	80%	78%	10%
Social Support		14	67%	60%	64%	7%
Employed		0	0%	20%	9%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	94%	90%	71%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	60	8%
Admits	12	14	-14% ▼
Discharges	14	10	40% ▲
Service Hours	1,982	1,725	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic		
6 Month Updates	93%	91%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	89%	98%
Valid Axis V GAF Score	57%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	64%	65%	56%	-1%
No Re-admit within 30 Days of Discharge		13	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		7	78%	90%	50%	-12% ▼

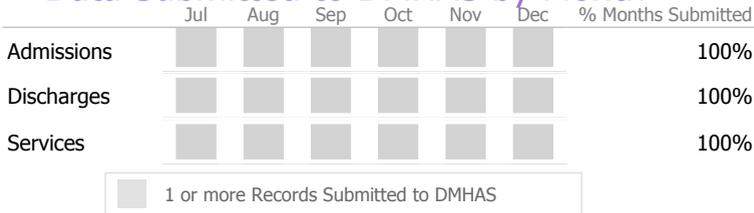
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		55	85%	60%	91%	25% ▲
Social Support		47	72%	60%	80%	12% ▲
Employed		2	3%	15%	15%	-12% ▼
Improved/Maintained Axis V GAF Score		9	17%	85%	54%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	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

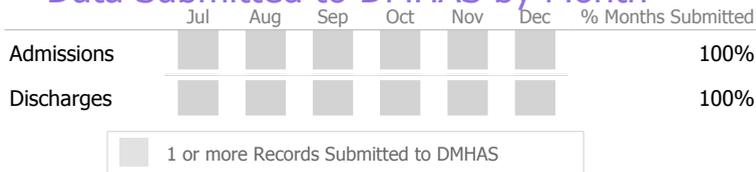
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	252	214	18% ▲
Admits	284	261	9%
Discharges	284	261	9%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	70%	-75% ▼
✓ Community Location Evaluation		564	99%	80%	92%	19% ▲
✓ Follow-up Service within 48 hours		6	100%	90%	89%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

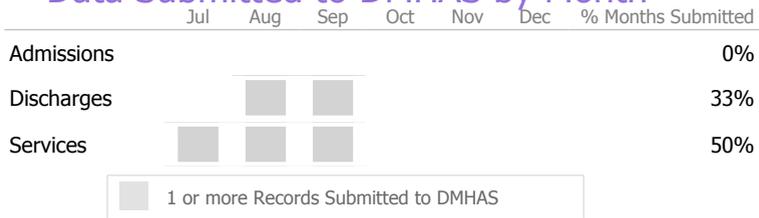
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	7	-71% ▼
Admits	-	3	-100% ▼
Discharges	2	3	-33% ▼
Service Hours	30	52	-42% ▼

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	92	99	-7%
Admits	13	9	44% ▲
Discharges	19	14	36% ▲
Service Hours	1,724	2,132	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	90%	91%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	86%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	68%	65%	67%	3%

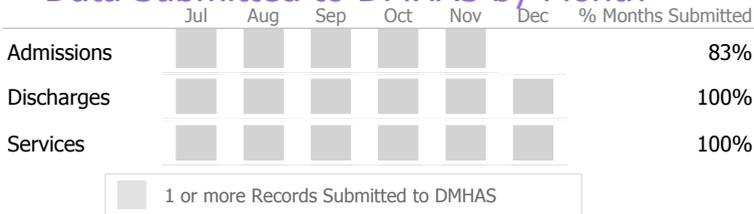
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	89%	60%	82%	29% ▲
Stable Living Situation		89	95%	80%	93%	15% ▲
Employed		9	10%	20%	13%	-10% ▼
Improved/Maintained Axis V GAF Score		33	41%	65%	63%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	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	9	44% ▲
Admits	11	4	175% ▲
Discharges	8	8	0%
Service Hours	291	190	53% ▲
Bed Days	829	473	75% ▲

Discharge Outcomes

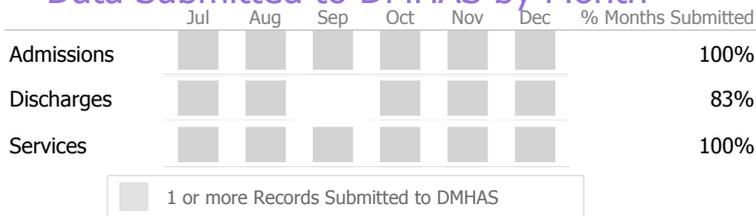
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	91%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	86 days	0.2	113%	90%	95%	23% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

