

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	6,261	7,363	-15%	▼
	Admits	1,334	2,278	-41%	▼
	Discharges	1,335	2,524	-47%	▼
	Service Hours	15,370	19,425	-21%	▼
	Bed Days	31,138	26,619	17%	▲

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

Consumer Satisfaction Survey

(Based on 405 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		94%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		83%	80%	83%
✓ Recovery		82%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	5,081	80.2%
Addiction			
	Outpatient	322	5.1%
	Residential Services	266	4.2%
	Recovery Support	36	0.6%
	Medication Assisted Treatment	15	0.2%
Mental Health			
	Case Management	232	3.7%
	Outpatient	185	2.9%
	Residential Services	133	2.1%
Forensic MH			
	Forensics Community-based	46	0.7%
	Residential Services	18	0.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	809	14%	12%	Male	4,004	69%	60%
26-34	1,689	30%	24%	Female	1,834	31%	40%
35-44	1,178	21%	21%	Transgender			0%
45-54	998	18%	20%	Race			
55-64	804	14%	17%	White/Caucasian	3,654	58%	63%
65+	224	4%	6%	Unknown	898	14%	5%
Ethnicity				Other	809	13%	14%
Non-Hispanic	3,766	60%	71%	Black/African American	771	12%	16%
Unknown	1,716	27%	9%	Asian	47	1%	1%
Hispanic-Other	339	5%	7%	Multiple Races	38	1%	1%
Hisp-Puerto Rican	307	5%	13%	Am. Indian/Native Alaskan	34	1%	1%
Hispanic-Mexican	123	2%	1%	Hawaiian/Other Pacific Islander	10	0%	0%
Hispanic-Cuban	10	0%	0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	39	-10% ▼
Admits	8	8	0%
Discharges	5	12	-58% ▼
Service Hours	18	62	-72% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	92%
Valid TEDS Data	75%	88%
On-Time Periodic		
6 Month Updates	0%	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	40%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	54%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		7	20%	55%	51%	-35% ▼
Not Arrested		12	34%	75%	83%	-41% ▼
Employed		1	3%	50%	41%	-47% ▼
Self Help		2	6%	60%	31%	-54% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-75% ▼
Stable Living Situation		7	20%	95%	81%	-75% ▼

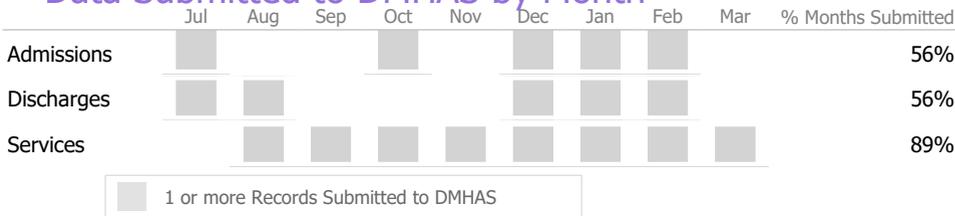
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	10%	90%	60%	-80% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	75%	75%	65%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

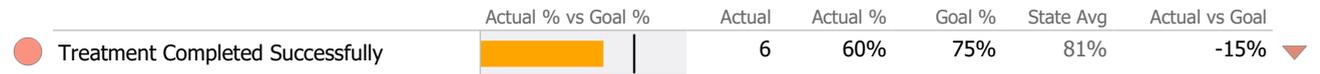
■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

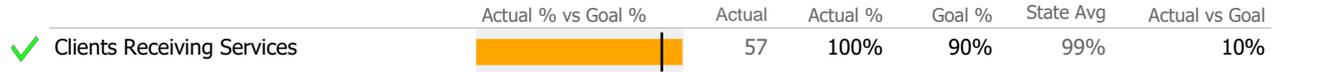
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	57	14% ▲
Admits	18	58	-69% ▼
Discharges	10	12	-17% ▼
Service Hours	1,163	799	45% ▲

