

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,825	7,760	-12% ▼
	Admits	2,015	2,730	-26% ▼
	Discharges	1,838	3,015	-39% ▼
	Service Hours	21,821	25,210	-13% ▼
	Bed Days	41,298	35,988	15% ▲

▲ > 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	#	%
<b>Forensic SA</b>			
	Forensics Community-based	5,299	76.2%
<b>Addiction</b>			
	Outpatient	423	6.1%
	Residential Services	320	4.6%
	Recovery Support	41	0.6%
	Medication Assisted Treatment	15	0.2%
	Case Management	2	0.0%
<b>Mental Health</b>			
	Outpatient	360	5.2%
	Case Management	271	3.9%
	Residential Services	143	2.1%
<b>Forensic MH</b>			
	Forensics Community-based	59	0.8%
	Residential Services	24	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	900	14%	12%
26-34	1,836	29%	24%
35-44	1,325	21%	21%
45-54	1,101	18%	20%
55-64	863	14%	17%
65+	240	4%	6%

Gender	#	%	State Avg
Male	4,342	68%	60%
Female	2,060	32%	40%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	3,985	58%	63%
Unknown	922	14%	5%
Black/African American	912	13%	17%
Other	862	13%	13%
Asian	50	1%	1%
Multiple Races	46	1%	1%
Am. Indian/Native Alaskan	38	1%	1%
Hawaiian/Other Pacific Islander	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	41	39	5%
Admits	15	8	88% ▲
Discharges	10	12	-17% ▼
Service Hours	45	63	-29% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	88%
Valid TEDS Data	76%	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	34%
<b>Cooccurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	49%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	10%	50%	57%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		11	26%	55%	52%	-29% ▼
Not Arrested		19	45%	75%	80%	-30% ▼
Employed		3	7%	50%	40%	-43% ▼
Self Help		5	12%	60%	30%	-48% ▼
Stable Living Situation		9	21%	95%	78%	-74% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	68%	-75% ▼

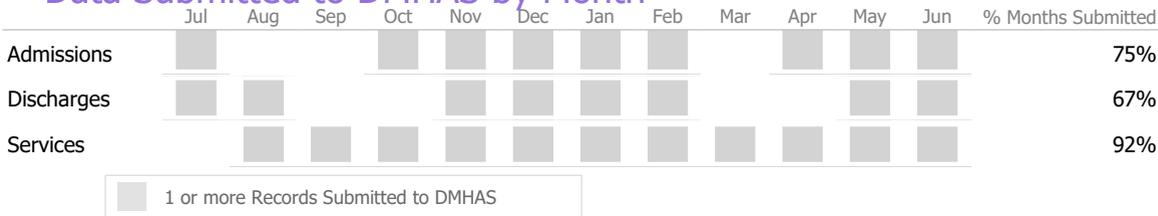
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	16%	90%	76%	-74% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	86%	75%	67%	11% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | █ Goal ✓ Goal Met ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	60	13% ▲
Admits	22	62	-65% ▼
Discharges	15	13	15% ▲
Service Hours	1,532	1,240	24% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	73%	75%	80%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	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		21	95%	75%	84%	20% ▲

### Data Submission Quality

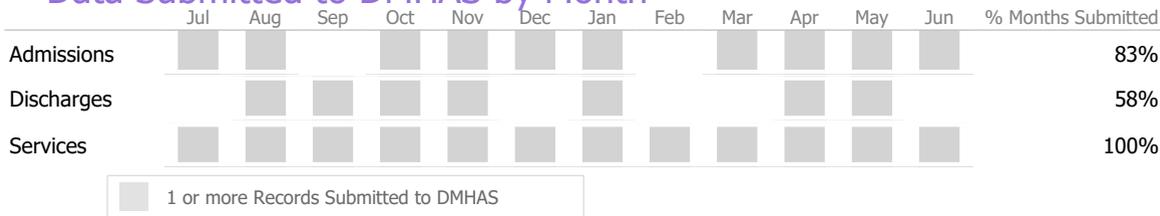
Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	95%
✓ Valid TEDS Data	46%	41%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	93%

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	97%	98%

### 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	42	90	-53% ▼
Admits	20	16	25% ▲
Discharges	17	66	-74% ▼
Service Hours	683	674	1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	94%	75%	80%	19% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	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		19	95%	75%	84%	20% ▲

