

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,752	3,936	-5%
	Admits	4,541	5,049	-10%
	Discharges	4,376	5,060	-14% ▼
	Service Hours	41,484	38,943	7%
	Bed Days	47,621	42,401	12% ▲
	S.Rehab/PHP/IOP	4,184	4,683	-11% ▼

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

### Consumer Satisfaction Survey

(Based on 660 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		88%	80%	93%
✓ Participation in Treatment		87%	80%	92%
✓ Respect		86%	80%	91%
✓ General Satisfaction		86%	80%	92%
✓ Overall		85%	80%	91%
✓ Access		83%	80%	88%
● Recovery		74%	80%	79%
● Outcome		73%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Residential Services	1,680	32.3%
	Outpatient	668	12.8%
	Case Management	390	7.5%
<b>Mental Health</b>	Outpatient	1,244	23.9%
	Community Support	480	9.2%
	Employment Services	221	4.2%
	Social Rehabilitation	169	3.2%
	Crisis Services	160	3.1%
	Case Management	72	1.4%
	Residential Services	30	0.6%
<b>Forensic MH</b>	ACT	14	0.3%
	Forensics Community-based	74	1.4%
	Residential Services	7	0.1%

### Client Demographics

Age	#	%	State Avg
18-25	393	10%	12%
26-34	968	26%	24%
35-44	767	20%	21%
45-54	839	22%	20%
55-64	613	16%	17%
65+	171	5%	6%

Gender	#	%	State Avg
Male	2,337	62%	60%
Female	1,411	38%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,610	70%	70%
Hisp-Puerto Rican	517	14%	12%
Unknown	440	12%	10%
Hispanic-Other	157	4%	7%
Hispanic-Mexican	21	1%	1%
Hispanic-Cuban	7	0%	0%

Race	#	%	State Avg
White/Caucasian	3,005	80%	▲ 63%
Black/African American	361	10%	17%
Unknown	338	9%	5%
Asian	20	1%	1%
Am. Indian/Native Alaskan	14	0%	1%
Other	12	0%	▼ 13%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	26	92% ▲
Admits	29	4	625% ▲
Discharges	7	5	40% ▲
Service Hours	301	319	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	97%	85%
<b>On-Time Periodic</b>		
6 Month Updates	90%	34%
<b>Cooccurring</b>		
MH Screen Complete	29%	91%
SA Screen Complete	39%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	98%	95%
Valid Axis V GAF Score	98%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	57%	50%	57%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		49	98%	75%	80%	23% ▲
✓ Abstinence/Reduced Drug Use		37	74%	55%	52%	19% ▲
✓ Self Help		31	62%	60%	30%	2%
● Stable Living Situation		47	94%	95%	78%	-1%
✓ Improved/Maintained Axis V GAF Score		28	78%	75%	68%	3%
● Employed		4	8%	50%	40%	-42% ▼

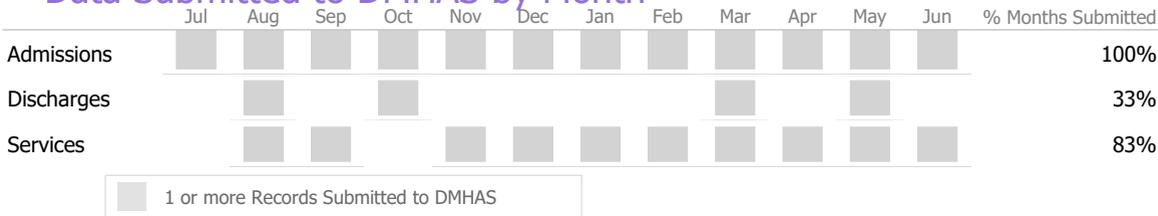
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	95%	90%	76%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		12	41%	75%	67%	-34% ▼

### 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	950	1,035	-8%
Admits	459	518	-11% ▼
Discharges	424	558	-24% ▼
Service Hours	14,896	14,395	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	67%
SA Screen Complete	96%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		236	56%	50%	51%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		922	87%	60%	68%	27% ▲
✓ Stable Living Situation		1,011	96%	95%	85%	1%
● Employed		226	21%	30%	26%	-9%
● Improved/Maintained Axis V GAF Score		574	64%	75%	54%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		590	94%	90%	88%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		350	84%	75%	74%	9%