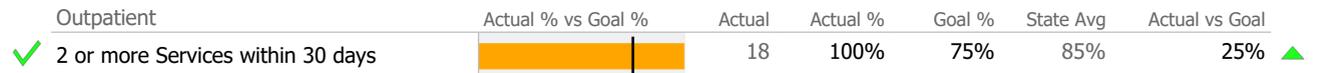
Discharge Outcomes



Service Utilization



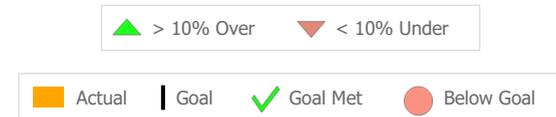
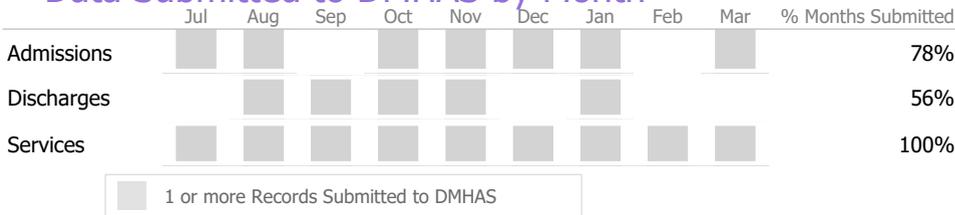
Service Engagement



Data Submission Quality



Data Submitted to DMHAS by Month



* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	84	-58% ▼
Admits	13	10	30% ▲
Discharges	14	65	-78% ▼
Service Hours	510	512	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	93%	75%	81%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	99%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	100%	75%	85%	25% ▲

Data Submission Quality

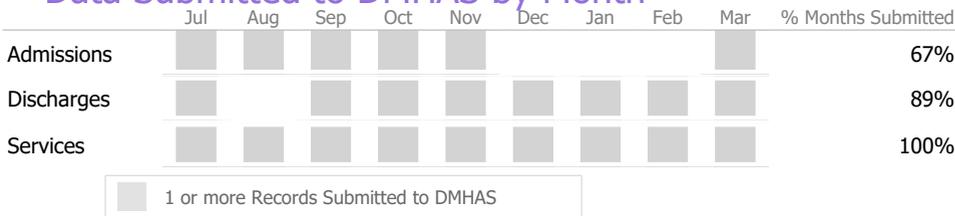
Data Entry	Actual	State Avg
Valid NOMS Data		96%
✓ Valid TEDS Data		40%

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

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

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	1	3	-67% ▼
Discharges	2	2	0%
Bed Days	2,474	2,344	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	84%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	82%
✓ SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

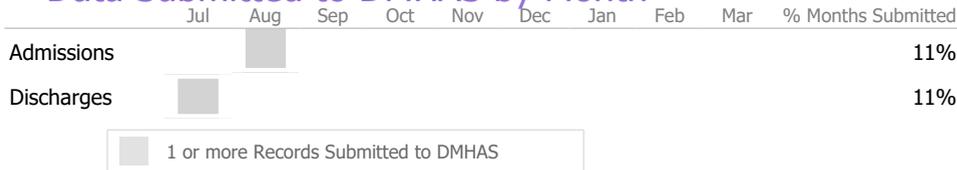
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	81%	22% ▲
✓ Stable Living Situation		11	100%	90%	99%	10%
○ Improved/Maintained Axis V GAF Score		10	91%	95%	69%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	811 days	0.3	113%	90%	95%	23% ▲



Data Submitted to DMHAS by Month



* State Avg based on 24 Active Group Home Programs

Program Activity

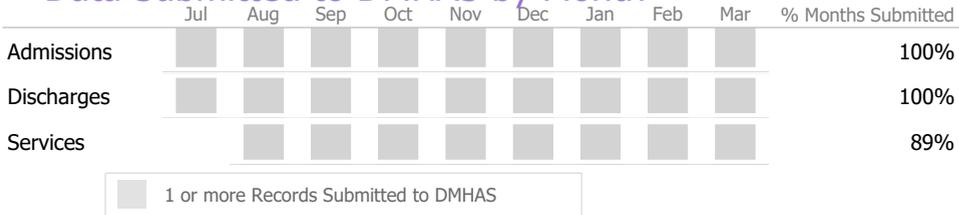
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	51	-10%
Admits	24	30	-20% ▼
Discharges	30	34	-12% ▼
Service Hours	3,516	3,119	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

