

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	921	932	-1%
	Admits	730	678	8%
	Discharges	625	687	-9%
	Service Hours	23,792	24,775	-4%
	Bed Days	27,298	27,549	-1%
	S.Rehab/PHP/IOP	9,208	6,231	48% ▲

Consumer Satisfaction Survey

(Based on 144 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Access		88%	80%	88%
✓ Outcome		87%	80%	83%
✓ Recovery		82%	80%	79%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Community Support	356	24.8%
	Case Management	311	21.6%
	Social Rehabilitation	265	18.4%
	Employment Services	179	12.5%
	Residential Services	129	9.0%
	Recovery Support	80	5.6%
	Housing Services	61	4.2%
	Education Support	50	3.5%
	Forensic MH	Case Management	6

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	68	7%	12%	Male	488	53%	60%
26-34	152	17%	24%	Female	433	47%	40%
35-44	187	20%	21%	Transgender			0%
45-54	220	24%	20%				
55-64	252	27%	17%				
65+	42	5%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	747	81%	▲ 70%	White/Caucasian	687	75%	▲ 63%
Unknown	80	9%	10%	Black/African American	104	11%	17%
Hisp-Puerto Rican	58	6%	12%	Other	56	6%	13%
Hispanic-Other	31	3%	7%	Multiple Races	30	3%	1%
Hispanic-Cuban	4	0%	0%	Unknown	24	3%	5%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	14	2%	1%
				Hawaiian/Other Pacific Islander	5	1%	0%
				Asian	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	4	2	100% ▲
Discharges	3	3	0%
Bed Days	2,365	2,370	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	67%	40% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	69%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	83%	30% ▲
✓ Stable Living Situation		10	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼
● Improved/Maintained Axis V GAF Score		7	88%	95%	65%	-7%

Data Submission Quality

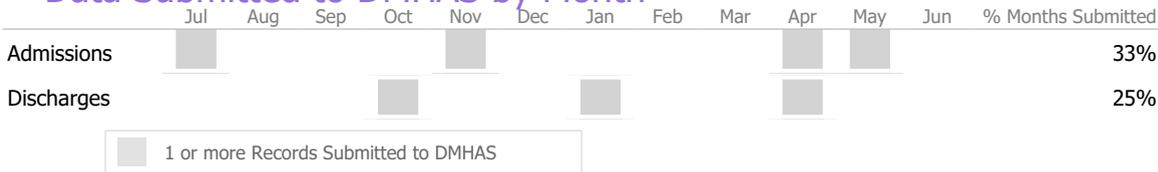
Data Entry	Actual	State Avg
✓ Valid NOMS Data		96% / 77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% / 32%
✓ SA Screen Complete		100% / 31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 97%
✓ Valid Axis V GAF Score		100% / 94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	795 days	0.2	93%	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	11	12	-8%
Admits	3	3	0%
Discharges	3	4	-25% ▼
Bed Days	3,490	3,406	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	67%	40% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	69%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	83%	31% ▲
✓ Improved/Maintained Axis V GAF Score		11	100%	95%	65%	5%
✓ Stable Living Situation		11	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼

Data Submission Quality

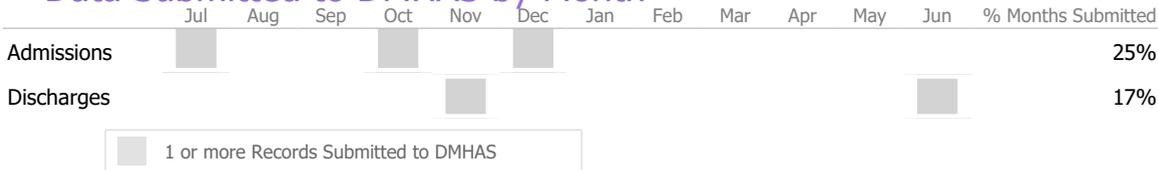
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	82%	32%
✓ SA Screen Complete	82%	31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,668 days	0.1	191%	90%	93%	101% ▲