### Data Submission Quality

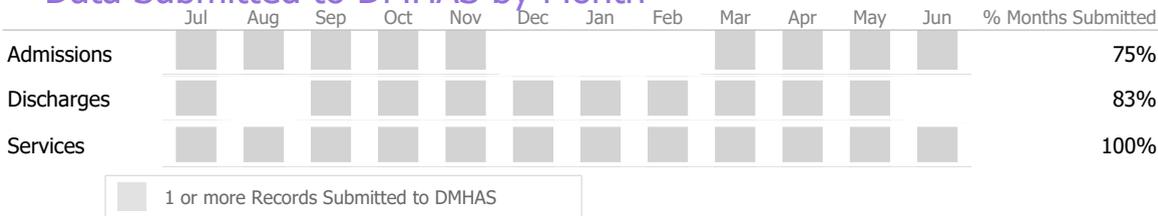
Data Entry	Actual	State Avg
Valid NOMS Data		95%
✓ Valid TEDS Data		41%

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

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

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		98%

### 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	12	-8%
Admits	1	4	-75% ▼
Discharges	2	2	0%
Bed Days	3,293	3,252	1%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	82%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		88%
✓ SA Screen Complete		95%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		100%

### Recovery

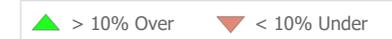
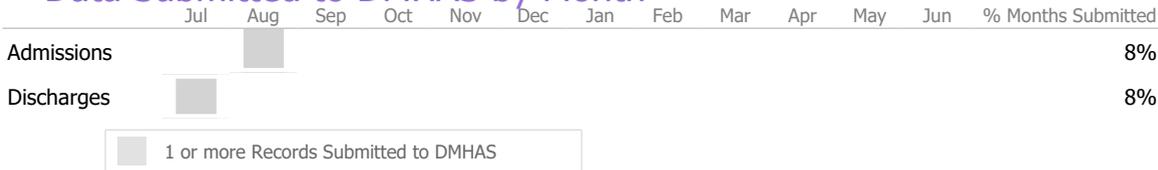
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	83%	22% ▲
✓ Stable Living Situation		11	100%	90%	99%	10%
○ Improved/Maintained Axis V GAF Score		10	91%	95%	68%	-4%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	898 days	0.2	113%	90%	95%	23% ▲



### Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Group Home Programs

### Program Activity

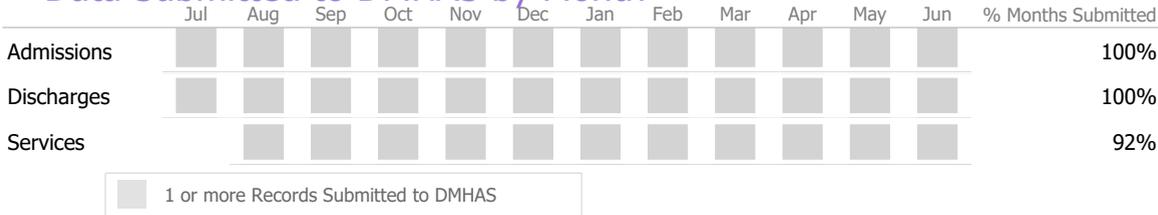
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	58	2%
Admits	38	38	0%
Discharges	39	39	0%
Service Hours	4,768	4,211	13% ▲

### 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

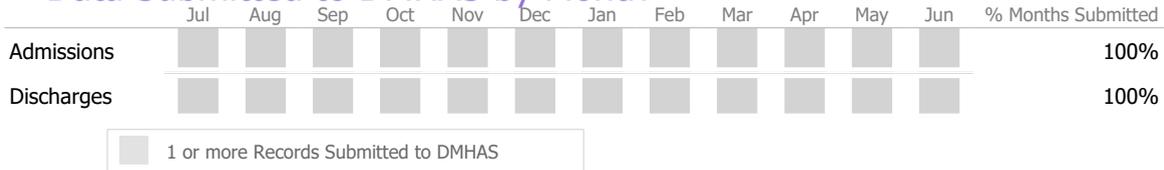
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Day Reporting Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	125	-9%
Admits	101	104	-3%
Discharges	100	110	-9%
Bed Days	10,422	10,368	1%