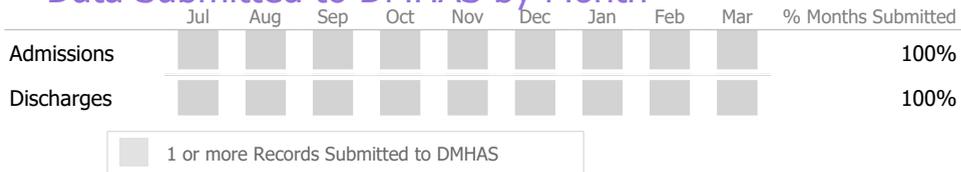
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Day Reporting Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	112	-13% ▼
Admits	80	87	-8%
Discharges	72	86	-16% ▼
Bed Days	7,979	7,737	3%

Data Submitted to DMHAS by Month



* State Avg based on 3 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	2	-	
Discharges	2	-	
Service Hours	109	124	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	86%	15% ▲

Service Utilization

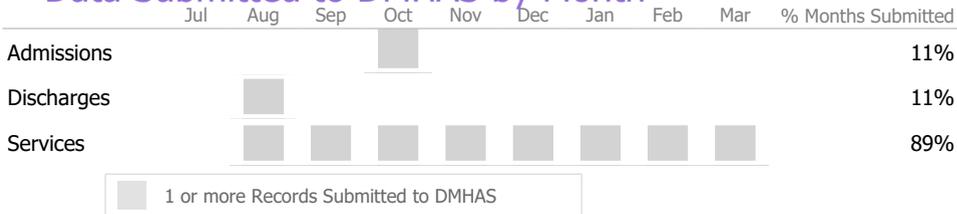
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	97%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	256	-82% ▼
Admits	13	71	-82% ▼
Discharges	4	191	-98% ▼
Service Hours	35	1,147	-97% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	92%
Valid TEDS Data	76%	88%
On-Time Periodic		
6 Month Updates	0%	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	70%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	54%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		16	34%	75%	83%	-41% ▼
Employed		3	6%	50%	41%	-44% ▼
Abstinence/Reduced Drug Use		5	11%	55%	51%	-44% ▼
Self Help		4	9%	60%	31%	-51% ▼
Stable Living Situation		13	28%	95%	81%	-67% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-75% ▼

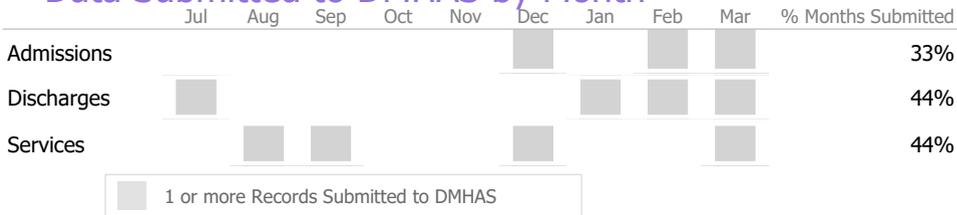
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	23%	90%	60%	-67% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	100%	75%	65%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	12	12	0%
Discharges	13	13	0%
Bed Days	2,302	1,946	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	3%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	77%	70%	75%	7%
✓ No Re-admit within 30 Days of Discharge		12	92%	85%	93%	7%
✓ Follow-up within 30 Days of Discharge		9	90%	90%	68%	0%

Recovery

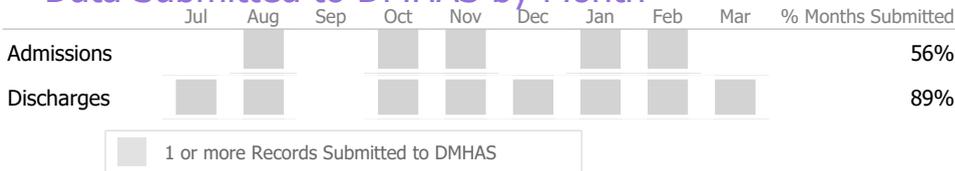
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		14	100%	95%	78%	5%
○ Abstinance/Reduced Drug Use		8	38%	70%	80%	-32% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	198 days	0.2	105%	90%	103%	15% ▲

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 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	89	123	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	92%	15% ▲