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 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	179	175	2%
Admits	85	106	-20% ▼
Discharges	88	83	6%
Service Hours	2,542	2,334	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		67	36%	35%	42%	1%

Service Utilization

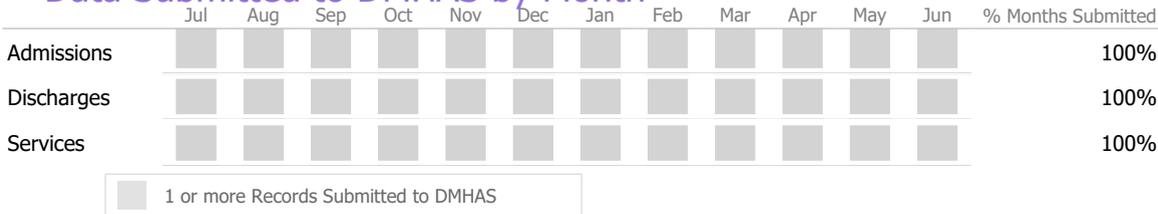
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		97	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		95%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	23	4%
Admits	5	5	0%
Discharges	5	4	25% ▲
Bed Days	6,859	6,863	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	32%
SA Screen Complete	78%	31%
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		2	40%	60%	67%	-20% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	69%	-90% ▼

Recovery

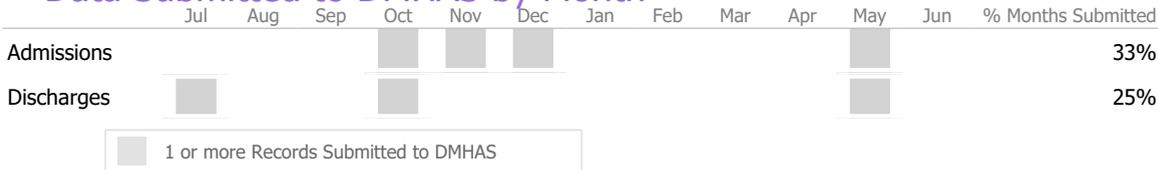
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	83%	60%	83%	23% ▲
Stable Living Situation		24	100%	95%	96%	5%
Improved/Maintained Axis V GAF Score		18	78%	95%	65%	-17% ▼
Employed		1	4%	25%	13%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	2,390 days	0.2	94%	90%	93%	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 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	356	362	-2%
Admits	120	135	-11% ▼
Discharges	129	126	2%
Service Hours	11,461	12,049	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	51%
SA Screen Complete	100%	51%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		108	84%	65%	68%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		323	89%	60%	83%	29% ▲
✓ Stable Living Situation		337	93%	80%	91%	13% ▲
✓ Improved/Maintained Axis V GAF Score		259	86%	65%	65%	21% ▲
● Employed		61	17%	20%	13%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		233	100%	90%	99%	10%

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	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	2	4	-50% ▼
Discharges	2	4	-50% ▼
Bed Days	2,126	2,185	-3%

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		2	100%	90%	77%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	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%

Recovery

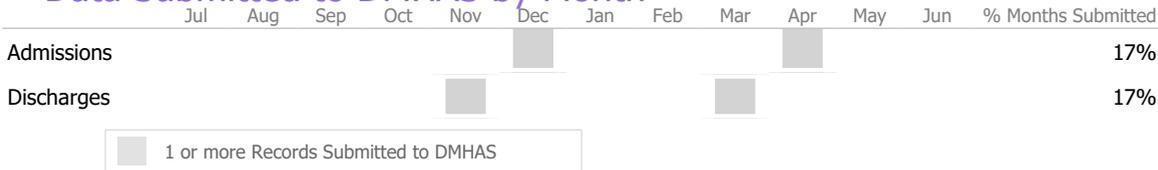
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		7	100%	75%	54%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	595 days	0.2	97%	90%	93%	7%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	609	619	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	85%	6%