### 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 94 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	163	6%
Admits	114	123	-7%
Discharges	68	117	-42% ▼
Service Hours	1,308	941	39% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		45	66%	50%	51%	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		152	82%	60%	68%	22% ▲
● Stable Living Situation		165	89%	95%	85%	-6%
● Employed		30	16%	30%	26%	-14% ▼
✓ Improved/Maintained Axis V GAF Score		110	83%	75%	54%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		114	97%	90%	88%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		67	63%	75%	74%	-12% ▼

### Data Submission Quality

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

### 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 94 Active Standard Outpatient Programs

### 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	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 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	10	-30% ▼
Admits	4	6	-33% ▼
Discharges	4	9	-56% ▼
Bed Days	1,248	1,139	10%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	75%	100%	25% ▲
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	100%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	100%
✓ On-Time Periodic	100%	100%
✓ 6 Month Updates	100%	100%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	71%	71%
✓ SA Screen Complete	71%	71%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

### Recovery

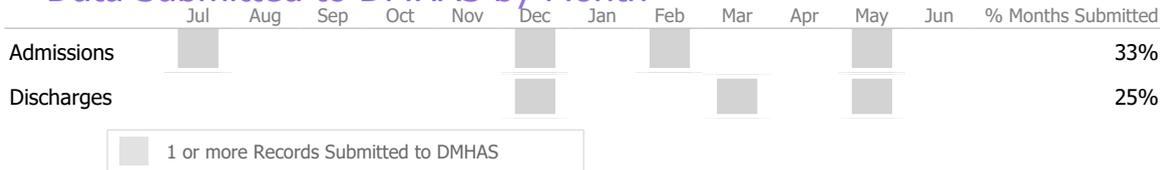
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		5	100%	75%	100%	25% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	326 days	0.4	57%	90%	57%	-33% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

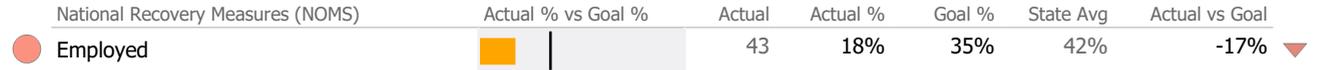
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 1 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	221	232	-5%
Admits	166	152	9%
Discharges	154	172	-10%
Service Hours	886	771	15% ▲

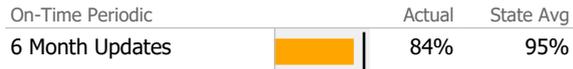
### Recovery



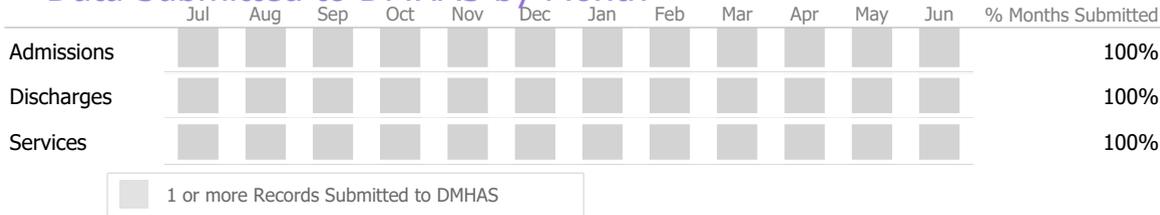
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

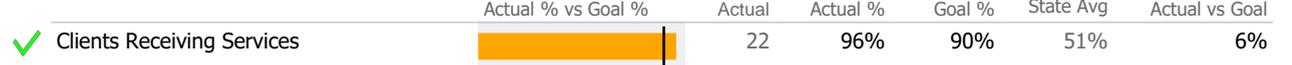
Actual    |    Goal    Goal Met    Below Goal

\* State Avg based on 43 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	90	-18% ▼
Admits	53	77	-31% ▼
Discharges	52	73	-29% ▼
Service Hours	232	243	-5%