### Data Submitted to DMHAS by Month



\* State Avg based on 4 Active Shelter Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	14	57% ▲
Admits	10	1	900% ▲
Discharges	4	2	100% ▲
Service Hours	151	179	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	95%	85%	85%	10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	89%	90%	96%	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	253	-47% ▼
Admits	124	89	39% ▲
Discharges	77	243	-68% ▼
Service Hours	586	1,277	-54% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
Valid TEDS Data	83%	85%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
6 Month Updates	0%	34%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
MH Screen Complete	98%	91%
SA Screen Complete	Actual	State Avg
SA Screen Complete	98%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	Actual	State Avg
Valid Axis V GAF Score	76%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		20	26%	50%	57%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		126	93%	75%	80%	18% ▲
● Abstinence/Reduced Drug Use		58	43%	55%	52%	-12% ▼
● Employed		48	36%	50%	40%	-14% ▼
● Stable Living Situation		102	76%	95%	78%	-19% ▼
● Self Help		37	27%	60%	30%	-33% ▼
● Improved/Maintained Axis V GAF Score		9	10%	75%	68%	-65% ▼

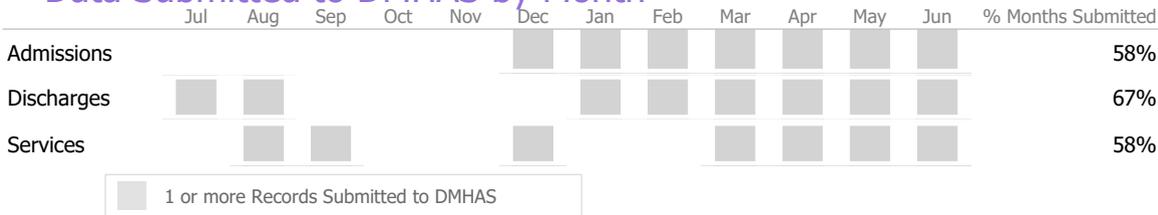
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		50	86%	90%	76%	-4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		122	98%	75%	67%	23% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	26	0%
Admits	18	18	0%
Discharges	18	17	6%
Bed Days	3,040	2,631	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Valid TEDS Data	100%	84%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	83%	70%	75%	13% ▲
✓ No Re-admit within 30 Days of Discharge		17	94%	85%	92%	9%
✓ Follow-up within 30 Days of Discharge		14	93%	90%	68%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		19	100%	95%	82%	5%
○ Abstinance/Reduced Drug Use		10	37%	70%	79%	-33% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	221 days	0.2	104%	90%	94%	14% ▲

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 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	131	157	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	91%	15% ▲

### Service Utilization

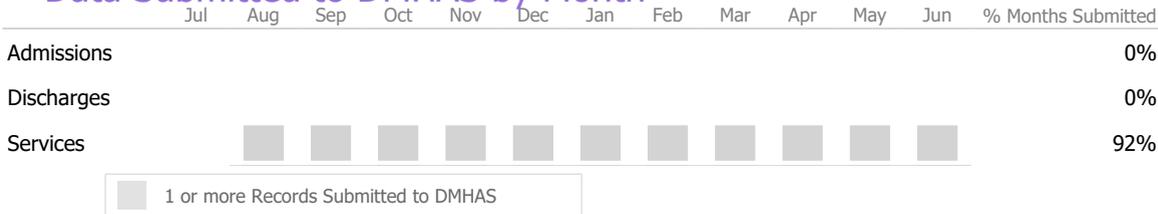
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### 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	38	54	-30% ▼
Admits	20	27	-26% ▼
Discharges	19	36	-47% ▼
Service Hours	205	537	-62% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	32%	50%	30%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		31	82%	60%	61%	22% ▲
✓ Employed		14	37%	20%	11%	17% ▲
● Stable Living Situation		30	79%	80%	77%	-1%

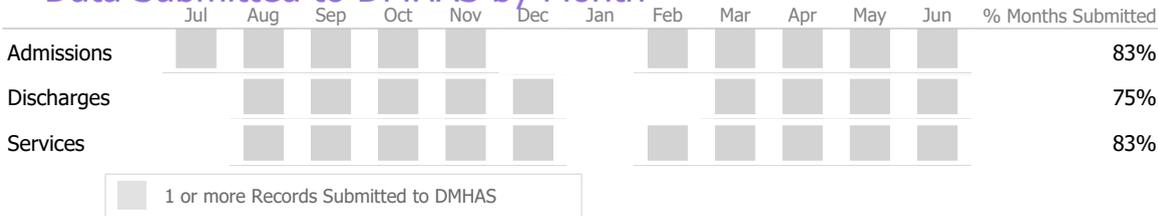
### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	69%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	86%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Standard Case Management Programs

