

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,314	2,843	-19% ▼
	Admits	1,922	2,368	-19% ▼
	Discharges	1,907	2,683	-29% ▼
	Service Hours	8,184	7,458	10%
	Bed Days	10,799	13,490	-20% ▼

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

Consumer Satisfaction Survey

(Based on 246 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Overall		86%	80%	91%
✓ Quality and Appropriateness		85%	80%	93%
✓ General Satisfaction		83%	80%	92%
✓ Respect		83%	80%	91%
● Access		72%	80%	88%
● Outcome		68%	80%	83%
● Recovery		66%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	822	27.7%
	Intake	494	16.6%
	Community Support	295	9.9%
	Employment Services	90	3.0%
	Social Rehabilitation	88	3.0%
	Crisis Services	62	2.1%
	ACT	43	1.4%
	Consultation	17	0.6%
	Residential Services	17	0.6%
	Case Management	13	0.4%
Addiction	Residential Services	769	25.9%
	Employment Services	121	4.1%
	Outpatient	77	2.6%
	Case Management	1	0.0%
Forensic SA	Case Management	47	1.6%
	Forensics Community-based	13	0.4%

Client Demographics

Age	#	%	State Avg
18-25	191	8%	8%
26-34	461	20%	21%
35-44	598	26%	22%
45-54	488	21%	20%
55-64	445	19%	20%
65+	129	6%	9%

Gender	#	%	State Avg
Male	1,333	58%	58%
Female	979	42%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,367	59%	69%
Hispanic-Other	564	24%	8%
Unknown	381	16%	11%
Hisp-Puerto Rican	2	0%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	1,093	47%	63%
Unknown	623	27%	5%
Black/African American	486	21%	16%
Hawaiian/Other Pacific Islander	73	3%	0%
Asian	22	1%	1%
Multiple Races	7	0%	1%
Am. Indian/Native Alaskan	6	0%	1%
Other	4	0%	13%

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

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	12	42% ▲
Admits	1	5	-80% ▼
Discharges	-	-	
Service Hours	2	10	-85% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	34	-12% ▼
Admits	1	4	-75% ▼
Discharges	3	4	-25% ▼
Service Hours	687	771	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	84%
On-Time Periodic		
6 Month Updates	96%	92%
Co-occurring		
MH Screen Complete	87%	90%
SA Screen Complete	87%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	87%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	65%	36%	-32% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	94%	-18% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	53%	-90% ▼

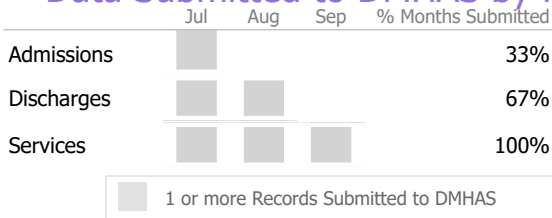
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		30	100%	60%	80%	40% ▲
Stable Living Situation		27	90%	60%	92%	30% ▲
Employed		1	3%	15%	12%	-12% ▼
Improved/Maintained Axis V GAF Score		19	68%	85%	49%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	96%	90%	99%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

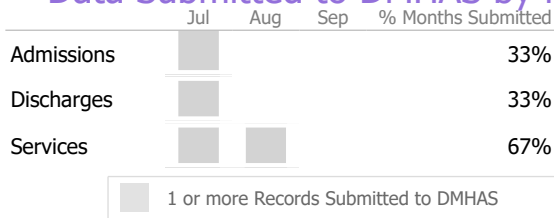
* State Avg based on 23 Active Assertive Community Treatment Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	78	-40% ▼
Admits	2	32	-94% ▼
Discharges	46	14	229% ▲
Service Hours	16	289	-95% ▼

Data Submitted to DMHAS by Month












* State Avg based on 2 Active Outreach & Engagement Programs


Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	494	646	-24% ▼
Admits	495	639	-23% ▼
Discharges	495	631	-22% ▼
Service Hours	454	663	-32% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 17 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	391	363	8%
Admits	16	44	-64% ▼
Discharges	21	11	91% ▲
Service Hours	1,567	934	68% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	76%	75%
SA Screen Complete	78%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	76%	50%	33%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		390	100%	60%	59%	40% ▲
✓ Improved/Maintained Axis V GAF Score		320	92%	75%	40%	17% ▲
● Stable Living Situation		333	85%	95%	73%	-10%
● Employed		45	12%	30%	20%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		364	98%	90%	75%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		15	94%	75%	76%	19% ▲

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	2	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	90	87	3%
Admits	18	37	-51% ▼
Discharges	24	20	20% ▲
Service Hours	417	429	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	37%	35%	44%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		54	82%	90%	87%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		66% vs 87%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		88% vs 91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	16	▼
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	74	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		N/A	N/A	85%	88%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	92%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
6 Month Updates		87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	24	-8%
Admits	11	9	22% ▲
Discharges	10	10	0%
Service Hours	11	-	
Bed Days	1,096	1,335	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
Valid TEDS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	93%	94%
SA Screen Complete	93%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	80%	85%	64%	-5%
No Re-admit within 30 Days of Discharge		10	100%	85%	76%	15% ▲
Follow-up within 30 Days of Discharge		3	38%	90%	60%	-52% ▼