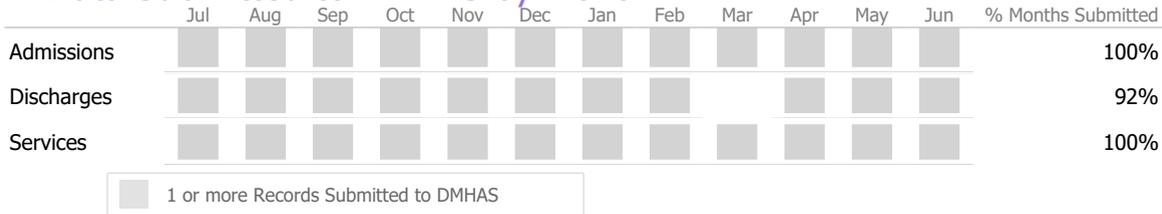
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	86	-6%
Admits	97	95	2%
Discharges	98	99	-1%
Bed Days	2,235	3,196	-30% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		83	85%	85%	86%	0%
● Follow-up within 30 Days of Discharge		40	62%	90%	76%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	32 days	0.1	61%	90%	63%	-29% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

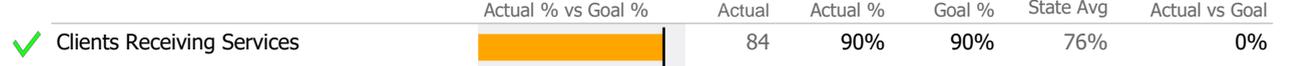
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Respite Bed Programs

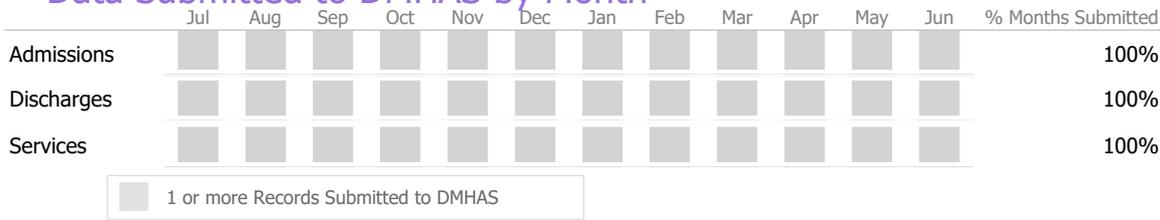
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	166	2%
Admits	95	97	-2%
Discharges	88	93	-5%
Service Hours	507	18	
Social Rehab/PHP/IOP Days	4,184	4,683	-11% ▼

### Service Utilization



### Data Submitted to DMHAS by Month

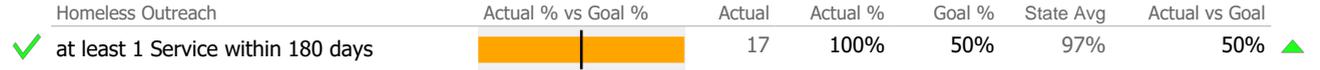


\* State Avg based on 33 Active Social Rehabilitation Programs

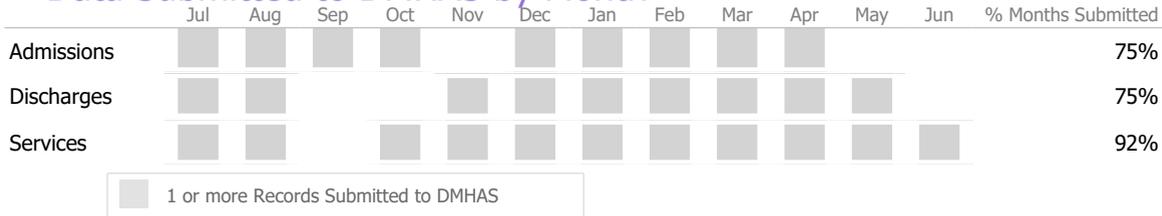
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	32	-34% ▼
Admits	17	25	-32% ▼
Discharges	20	30	-33% ▼
Service Hours	71	159	-56% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	223	-9%
Admits	66	92	-28% ▼
Discharges	73	84	-13% ▼
Service Hours	3,679	4,062	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	75%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	85%	67%
SA Screen Complete	84%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		39	53%	50%	51%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		188	84%	60%	68%	24% ▲
✓ Stable Living Situation		216	96%	95%	85%	1%
● Improved/Maintained Axis V GAF Score		123	61%	75%	54%	-14% ▼
● Employed		22	10%	30%	26%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		142	94%	90%	88%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		49	83%	75%	74%	8%