Service Utilization

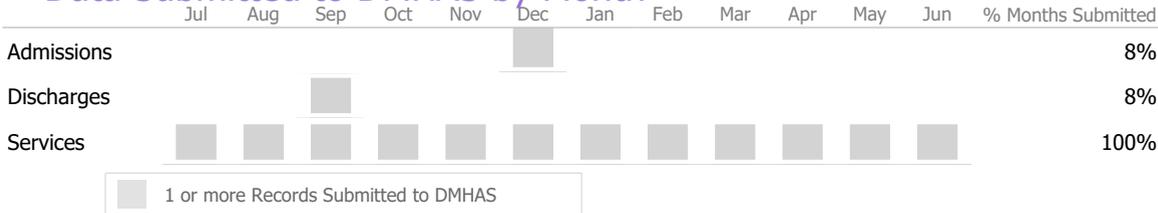
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

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

Housing Developer

Reliance Health, Inc.

Mental Health - Housing Services - Housing Coordination

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	0		
Admits	-	-	
Discharges	-	-	

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 4 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	85	-28% ▼
Admits	29	45	-36% ▼
Discharges	34	53	-36% ▼
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	157	356	-56% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	70%	N/A

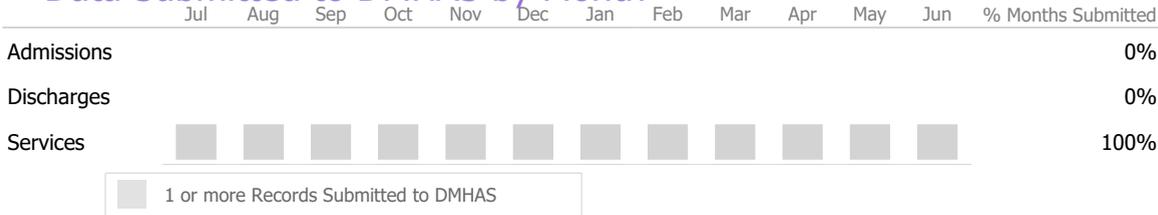
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	84%	40% ▲
✓ Stable Living Situation		1	100%	85%	97%	15% ▲
● Employed		0	0%	25%	13%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	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	8	16	-50% ▼
Admits	3	13	-77% ▼
Discharges	6	11	-45% ▼
Service Hours	1,972	2,341	-16% ▼
Bed Days	1,137	1,384	-18% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	50%	60%	67%	-10% ▼
● Follow-up within 30 Days of Discharge		2	67%	90%	69%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	75%	60%	83%	15% ▲
✓ Stable Living Situation		8	100%	95%	96%	5%
● Employed		1	12%	25%	13%	-13% ▼
● Improved/Maintained Axis V GAF Score		4	57%	95%	65%	-38% ▼

Data Submission Quality

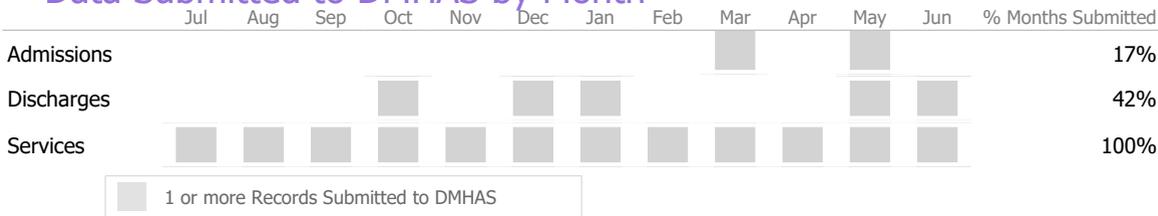
Data Entry	Actual	State Avg
✓ Valid NOMS Data		97% 77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 32%
✓ SA Screen Complete		100% 31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 97%
✓ Valid Axis V GAF Score		100%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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	342 days	0.3	52%	90%	93%	-38% ▼

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	7	10	-30% ▼
Admits	4	7	-43% ▼
Discharges	1	7	-86% ▼
Bed Days	1,596	1,560	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	67%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	69%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	71%	60%	83%	11% ▲
✓ Stable Living Situation		7	100%	95%	96%	5%
● Employed		1	14%	25%	13%	-11% ▼
● Improved/Maintained Axis V GAF Score		4	80%	95%	65%	-15% ▼