### Program Activity

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

### Discharge Outcomes

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	58%	-55% ▼
Employed		N/A	N/A	50%	21%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	72%	-75% ▼
Not Arrested		N/A	N/A	75%	79%	-75% ▼
Self Help		N/A	N/A	60%	39%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 80%
Valid TEDS Data		N/A 99%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 23%
Cooccurring	Actual	State Avg
MH Screen Complete		N/A 84%
SA Screen Complete		N/A 100%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	10	10	0%
Admits	2	-	
Discharges	2	2	0%
Service Hours	176	219	-20% ▼

### Recovery

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

### Service Utilization

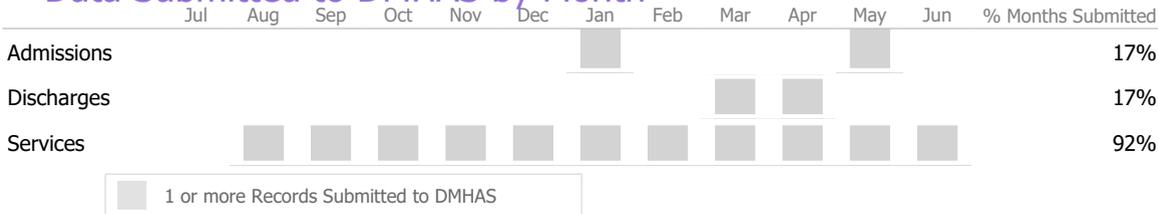
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### 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	24	-4%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	514	535	-4%

### Recovery

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

### Service Utilization

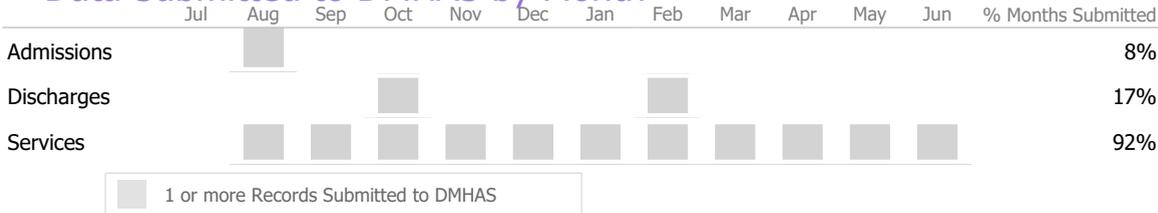
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	3	2	50% ▲
Discharges	4	1	300% ▲
Service Hours	442	588	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	91%	5%

### Service Utilization

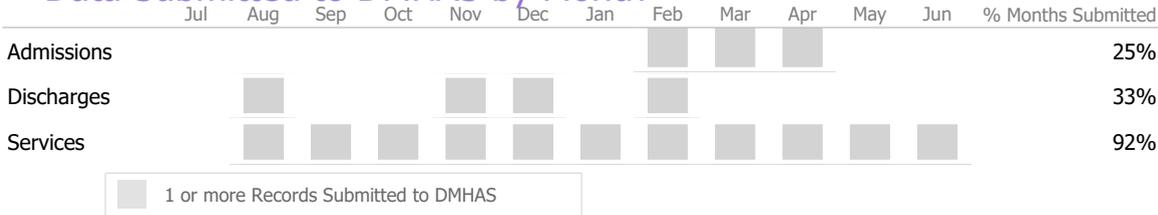
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	97%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### 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	24	22	9%
Admits	17	14	21% ▲
Discharges	19	15	27% ▲
Bed Days	2,520	2,090	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
Valid TEDS Data	100%	84%

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

Cooccurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	79%	70%	75%	9%
✓ No Re-admit within 30 Days of Discharge		19	100%	85%	92%	15% ▲
✓ Follow-up within 30 Days of Discharge		15	100%	90%	68%	10%

### Recovery

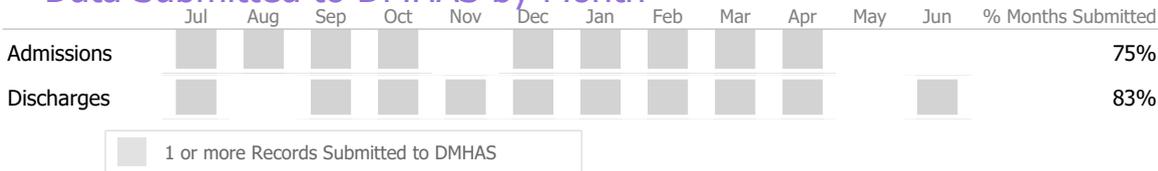
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		19	100%	95%	82%	5%
○ Abstinance/Reduced Drug Use		12	50%	70%	79%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		8	153 days	0.2	86%	90%	94%	-4%