### 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	23	27	-15% ▼
Admits	5	17	-71% ▼
Discharges	4	15	-73% ▼
Bed Days	6,925	5,590	24% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	50%	60%	67%	-10% ▼
● Follow-up within 30 Days of Discharge		1	50%	90%	69%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	91%	60%	83%	31% ▲
✓ Employed		8	35%	25%	13%	10%
✓ Stable Living Situation		23	100%	95%	96%	5%
● Improved/Maintained Axis V GAF Score		18	82%	95%	65%	-13% ▼

### Data Submission Quality

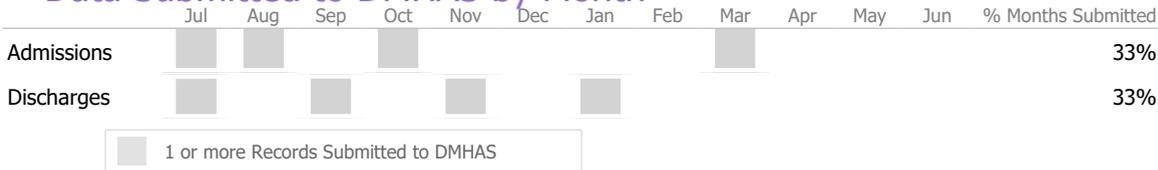
Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	77%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	84%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	32%
✓ SA Screen Complete	100%	31%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	94%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,318 days	0.3	90%	90%	93%	0%

■ < 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	8	35	-77% ▼
Admits	4	32	-88% ▼
Discharges	3	30	-90% ▼
Service Hours	283	292	-3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	57%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		10	100%	75%	80%	25% ▲
✓ Stable Living Situation		10	100%	95%	78%	5%
✓ Self Help		7	70%	60%	30%	10%
✓ Improved/Maintained Axis V GAF Score		6	86%	75%	68%	11% ▲
○ Abstinence/Reduced Drug Use		3	30%	55%	52%	-25% ▼
○ Employed		0	0%	50%	40%	-50% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100% 88%
✓ Valid TEDS Data		100% 85%
On-Time Periodic		
✓ 6 Month Updates		75% 34%
Cooccurring		
✓ MH Screen Complete		100% 91%
✓ SA Screen Complete		100% 95%
Diagnosis		
✓ Valid Axis I Diagnosis		100% 95%
✓ Valid Axis V GAF Score		100% 98%

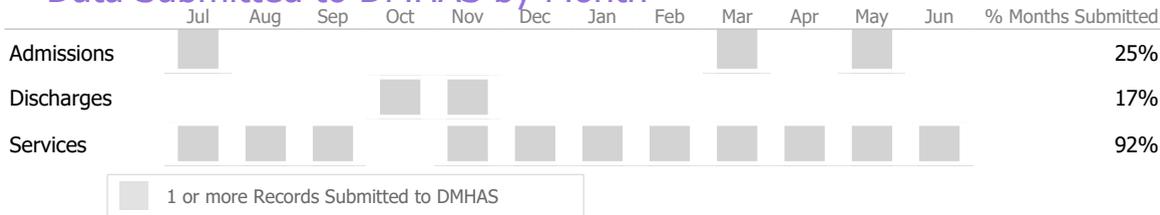
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	76%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	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