Service Utilization

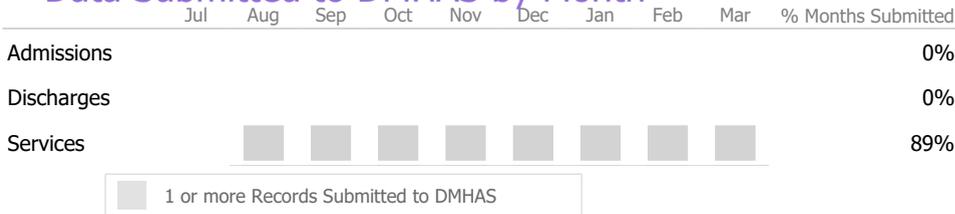
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	46	-35% ▼
Admits	12	19	-37% ▼
Discharges	12	29	-59% ▼
Service Hours	174	451	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	33%	50%	48%	-17% ▼

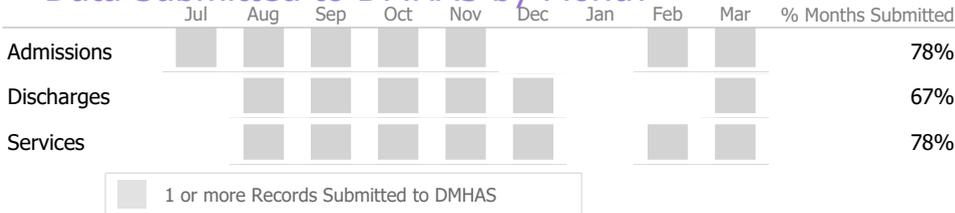
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		28	93%	60%	65%	33% ▲
Employed		12	40%	20%	10%	20% ▲
Stable Living Situation		25	83%	80%	79%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	94%	90%	78%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	79%
Valid TEDS Data	N/A	99%
On-Time Periodic		
6 Month Updates	Actual	State Avg
	N/A	9%
Cooccurring		
MH Screen Complete	Actual	State Avg
	N/A	81%
SA Screen Complete	Actual	State Avg
	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	58%	-55% ▼
Employed		N/A	N/A	50%	19%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	57%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	42%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-95% ▼

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 8 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	-	
Discharges	1	1	0%
Service Hours	127	167	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	92%	15% ▲

Service Utilization

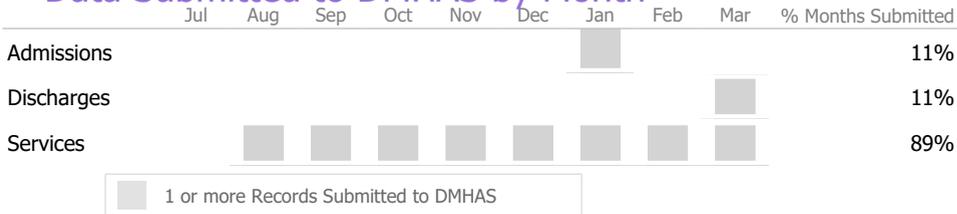
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	1	-	
Discharges	2	2	0%
Service Hours	373	375	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	86%	11% ▲

Service Utilization

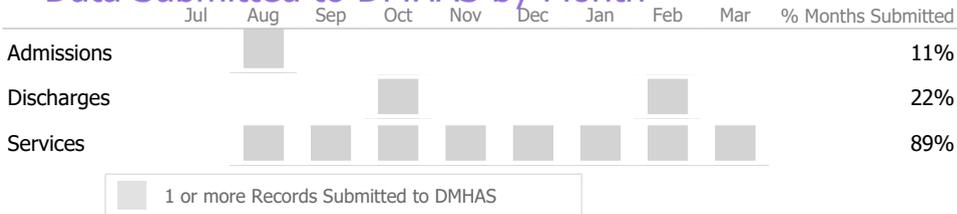
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	1	1	0%
Discharges	4	1	300% ▲
Service Hours	326	467	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	92%	15% ▲

Service Utilization

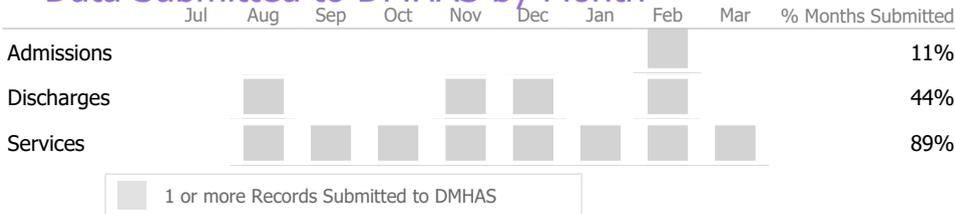
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	95%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	17	29% ▲
Admits	15	9	67% ▲
Discharges	14	14	0%
Bed Days	1,906	1,613	18% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	70%	75%	1%
✓ No Re-admit within 30 Days of Discharge		14	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		10	100%	90%	68%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	95%
✓ Valid TEDS Data	100%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Abstinence/Reduced Drug Use		11	50%	70%	80%	-20% ▼
✓ Improved/Maintained Axis V GAF Score		14	100%	95%	78%	5%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Bed Utilization