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 30 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	504	438	15% ▲

### Recovery

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

### Service Utilization

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

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	45	27% ▲
Admits	30	16	88% ▲
Discharges	19	18	6%
Service Hours	5,424	3,665	48% ▲

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	42%	50%	70%	-8%

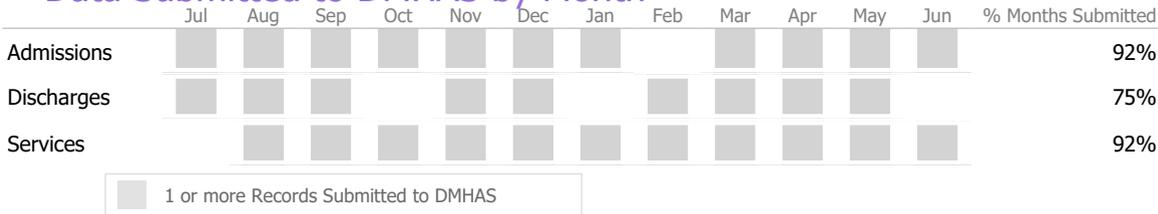
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		55	96%	85%	97%	11% ▲
Social Support		36	63%	60%	84%	3%
Employed		10	18%	25%	13%	-7%
Improved/Maintained Axis V GAF Score		49	96%	95%	68%	1%

### 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 25 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	360	199	81% ▲
Admits	302	75	303% ▲
Discharges	136	118	15% ▲
Service Hours	1,859	1,940	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	8%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	67%
SA Screen Complete	100%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	68%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	10%	50%	51%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		232	60%	60%	68%	0%
Employed		78	20%	30%	26%	-10%
Stable Living Situation		224	58%	95%	85%	-37% ▼
Improved/Maintained Axis V GAF Score		4	2%	75%	54%	-73% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		224	89%	90%	88%	-1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		266	95%	75%	74%	20% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services		■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

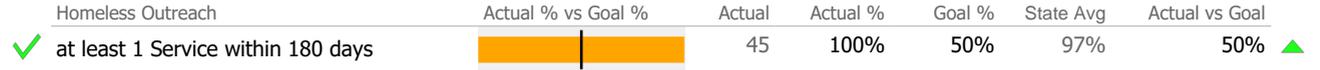
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	72	6%
Admits	45	48	-6%
Discharges	43	46	-7%
Service Hours	805	1,729	-53% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Bed Days	5,192	5,147	1%

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	56%	25% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	77%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	77%	-40% ▼

### Recovery

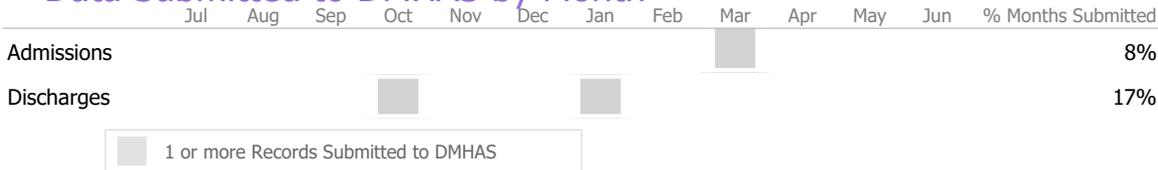
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		10	67%	75%	54%	-8%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	1,468 days	0.3	95%	90%	93%	5%

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 27 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	7	5	40% ▲
Discharges	5	7	-29% ▼
Bed Days	3,800	3,443	10%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	60%	67%	20% ▲
● Follow-up within 30 Days of Discharge		2	50%	90%	69%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	94%	60%	83%	34% ▲
✓ Stable Living Situation		17	100%	95%	96%	5%
✓ Improved/Maintained Axis V GAF Score		14	100%	95%	65%	5%
● Employed		1	6%	25%	13%	-19% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	89%	84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	32%
✓ SA Screen Complete	100%	31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		12	685 days	0.2	87%	90%	93%	-3%

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 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	44	2%
Admits	9	26	-65% ▼
Discharges	13	9	44% ▲
Service Hours	1,410	1,948	-28% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	31%	50%	70%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		30	67%	60%	84%	7%
✓ Stable Living Situation		40	89%	85%	97%	4%
● Employed		4	9%	25%	13%	-16% ▼
● Improved/Maintained Axis V GAF Score		35	90%	95%	68%	-5%

### Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	96%	97%

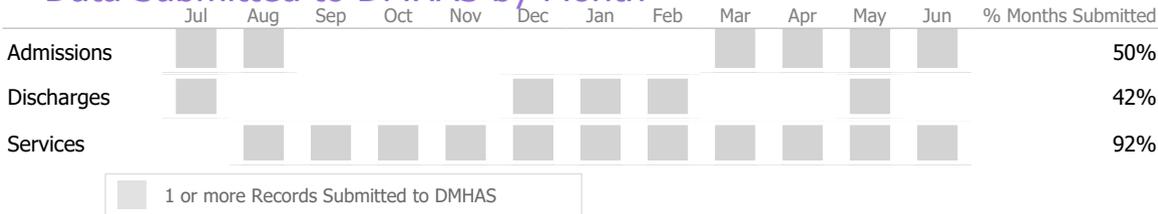
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	95%
✓ SA Screen Complete	100%	97%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%
✓ Valid Axis V GAF Score	100%	94%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	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	5,299	6,068	-13% ▼
Admits	972	1,714	-43% ▼
Discharges	950	1,744	-46% ▼

### Data Submitted to DMHAS by Month



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

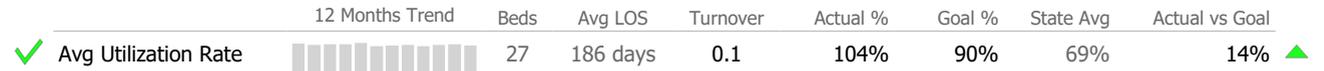
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	158	145	9%
Admits	136	127	7%
Discharges	135	122	11% ▲
Bed Days	10,214	8,458	21% ▲

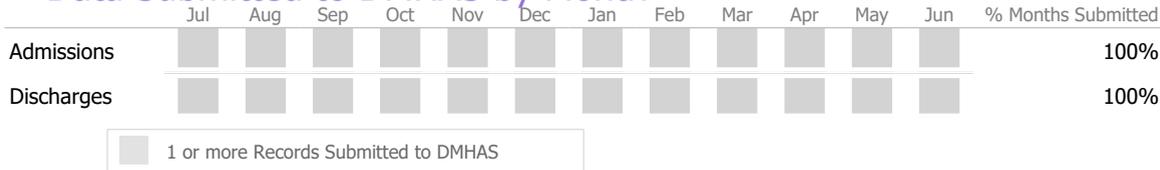
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 13 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	15	13% ▲
Admits	4	2	100% ▲
Discharges	4	2	100% ▲
Service Hours	543	894	-39% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	91%	3%

### Service Utilization

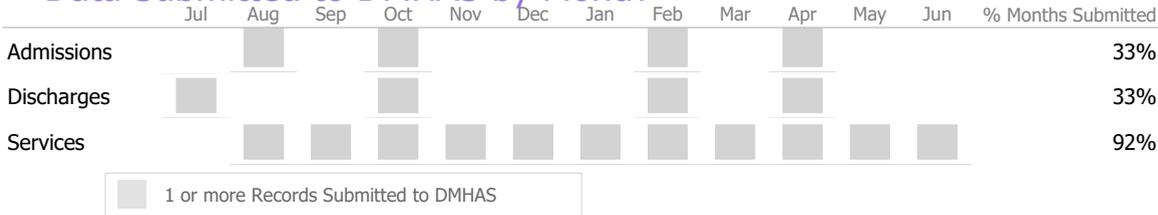
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### 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

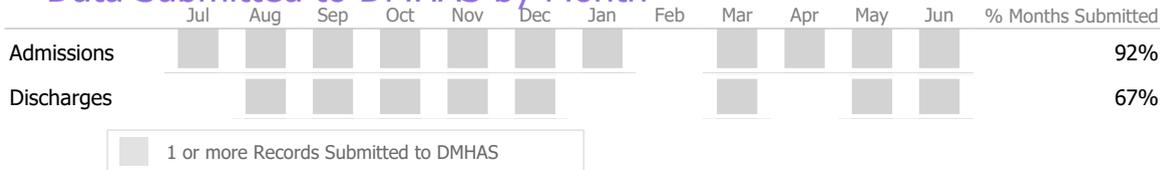
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	5	380% ▲
Admits	21	3	600% ▲
Discharges	14	2	600% ▲
Bed Days	2,817	300	839% ▲

### 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	7	-	
Service Hours	45	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	94%
Valid TEDS Data	90%	99%
<b>On-Time Periodic</b>		
6 Month Updates	0%	38%
<b>Cooccurring</b>		
MH Screen Complete	100%	82%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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		2	29%	50%	52%	-21% ▼