# Mobile Crisis Program

Rushford Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

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

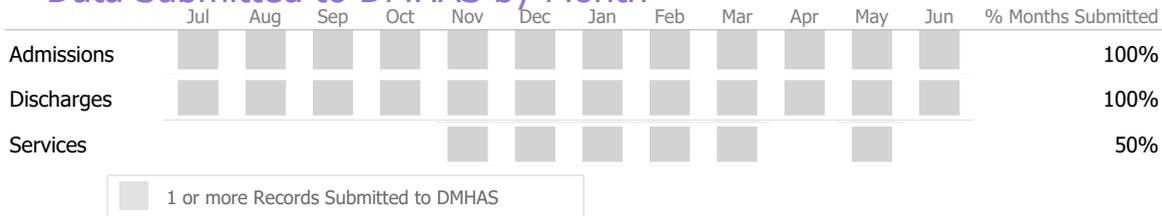
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	141	-34% ▼
Admits	103	159	-35% ▼
Discharges	102	159	-36% ▼
Service Hours	4	1	

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		83	95%	75%	69%	20% ▲
● Community Location Evaluation		60	69%	80%	92%	-11% ▼
● Follow-up Service within 48 hours		23	51%	90%	88%	-39% ▼

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 27 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	337	358	-6%
Admits	273	340	-20% ▼
Discharges	266	327	-19% ▼
Service Hours	2,612	2,646	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	85%
<b>On-Time Periodic</b>		
6 Month Updates	42%	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	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		176	66%	50%	57%	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		327	90%	75%	80%	15% ▲
✓ Employed		215	59%	50%	40%	9%
✓ Abstinence/Reduced Drug Use		224	62%	55%	52%	7%
✓ Stable Living Situation		343	95%	95%	78%	0%
○ Improved/Maintained Axis V GAF Score		218	72%	75%	68%	-3%
○ Self Help		140	39%	60%	30%	-21% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	98%	90%	76%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		207	81%	75%	67%	6%

### 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 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	5	40% ▲
Admits	2	1	100% ▲
Discharges	1	-	
Bed Days	1,766	1,793	-2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	75%	56%	25% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	77%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	87%
Cooccurring	Actual	State Avg
MH Screen Complete	50%	87%
✓ SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%
✓ Valid Axis V GAF Score	100%	88%

### Recovery

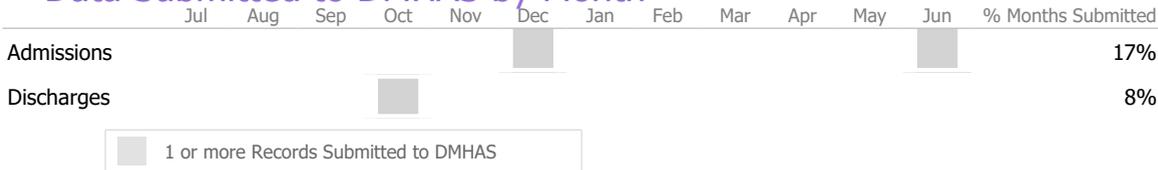
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		5	83%	75%	54%	8%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,074 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	23	24	-4%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	271	269	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		23	100%	85%	85%	15% ▲

### Service Utilization

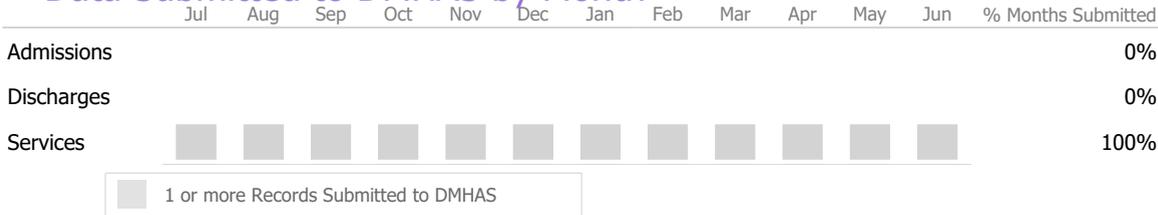
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	96%	10%

### 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	672	702	-4%
Admits	689	716	-4%
Discharges	693	720	-4%
Bed Days	13,339	13,555	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	100%	95%

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

Cooccurring	Actual	State Avg
MH Screen Complete	96%	95%
SA Screen Complete	96%	95%

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		575	83%	80%	80%	3%
✓ No Re-admit within 30 Days of Discharge		650	94%	85%	92%	9%
● Follow-up within 30 Days of Discharge		320	56%	90%	65%	-34%