Data Submission Quality

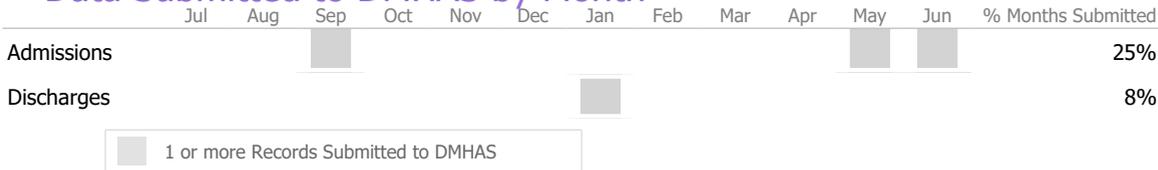
Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	32%
✓ SA Screen Complete	100%	31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	410 days	0.3	73%	90%	93%	-17% ▼

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	6	7	-14% ▼
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	1,782	1,818	-2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	67%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	69%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	83%	40% ▲
✓ Stable Living Situation		6	100%	95%	96%	5%
✓ Improved/Maintained Axis V GAF Score		5	100%	95%	65%	5%
● Employed		0	0%	25%	13%	-25% ▼

Data Submission Quality

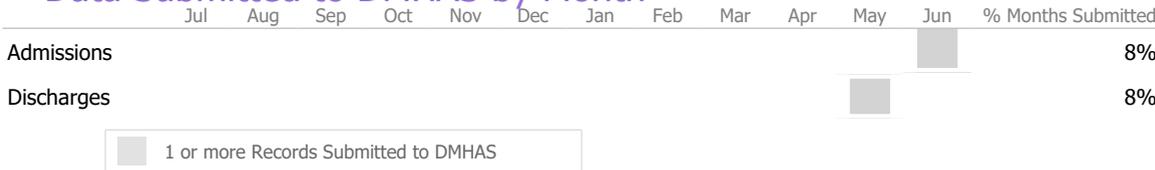
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	32%
✓ SA Screen Complete	100%	31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	768 days	0.2	98%	90%	93%	8%

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 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Service Hours	1,021	896	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	91%	15% ▲

Service Utilization

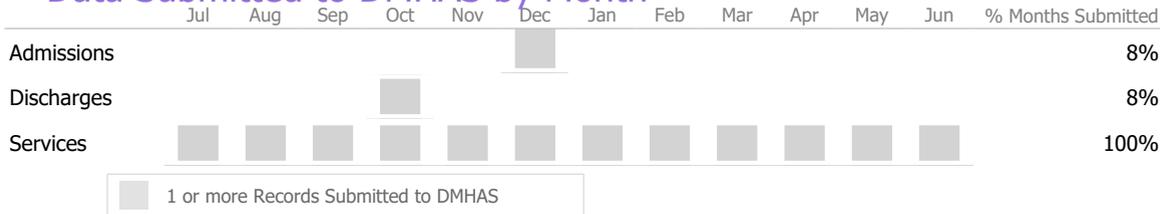
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	97%	10%

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	35	38	-8%
Admits	1	7	-86% ▼
Discharges	3	4	-25% ▼
Service Hours	2,026	1,682	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	91%	85%	85%	6%

Service Utilization

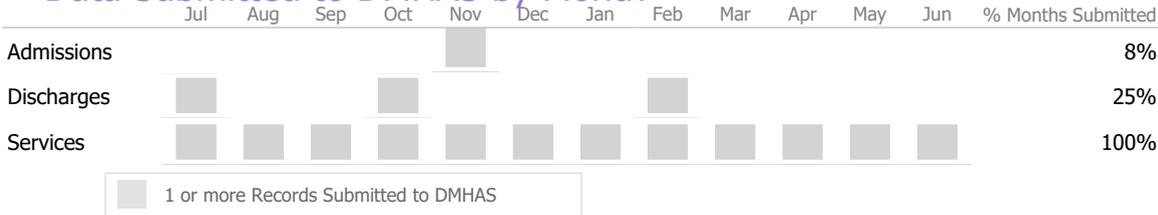
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	96%	10%