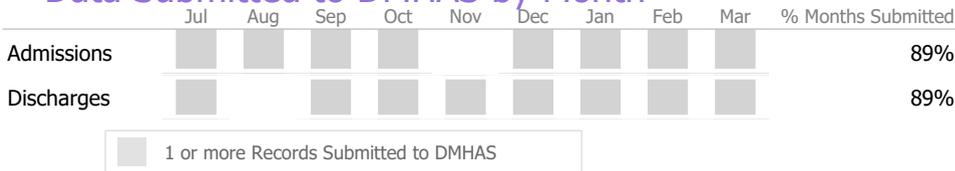
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		8	151 days	0.2	87%	90%	103%	-3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	96%
✓ SA Screen Complete	100%	96%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	393	337	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	86%	5%

Service Utilization

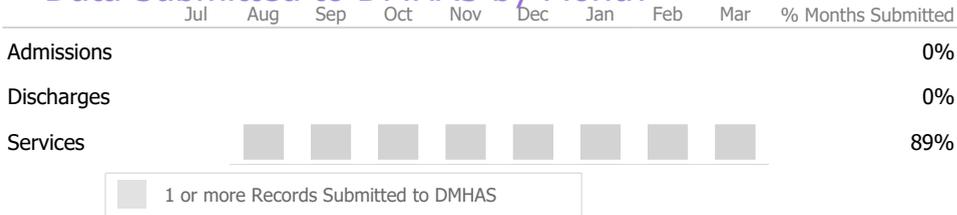
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		89%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	41	29% ▲
Admits	26	12	117% ▲
Discharges	13	14	-7%
Service Hours	4,463	2,604	71% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	93%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	46%	50%	70%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		50	94%	85%	97%	9%
Social Support		30	57%	60%	84%	-3%
Employed		8	15%	25%	13%	-10% ▼
Improved/Maintained Axis V GAF Score		40	95%	95%	67%	0%

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█		█	89%
Discharges	█	█	█		█	█		█	█	78%
Services		█	█	█	█	█	█	█	█	89%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	185	172	8%
Admits	111	45	147% ▲
Discharges	67	87	-23% ▼
Service Hours	771	1,689	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	3%	63%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	50%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	12%	50%	52%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	46%	60%	67%	-14% ▼
Employed		23	12%	30%	25%	-18% ▼
Stable Living Situation		93	48%	95%	85%	-47% ▼
Improved/Maintained Axis V GAF Score		1	1%	75%	51%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	78%	90%	86%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		103	97%	75%	69%	22% ▲

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

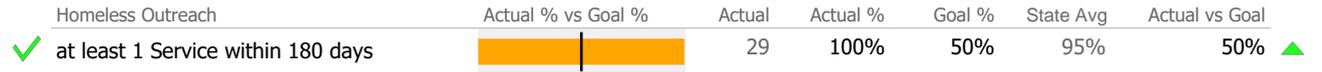
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

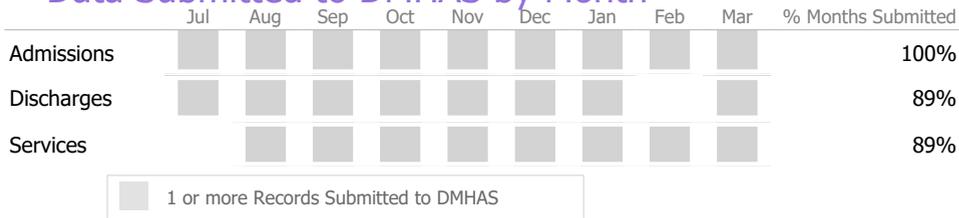
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	63	-3%
Admits	29	37	-22% ▼
Discharges	27	37	-27% ▼
Service Hours	594	1,459	-59% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	1	1	0%
Discharges	2	1	100% ▲
Bed Days	3,918	3,812	3%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	54%	25% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	77%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	82%	-40% ▼