### Recovery

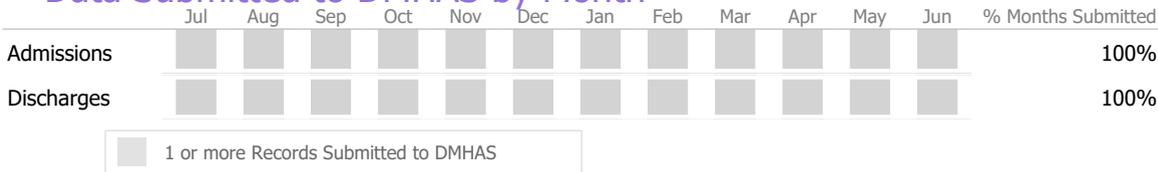
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		542	75%	60%	69%	15%
✓ Improved/Maintained Axis V GAF Score		617	89%	75%	90%	14%
✓ Abstinence/Reduced Drug Use		572	79%	70%	65%	9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	21 days	0.0	107%	90%	86%	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 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,235	1,349	-8%
Admits	1,446	1,597	-9%
Discharges	1,445	1,594	-9%
Bed Days	5,923	6,090	-3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1,110	77%	80%	75%	-3%
✓ No Re-admit within 30 Days of Discharge		1,259	87%	85%	80%	2%
● Follow-up within 30 Days of Discharge		580	52%	90%	56%	-38%

### Data Submission Quality

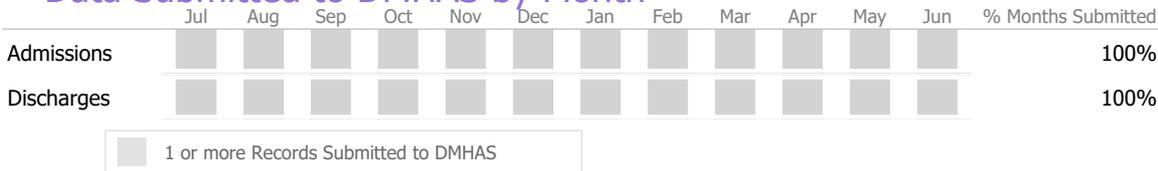
Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%
✓ Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Cooccurring</b>		
✓ MH Screen Complete	99%	99%
✓ SA Screen Complete	99%	99%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		19	4 days	0.0	85%	90%	85%	-5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



\* State Avg based on 9 Active Medically Monitored Detox 3.7D Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	480	508	-6%
Admits	149	182	-18% ▼
Discharges	153	183	-16% ▼
Service Hours	13,367	12,135	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic 6 Month Updates	83%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	94%	51%
SA Screen Complete	94%	51%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		64	42%	65%	68%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		423	86%	60%	83%	26% ▲
Stable Living Situation		440	89%	80%	91%	9%
Employed		53	11%	20%	13%	-9%
Improved/Maintained Axis V GAF Score		238	54%	65%	65%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		334	99%	90%	99%	9%

### 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	28	26	8%
Admits	5	-	
Discharges	4	2	100% ▲
Service Hours	334	330	1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	93%	85%	85%	8%

### Service Utilization

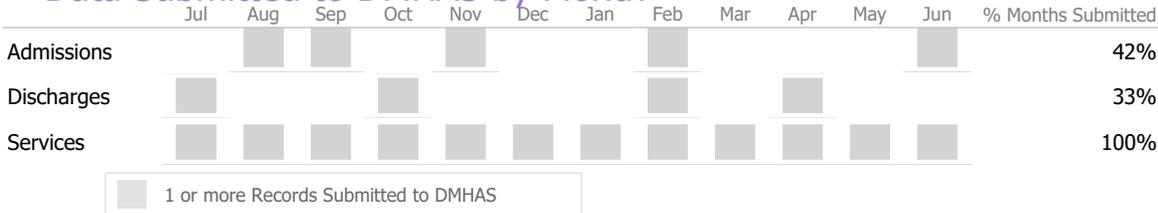
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98% / 97%