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

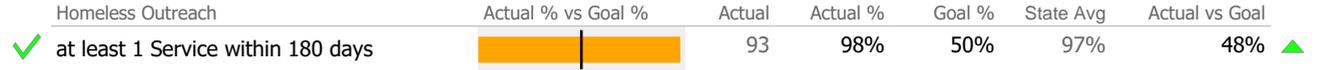
Actual | Goal Goal Met Below Goal

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

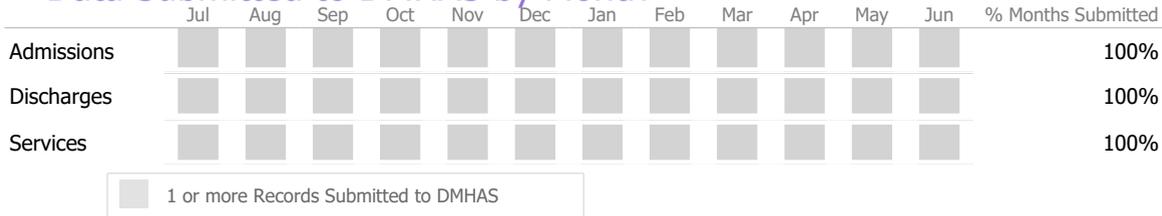
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	142	-14% ▼
Admits	97	112	-13% ▼
Discharges	93	121	-23% ▼
Service Hours	1,129	1,329	-15% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

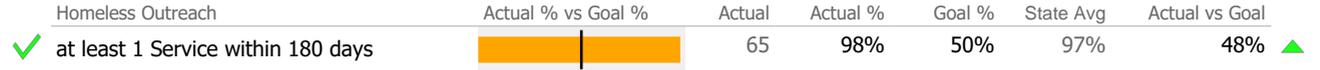
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

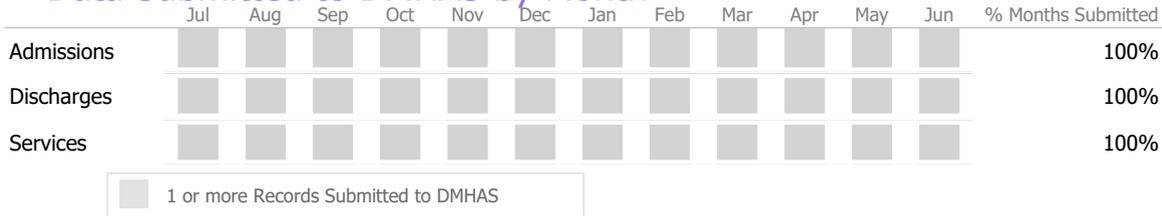
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	59	66% ▲
Admits	68	51	33% ▲
Discharges	46	30	53% ▲
Service Hours	424	350	21% ▲

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

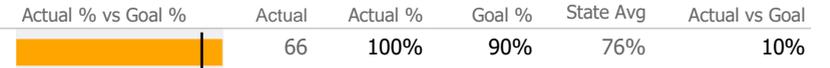
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	60	58% ▲
Admits	60	28	114% ▲
Discharges	33	22	50% ▲
Service Hours	19	12	60% ▲
Social Rehab/PHP/IOP Days	2,367	2,047	16% ▲

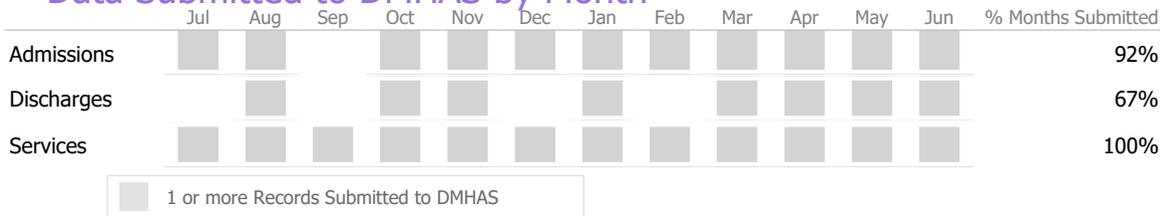
Service Utilization



Clients Receiving Services



Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	1	-	
Service Hours	266	386	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	91%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	 100%	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	28	24	17% ▲
Admits	9	6	50% ▲
Discharges	13	4	225% ▲
Service Hours	687	1,081	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		24	83%	85%	85%	-2%