Recovery

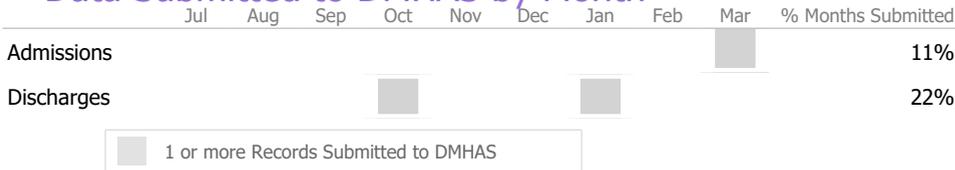
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		10	67%	75%	54%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	1,414 days	0.3	95%	90%	93%	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 28 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	6	3	100% ▲
Discharges	4	6	-33% ▼
Bed Days	2,748	2,623	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	87%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	60%	68%	40% ▲
● Follow-up within 30 Days of Discharge		2	50%	90%	65%	-40% ▼

Recovery

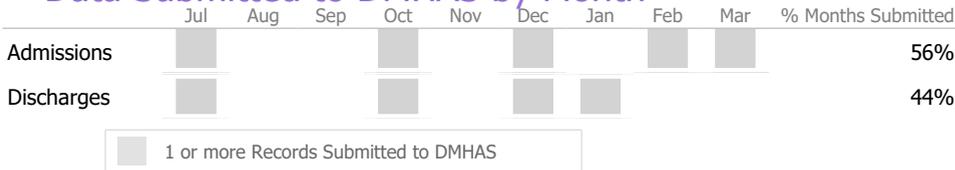
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	88%	60%	82%	28% ▲
✓ Stable Living Situation		16	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼
✓ Improved/Maintained Axis V GAF Score		11	100%	95%	65%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	663 days	0.3	84%	90%	94%	-6%

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 79 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	42	-5%
Admits	4	23	-83% ▼
Discharges	11	3	267% ▲
Service Hours	967	1,586	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	96%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	93%
Valid Axis V GAF Score	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	27%	50%	70%	-23% ▼

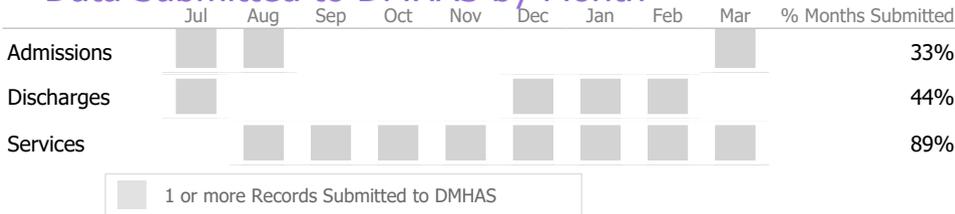
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		28	70%	60%	84%	10%
Stable Living Situation		34	85%	85%	97%	0%
Employed		6	15%	25%	13%	-10% ▼
Improved/Maintained Axis V GAF Score		33	85%	95%	67%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	97%	90%	99%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

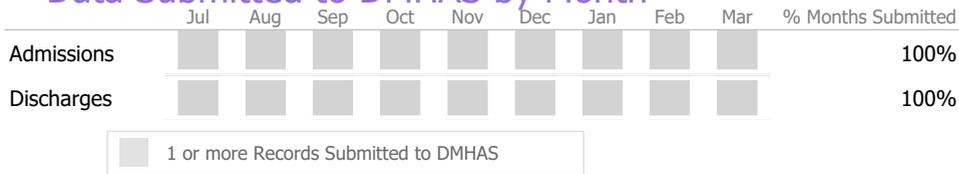
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5,081	5,831	-13% ▼
Admits	751	1,475	-49% ▼
Discharges	741	1,504	-51% ▼

Data Submitted to DMHAS by Month



* State Avg based on 15 Active Pre-trial Intervention Programs Programs

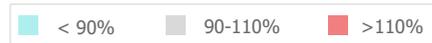
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	112	13% ▲
Admits	102	93	10%
Discharges	102	87	17% ▲
Bed Days	7,701	6,089	26% ▲