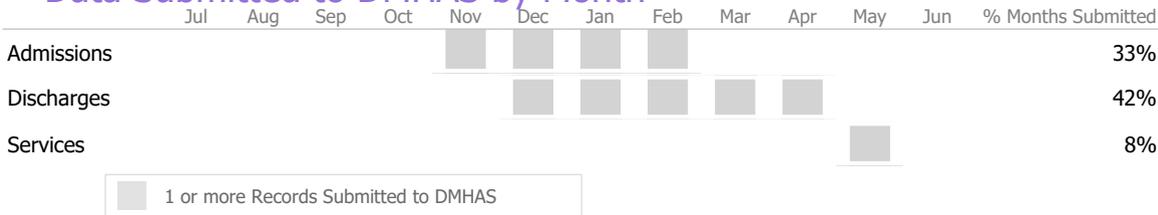
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		14	88%	55%	61%	33% ▲
Not Arrested		15	94%	75%	89%	19% ▲
Stable Living Situation		14	88%	95%	88%	-7%
Employed		3	19%	50%	35%	-31% ▼
Self Help		3	19%	60%	32%	-41% ▼
Improved/Maintained Axis V GAF Score		4	36%	75%	57%	-39% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	67%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Buprenorphine Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	195	-45% ▼
Admits	47	131	-64% ▼
Discharges	109	142	-23% ▼
Service Hours	469	1,247	-62% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	88%
Valid TEDS Data	64%	85%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	34%
<b>Cooccurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	89%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		51	47%	50%	57%	-3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		109	100%	75%	80%	25% ▲
Employed		43	39%	50%	40%	-11% ▼
Abstinence/Reduced Drug Use		42	39%	55%	52%	-16% ▼
Stable Living Situation		73	67%	95%	78%	-28% ▼
Self Help		3	3%	60%	30%	-57% ▼
Improved/Maintained Axis V GAF Score		13	12%	75%	68%	-63% ▼

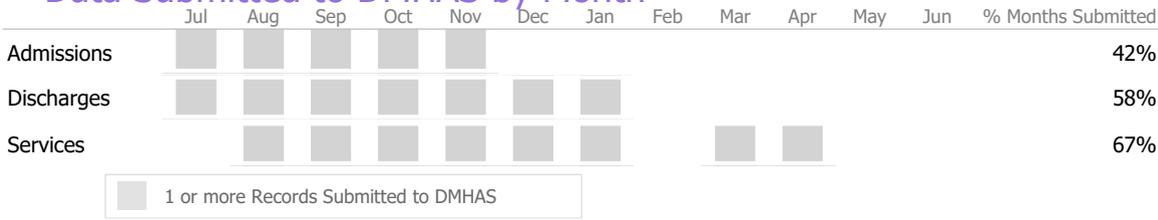
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	76%	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%	67%	8%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	42	-17% ▼
Admits	2	3	-33% ▼
Discharges	7	9	-22% ▼
Service Hours	1,022	1,274	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		35	100%	85%	91%	15% ▲

### Service Utilization

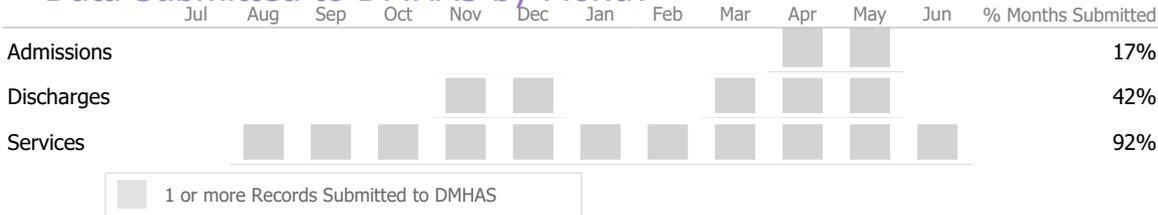
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### 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	12	11	9%
Admits	2	2	0%
Discharges	2	1	100% ▲
Service Hours	345	642	-46% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	91%	7%