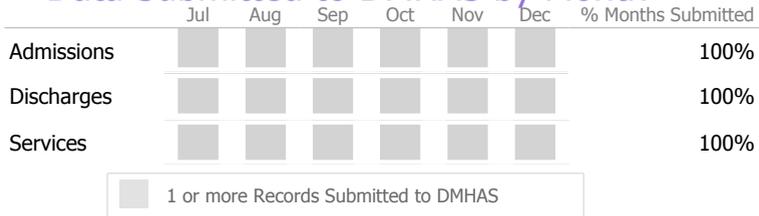
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	42	17% ▲
Admits	43	35	23% ▲
Discharges	45	39	15% ▲
Service Hours	107	114	-6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

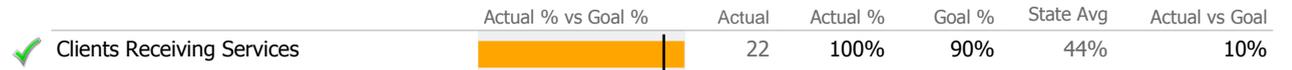
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	65	22% ▲
Admits	53	50	6%
Discharges	61	49	24% ▲
Service Hours	334	228	47% ▲

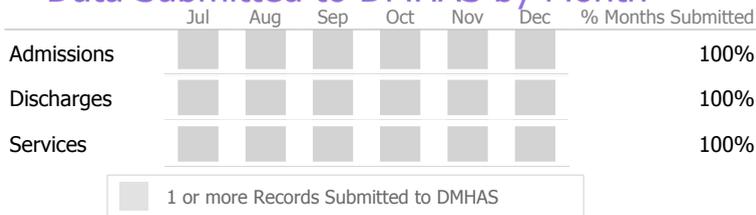
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

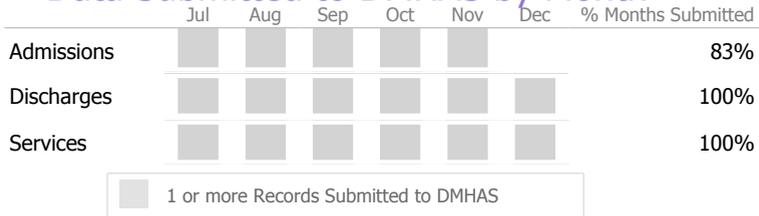
■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4%
Admits	9	11	-18% ▼
Discharges	8	6	33% ▲
Service Hours	150	188	-20% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

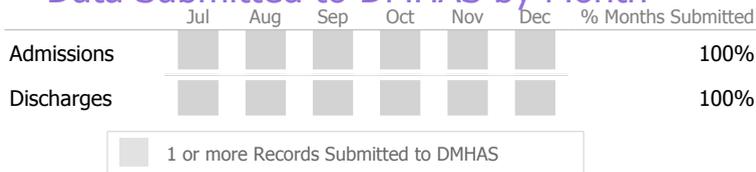
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	178	-28% ▼
Admits	188	243	-23% ▼
Discharges	186	243	-23% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		324	86%	75%	70%	11% ▲
✓ Community Location Evaluation		376	100%	80%	92%	20% ▲
✓ Follow-up Service within 48 hours		80	100%	90%	89%	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	205	202	1%
Admits	10	9	11% ▲
Discharges	19	17	12% ▲
Service Hours	2,555	2,643	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic 6 Month Updates	99%	66%
Cooccurring MH Screen Complete	67%	91%
SA Screen Complete	100%	91%
Diagnosis Valid Axis I Diagnosis	93%	97%
Valid Axis V GAF Score	92%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	53%	50%	53%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		179	87%	60%	67%	27% ▲
Stable Living Situation		199	97%	95%	84%	2%
Employed		21	10%	30%	23%	-20% ▼
Improved/Maintained Axis V GAF Score		56	29%	75%	47%	-46% ▼

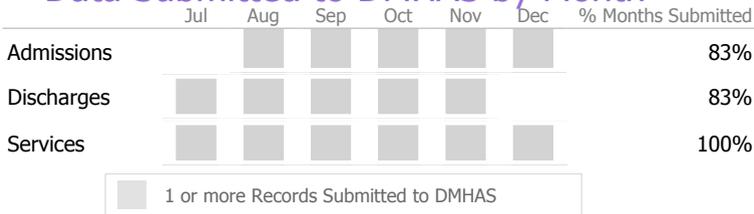
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		184	99%	90%	83%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	70%	75%	67%	-5%