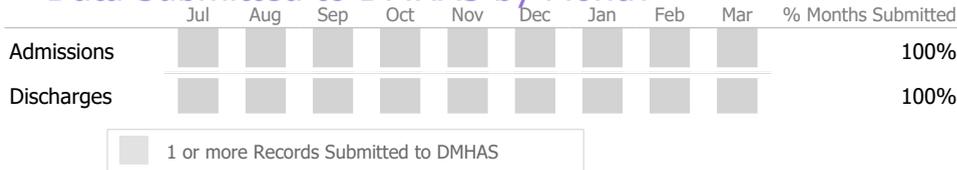
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	3	2	50% ▲
Discharges	3	2	50% ▲
Service Hours	352	690	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	92%	9%

Service Utilization

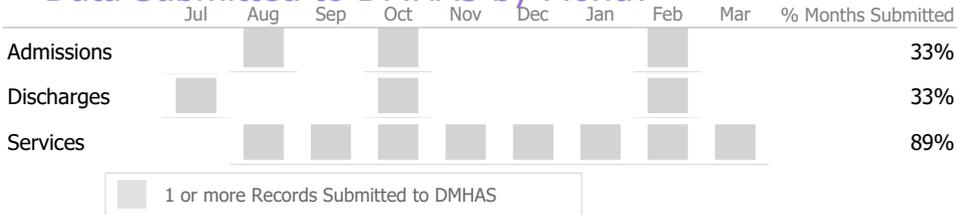
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	2	800% ▲
Admits	15	-	
Discharges	8	2	300% ▲
Bed Days	2,110	156	1253% ▲

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	15		
Admits	16	-	
Discharges	4	-	
Service Hours	41	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
Valid TEDS Data	88%	99%
On-Time Periodic		
6 Month Updates	N/A	37%
Cooccurring		
MH Screen Complete	100%	84%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	93%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	51%	-50% ▼

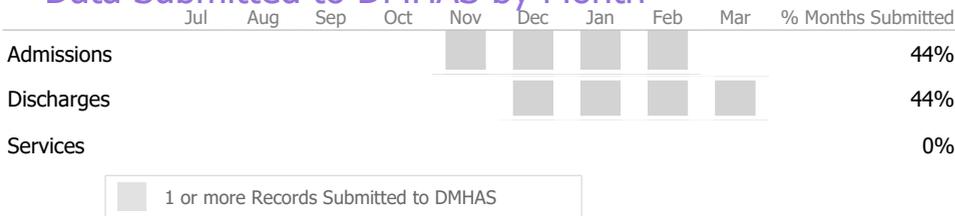
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		14	88%	55%	60%	33% ▲
Not Arrested		16	100%	75%	89%	25% ▲
Stable Living Situation		14	88%	95%	87%	-7%
Employed		2	12%	50%	33%	-38% ▼
Self Help		3	19%	60%	30%	-41% ▼
Improved/Maintained Axis V GAF Score		1	25%	75%	54%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	63%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	163	-34% ▼
Admits	47	97	-52% ▼
Discharges	109	114	-4%
Service Hours	469	890	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	92%
Valid TEDS Data	64%	88%
On-Time Periodic		
6 Month Updates	N/A	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	89%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		51	47%	50%	54%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		109	100%	75%	83%	25% ▲
Employed		43	39%	50%	41%	-11% ▼
Abstinence/Reduced Drug Use		42	39%	55%	51%	-16% ▼
Stable Living Situation		73	67%	95%	81%	-28% ▼
Self Help		3	3%	60%	31%	-57% ▼
Improved/Maintained Axis V GAF Score		13	12%	75%	57%	-63% ▼

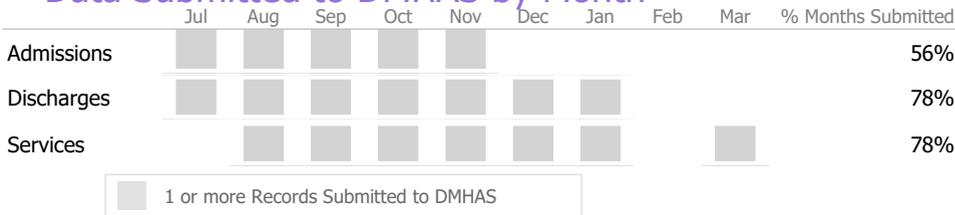
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	60%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		39	83%	75%	65%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	42	-21% ▼
Admits	-	3	-100% ▼
Discharges	5	8	-38% ▼
Service Hours	555	854	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		33	100%	85%	92%	15% ▲