On-Time Periodic	Actual	State Avg
6 Month Updates		83% / 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	128	117	9%
Admits	108	97	11% ▲
Discharges	78	94	-17% ▼
Bed Days	12,901	7,452	73% ▲

### 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	0%	0%

Cooccurring	Actual	State Avg
MH Screen Complete	96%	77%
SA Screen Complete	99%	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		68	87%	70%	75%	17% ▲
✓ No Re-admit within 30 Days of Discharge		71	91%	85%	92%	6%
● Follow-up within 30 Days of Discharge		29	43%	90%	68%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		113	86%	70%	79%	16% ▲
● Improved/Maintained Axis V GAF Score		73	77%	95%	82%	-18% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		26	160 days	0.1	136%	90%	94%	46% ▲

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	390	458	-15% ▼
Admits	432	484	-11% ▼
Discharges	427	476	-10%
Service Hours	316	272	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic 6 Month Updates	0%	50%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		424	99%	50%	64%	49% ▲

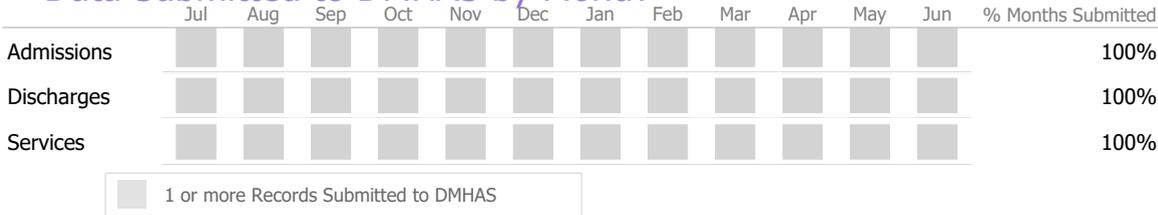
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		164	37%	20%	31%	17% ▲
✓ Self Help		331	75%	60%	63%	15% ▲
✓ Stable Living Situation		402	91%	80%	81%	11% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	86%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual   
 | Goal   
  Goal Met   
  Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	276	260	6%
Admits	220	229	-4%
Discharges	207	202	2%
Service Hours	2,418	1,866	30% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	85%
<b>On-Time Periodic</b>		
6 Month Updates	83%	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	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		134	65%	50%	57%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		272	92%	75%	80%	17% ▲
✓ Abstinence/Reduced Drug Use		188	63%	55%	52%	8%
✓ Stable Living Situation		285	96%	95%	78%	1%
● Employed		139	47%	50%	40%	-3%
● Self Help		117	39%	60%	30%	-21% ▼
● Improved/Maintained Axis V GAF Score		143	62%	75%	68%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		90	100%	90%	76%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		183	90%	75%	67%	15% ▲

### 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 116 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	5	4	25% ▲
Discharges	5	3	67% ▲
Bed Days	3,284	3,586	-8%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	40%	65%	60%	-25% ▼
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	86%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	49%	-90% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	80%	46%
✓ SA Screen Complete	80%	49%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	89%

### Recovery

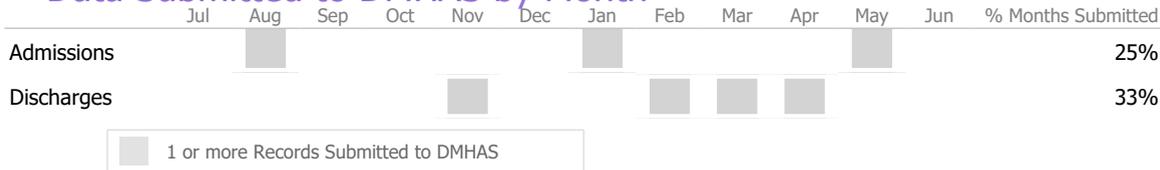
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	60%	91%	40% ▲
✓ Social Support		12	86%	60%	79%	26% ▲
✓ Employed		3	21%	15%	15%	6%
✓ Improved/Maintained Axis V GAF Score		11	100%	85%	59%	15% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	767 days	0.2	90%	90%	90%	0%

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 23 Active Assertive Community Treatment Programs