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	119	109	9%
Admits	27	16	69% ▲
Discharges	19	14	36% ▲
Service Hours	2,538	2,678	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	87%	97%
Valid Axis V GAF Score	80%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	79%	50%	53%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		105	87%	60%	67%	27% ▲
Stable Living Situation		115	95%	95%	84%	0%
Employed		12	10%	30%	23%	-20% ▼
Improved/Maintained Axis V GAF Score		34	34%	75%	47%	-41% ▼

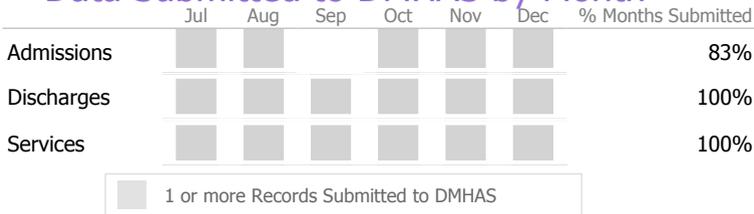
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		101	99%	90%	83%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	81%	75%	67%	6%

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	25	26	-4%
Admits	18	19	-5%
Discharges	18	18	0%
Service Hours	330	704	-53% ▼
Bed Days	1,301	1,513	-14% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		17	94%	85%	86%	9%
✓ Follow-up within 30 Days of Discharge		10	100%	90%	74%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	101 days	0.4	64%	90%	61%	-26% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	53	52	2%
Admits	11	8	38% ▲
Discharges	14	6	133% ▲
Service Hours	4,598	6,233	-26% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	50%	65%	56%	-15% ▼
● No Re-admit within 30 Days of Discharge		9	64%	85%	91%	-21% ▼
● Follow-up within 30 Days of Discharge		2	29%	90%	50%	-61% ▼

Data Submission Quality

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

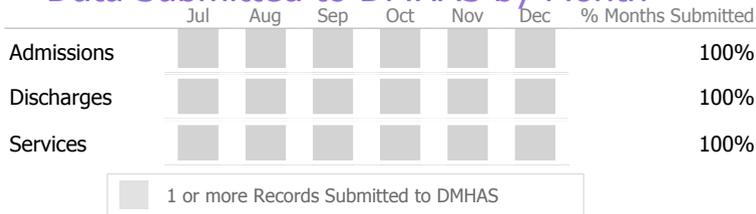
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	98%	60%	80%	38% ▲
✓ Stable Living Situation		49	91%	60%	91%	31% ▲
✓ Employed		8	15%	15%	15%	0%
● Improved/Maintained Axis V GAF Score		28	64%	85%	54%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

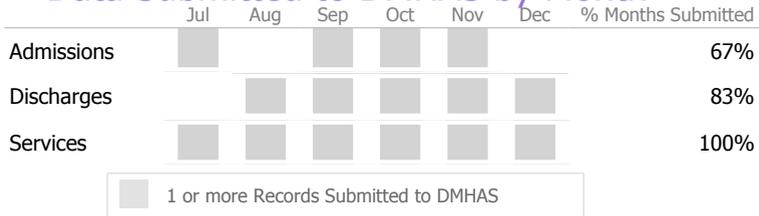
Actual | Goal Goal Met Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	13	-15% ▼
Admits	10	11	-9%
Discharges	9	11	-18% ▼
Service Hours	39	48	-20% ▼

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	4	75% ▲
Admits	2	4	-50% ▼
Discharges	1	1	0%
Service Hours	1,186	626	89% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	71%	-50% ▼

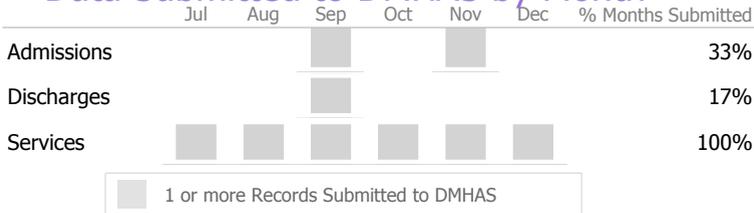
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	82%	40% ▲
✓ Employed		2	29%	25%	13%	4%
✓ Stable Living Situation		6	86%	85%	95%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	98%	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