Service Utilization

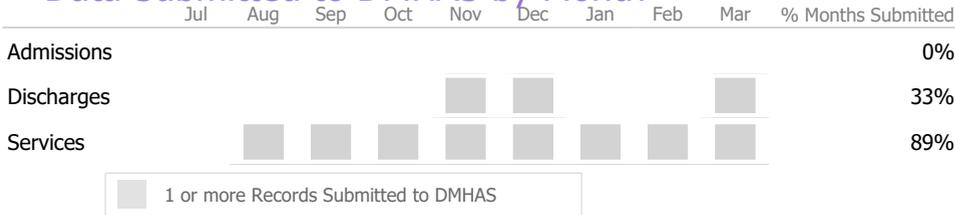
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	1	0%
Discharges	2	1	100% ▲
Service Hours	170	546	-69% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	92%	15% ▲

Service Utilization

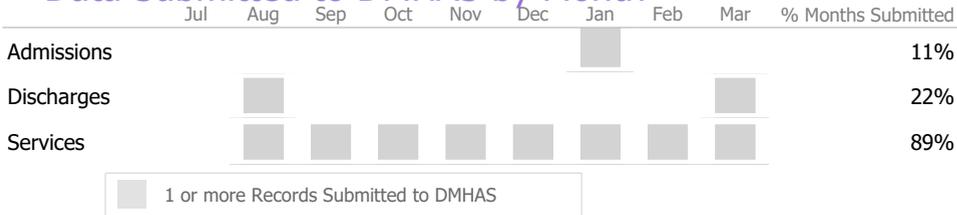
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		79%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Women's REACH Program

Connection Inc.

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

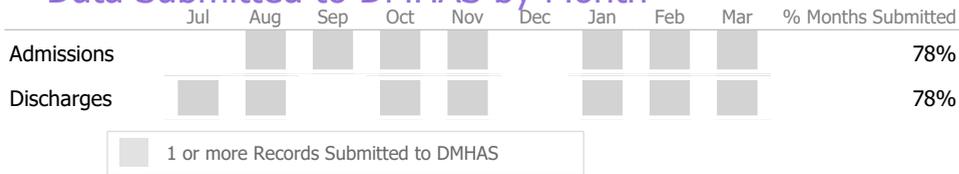
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	35	3%
Admits	18	16	13% ▲
Discharges	18	20	-10%

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Other 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	50%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	62%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	64%	-55% ▼
Employed		N/A	N/A	50%	28%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	59%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	42%	-60% ▼
Stable Living Situation		N/A	N/A	95%	87%	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		95%
Valid TEDS Data		97%
On-Time Periodic		
6 Month Updates		0%
Cooccurring		
MH Screen Complete		91%
SA Screen Complete		91%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	63%	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 48 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	228	-86% ▼
Admits	2	156	-99% ▼
Discharges	33	169	-80% ▼
Service Hours	108	1,363	-92% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	32%	92%
Valid TEDS Data	21%	88%
On-Time Periodic		
6 Month Updates	N/A	25%
Cooccurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	73%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	12%	50%	54%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		33	100%	75%	83%	25% ▲
Abstinence/Reduced Drug Use		12	36%	55%	51%	-19% ▼
Employed		5	15%	50%	41%	-35% ▼
Self Help		0	0%	60%	31%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-75% ▼
Stable Living Situation		5	15%	95%	81%	-80% ▼

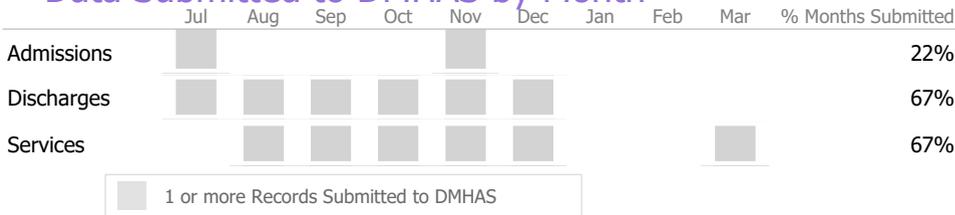
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	60%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	65%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 113 Active Standard Outpatient Programs