### Service Utilization

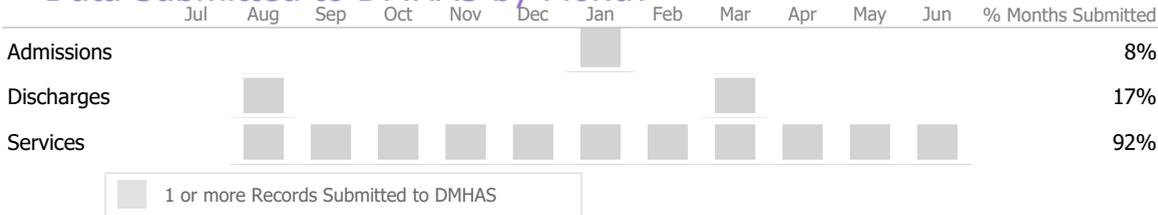
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	97%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### 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

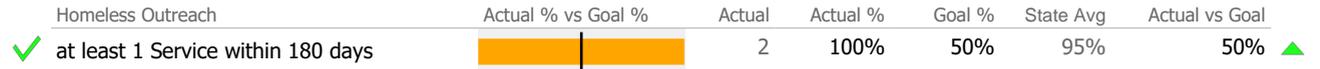
Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

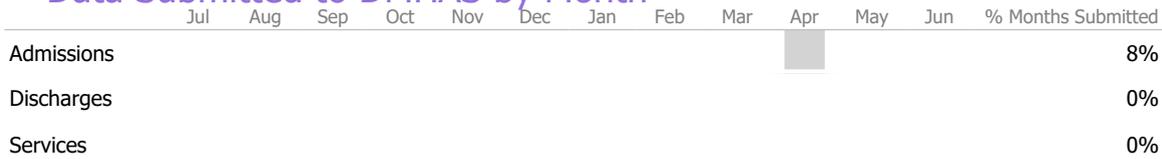
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	-	-	
Service Hours	5	-	

## Service Engagement



## Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 16 Active Outreach & Engagement Programs

# Women's Recovery Supports 069444

Connection Inc.

Addiction - Recovery Support - Other

Connecticut Dept of Mental Health and Addiction Services

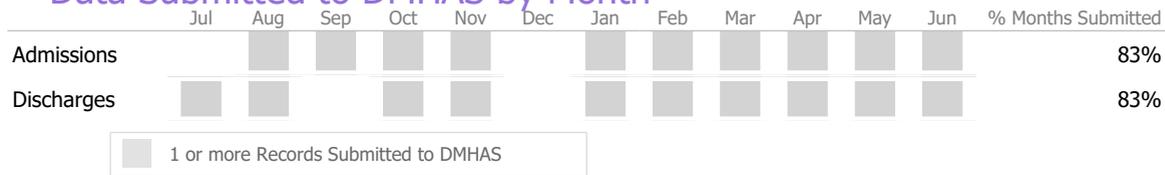
Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	42	-2%
Admits	24	23	4%
Discharges	24	24	0%

## 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%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	60%	N/A

### Data Submission Quality

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

### 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%	65%	-55% ▼
Employed		N/A	N/A	50%	28%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	71%	-75% ▼
Not Arrested		N/A	N/A	75%	78%	-75% ▼
Self Help		N/A	N/A	60%	44%	-60% ▼
Stable Living Situation		N/A	N/A	95%	88%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	77%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 51 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	231	-86% ▼
Admits	2	159	-99% ▼
Discharges	33	200	-84% ▼
Service Hours	108	1,669	-94% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	32%	88%
Valid TEDS Data	21%	85%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	34%
<b>Cooccurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	73%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	12%	50%	57%	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		33	100%	75%	80%	25% ▲
Abstinence/Reduced Drug Use		12	36%	55%	52%	-19% ▼
Employed		5	15%	50%	40%	-35% ▼
Self Help		0	0%	60%	30%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	68%	-75% ▼
Stable Living Situation		5	15%	95%	78%	-80% ▼

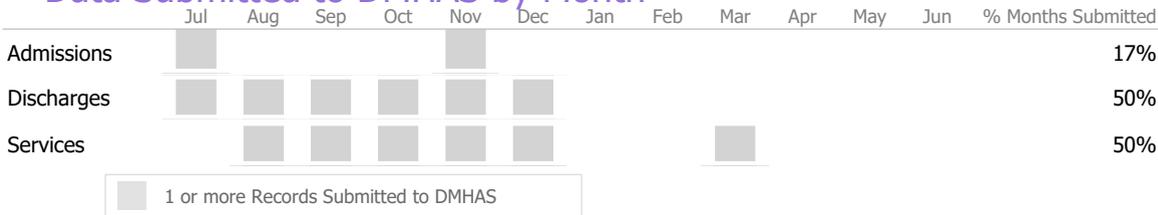
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	76%	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%	67%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 116 Active Standard Outpatient Programs