Recovery

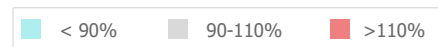
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		17	77%	60%	39%	17% ▲
Abstinence/Reduced Drug Use		14	64%	70%	84%	-6%
Improved/Maintained Axis V GAF Score		10	100%	75%	63%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	72%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	114 days	0.7	79%	90%	76%	-11% ▼



* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

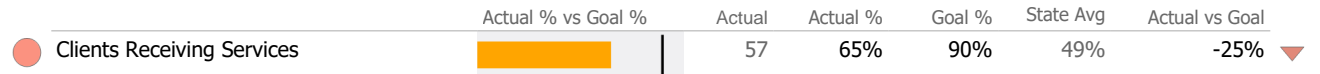
1 or more Records Submitted to DMHAS

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	63	40% ▲
Admits	3	13	-77% ▼
Discharges	2	1	100% ▲
Service Hours	294	142	107% ▲
Social Rehab/PHP/IOP Days	0	0	

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	17	17	0%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	1,564	1,550	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	74%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	81%	82%
SA Screen Complete	65%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

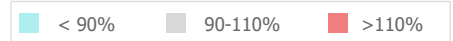
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	84%	40% ▲
✓ Stable Living Situation		17	100%	95%	92%	5%
● Improved/Maintained Axis V GAF Score		14	82%	95%	58%	-13% ▼
● Employed		1	6%	25%	8%	-19% ▼

Bed Utilization

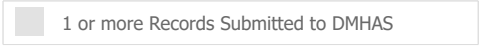
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	526 days	1.0	100%	90%	101%	10%



* State Avg based on 79 Active Supervised Apartments Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%



Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	5	8	-38% ▼
Discharges	6	13	-54% ▼
Service Hours	325	407	-20% ▼
Bed Days	684	880	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	89%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	14%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	100%	70%	62%	30% ▲
No Re-admit within 30 Days of Discharge		6	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		4	67%	90%	64%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		7	100%	95%	79%	5%
Abstinence/Reduced Drug Use		1	7%	70%	53%	-63% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				10	148 days	0.7	74%	90%	72%	-16% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	32	94% ▲
Admits	76	31	145% ▲
Discharges	78	31	152% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		65	97%	75%	79%	22% ▲
✓ Community Location Evaluation		60	90%	80%	71%	10%
✓ Follow-up Service within 48 hours		47	100%	90%	68%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	295	354	-17% ▼
Admits	36	105	-66% ▼
Discharges	50	87	-43% ▼
Service Hours	2,822	2,041	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	77%	78%
SA Screen Complete	59%	61%
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		38	76%	65%	61%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		295	100%	60%	81%	40% ▲
✓ Stable Living Situation		236	80%	80%	89%	0%
✓ Improved/Maintained Axis V GAF Score		183	75%	65%	56%	10%
● Employed		40	14%	20%	13%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		233	94%	90%	94%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 36 Active CSP Programs

Program Activity

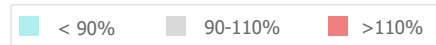
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	203	-36% ▼
Admits	134	212	-37% ▼
Discharges	132	212	-38% ▼
Bed Days	1,161	2,956	-61% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		113	86%	85%	83%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		36	15 days	0.3	35%	90%	57%	-55% ▼



* State Avg based on 12 Active Recovery House Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS


Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	17	-24% ▼
Admits	-	9	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	66	-100% ▼

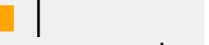

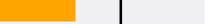
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	 0%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A

Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	8%	20%	10%	-12% ▼
Stable Living Situation		8	62%	80%	77%	-18% ▼
Social Support		5	38%	60%	70%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	61%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 23 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	294	-74% ▼
Admits	35	118	-70% ▼
Discharges	27	154	-82% ▼
Service Hours	166	261	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	87%
Valid TEDS Data	67%	87%
On-Time Periodic		
6 Month Updates	100%	17%
Co-occurring		
MH Screen Complete	95%	91%
SA Screen Complete	97%	96%
Diagnosis		
Valid Axis I Diagnosis	95%	99%
Valid Axis V GAF Score	95%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	93%	50%	46%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		59	77%	95%	66%	-18% ▼
● Employed		12	16%	50%	26%	-34% ▼
✓ Improved/Maintained Axis V GAF Score		30	100%	75%	34%	25% ▲
● Not Arrested		27	35%	75%	68%	-40% ▼
● Abstinence/Reduced Drug Use		6	8%	55%	41%	-47% ▼
● Self Help		8	10%	60%	17%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		40	80%	90%	45%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		25	71%	75%	58%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 105 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	454	946	-52% ▼
Admits	159	173	-8%
Discharges	119	561	-79% ▼
Service Hours	1,011	1,064	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	67%	75%
SA Screen Complete	68%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	97%
Valid Axis V GAF Score	95%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		56	47%	50%	33%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		404	89%	60%	59%	29% ▲
Employed		127	28%	30%	20%	-2%
Stable Living Situation		292	64%	95%	73%	-31% ▼
Improved/Maintained Axis V GAF Score		165	88%	75%	40%	13% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		224	67%	90%	75%	-23% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		89	56%	75%	76%	-19% ▼