Service Utilization

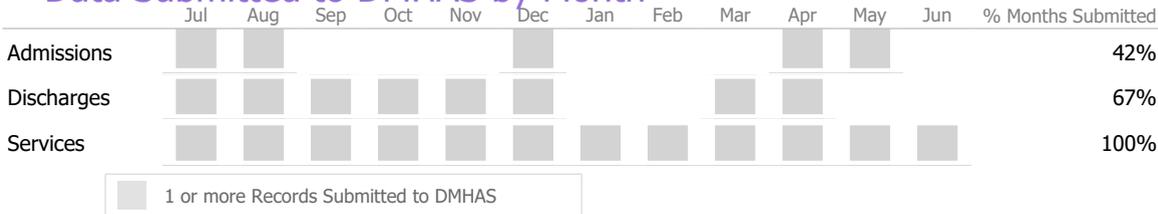
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	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	6	8	-25% ▼
Admits	-	8	-100% ▼
Discharges	2	2	0%
Service Hours	459	392	17% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	28%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		6	100%	60%	79%	40% ▲
✓ Social Support		5	83%	60%	88%	23% ▲
✓ Stable Living Situation		6	100%	80%	83%	20% ▲
● Employed		0	0%	20%	17%	-20% ▼

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		87%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	23	4%
Admits	21	20	5%
Discharges	17	20	-15% ▼
Service Hours	254	231	10%
Bed Days	1,502	1,315	14% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	71%	95%	81%	-24% ▼
✓ No Re-admit within 30 Days of Discharge		15	88%	85%	89%	3%
● Follow-up within 30 Days of Discharge		5	42%	90%	84%	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	100%	10%

Bed Utilization

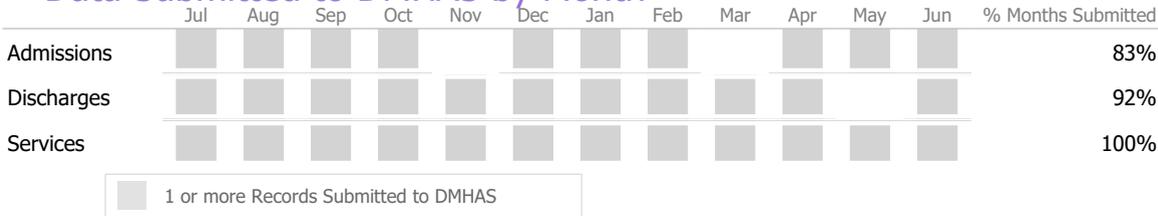
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	89 days	0.1	103%	90%	87%	13% ▲



Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	100%

Data Submitted to DMHAS by Month



* State Avg based on 6 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	42	19% ▲
Admits	27	12	125% ▲
Discharges	21	18	17% ▲
Service Hours	650	610	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		39	76%	35%	75%	41% ▲

Service Utilization

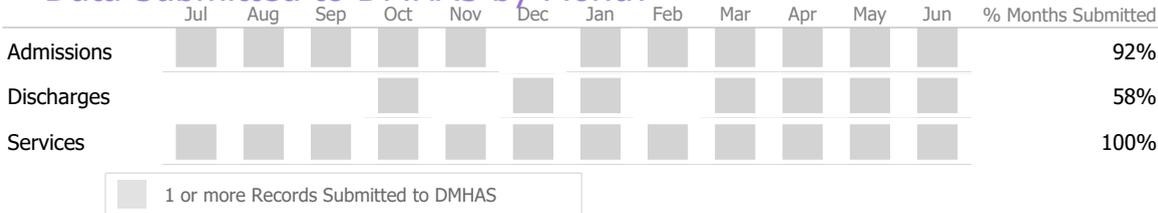
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		98%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

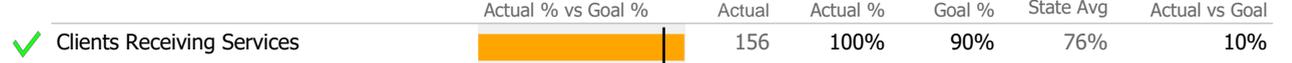
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Education Support Programs

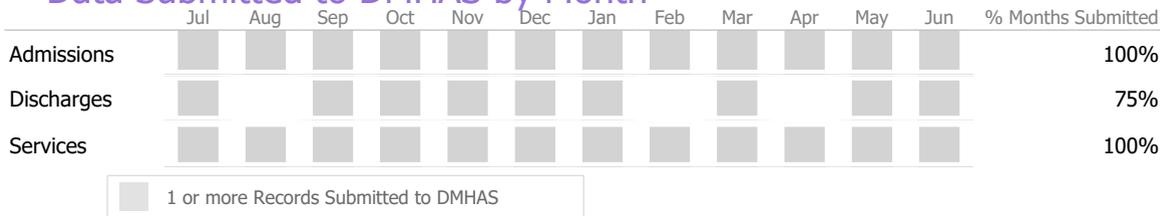
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	211	152	39% ▲
Admits	130	67	94% ▲
Discharges	64	73	-12% ▼
Service Hours	120	107	13% ▲
Social Rehab/PHP/IOP Days	6,841	4,184	64% ▲

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	28	14% ▲
Admits	18	16	13% ▲
Discharges	20	14	43% ▲
Bed Days	4,789	4,818	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	60%	60%	67%	0%
● Follow-up within 30 Days of Discharge		6	50%	90%	69%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		27	84%	60%	83%	24% ▲
✓ Employed		13	41%	25%	13%	16% ▲
● Stable Living Situation		27	84%	95%	96%	-11% ▼
✓ Improved/Maintained Axis V GAF Score		25	96%	95%	65%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	284 days	0.2	94%	90%	93%	4%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

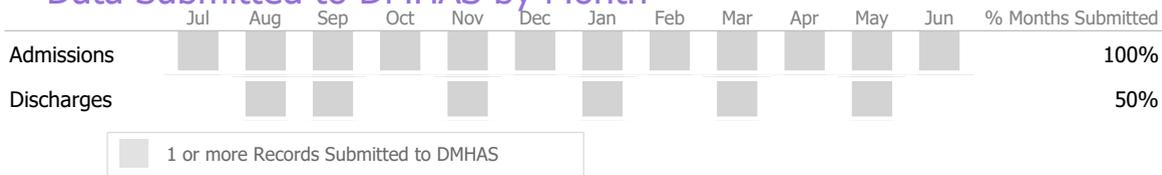
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	64	25% ▲
Admits	39	22	77% ▲
Discharges	36	19	89% ▲

Data Submitted to DMHAS by Month



* State Avg based on 2 Active Transportation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	2	3	-33% ▼
Discharges	2	3	-33% ▼
Bed Days	1,652	1,830	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	67%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	69%	10%

Recovery

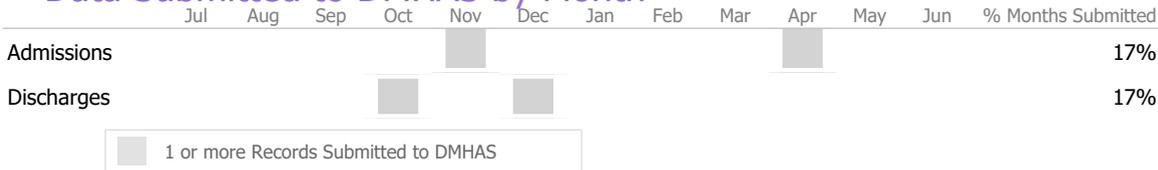
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	83%	40% ▲
✓ Stable Living Situation		7	100%	95%	96%	5%
✓ Employed		2	29%	25%	13%	4%
○ Improved/Maintained Axis V GAF Score		4	67%	95%	65%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	529 days	0.3	91%	90%	93%	1%

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