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Recovery Oriented Employment Services

InterCommunity Inc.

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	119	-78% ▼
Admits	20	38	-47% ▼
Discharges	1	66	-98% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	35%	35%	29%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		76% 83%
✓ Valid TEDS Data		63% 68%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 35%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		78% 71%
✓ SA Screen Complete		79% 72%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 4%
✓ Valid Axis V GAF Score		100% 4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 11 Active Employment Services Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	649	662	-2%
Admits	742	723	3%
Discharges	738	727	2%
Bed Days	2,832	3,176	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	78%
Valid TEDS Data	97%	98%
On-Time Periodic		
6 Month Updates	100%	8%
Co-occurring		
MH Screen Complete	99%	95%
SA Screen Complete	99%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		471	64%	80%	62%	-16% ▼
No Re-admit within 30 Days of Discharge		583	79%	85%	81%	-6%
Follow-up within 30 Days of Discharge		230	49%	90%	50%	-41% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		35	6 days	0.1	88%	90%	150%	-2%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 |
 ■ Goal
 ✓ Goal Met
 ● Below Goal

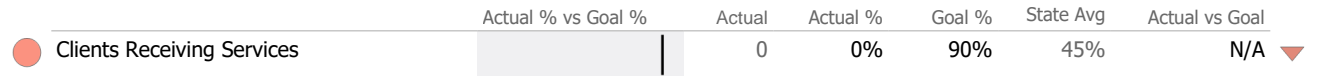
* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

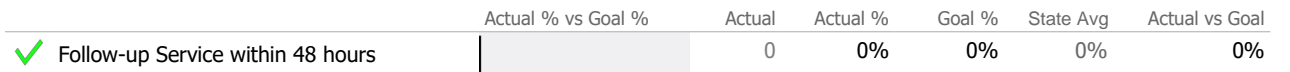
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	1	1200% ▲
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	-	-	

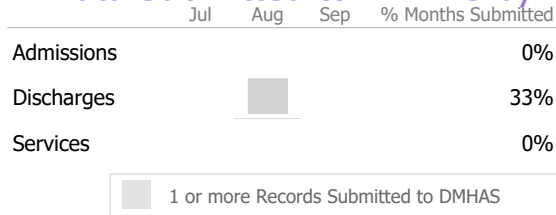
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	149	145	3%
Admits	121	122	-1%
Discharges	123	118	4%
Bed Days	2,543	2,656	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	86%
Valid TEDS Data	97%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	13%

Co-occurring	Actual	State Avg
MH Screen Complete	99%	92%
SA Screen Complete	100%	93%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	90%

Discharge Outcomes

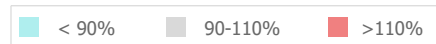
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		85	69%	80%	65%	-11% ▼
No Re-admit within 30 Days of Discharge		114	93%	85%	90%	8%
Follow-up within 30 Days of Discharge		59	69%	90%	62%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		119	97%	75%	79%	22% ▲
Self Help		29	19%	60%	35%	-41% ▼
Abstinence/Reduced Drug Use		2	1%	70%	30%	-69% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	23 days	0.2	99%	90%	129%	9%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	26	4%
Admits	17	16	6%
Discharges	17	15	13% ▲
Bed Days	919	937	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	89%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	14%
Co-occurring		
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	65%	70%	62%	-5%
No Re-admit within 30 Days of Discharge		16	94%	85%	90%	9%
Follow-up within 30 Days of Discharge		8	73%	90%	64%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		17	100%	95%	79%	5%
Abstinence/Reduced Drug Use		0	0%	70%	53%	-70% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				10	74 days	0.4	100%	90%	72%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	61	57% ▲
Admits	26	24	8%
Discharges	11	2	450% ▲
Service Hours	256	128	101% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		31	32%	35%	29%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	44%	90%	37%	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
6 Month Updates		35%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 11 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	12	8%
Admits	3	3	0%
Discharges	3	2	50% ▲
Service Hours	158	180	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	65%	36%	-32% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	53%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	100%	60%	80%	40% ▲
✓ Stable Living Situation		12	92%	60%	92%	32% ▲
✓ Employed		6	46%	15%	12%	31% ▲

Service Utilization

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs