

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,316	2,607	-11% ▼
	Admits	605	1,085	-44% ▼
	Discharges	738	1,138	-35% ▼
	Service Hours	15,560	27,365	-43% ▼
	Bed Days	7,244	7,857	-8%
	S.Rehab/PHP/IOP	315	3,366	-91% ▼

### Consumer Satisfaction Survey

(Based on 602 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		92%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Access		89%	80%	88%
● Outcome		76%	80%	83%
● Recovery		73%	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	#	%
<b>Mental Health</b>			
	Outpatient	1,971	62.5%
	Community Support	353	11.2%
	Social Rehabilitation	169	5.4%
	Case Management	159	5.0%
	Employment Services	149	4.7%
	Residential Services	44	1.4%
<b>Forensic MH</b>			
	Forensics Community-based	154	4.9%
<b>Addiction</b>			
	Outpatient	75	2.4%
	Employment Services	17	0.5%
	Medication Assisted Treatment	16	0.5%
<b>Other</b>			
	Other	45	1.4%

### Client Demographics

Age	#	%	State Avg
18-25	262	11%	9%
26-34	374	16%	21%
35-44	395	17%	22%
45-54	440	19%	19%
55-64	548	24%	20%
65+	297	13%	8%

Gender	#	%	State Avg
Female	1,194	52%	42%
Male	1,122	48%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,077	90%	▲ 70%
Hispanic-Other	115	5%	8%
Hisp-Puerto Rican	68	3%	12%
Unknown	50	2%	10%
Hispanic-Mexican	6	0%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,898	82%	▲ 62%
Black/African American	216	9%	17%
Unknown	115	5%	6%
Other	71	3%	13%
Asian	13	1%	1%
Multiple Races	2	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander			0%

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

# BH Care Rental Assistance CT 0062

BH Care

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	29	21% ▲
Admits	4	2	100% ▲
Discharges	-	-	
Service Hours	46	-	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	91%	85%	90%	6%

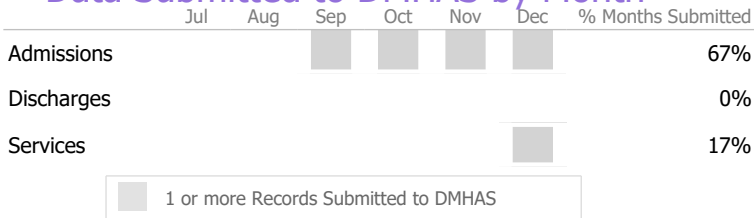
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	91%	90%	95%	1%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	99	-18% ▼
Admits	20	38	-47% ▼
Discharges	20	35	-43% ▼
Service Hours	459	528	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		55	65%	35%	44%	30% ▲

### Service Utilization

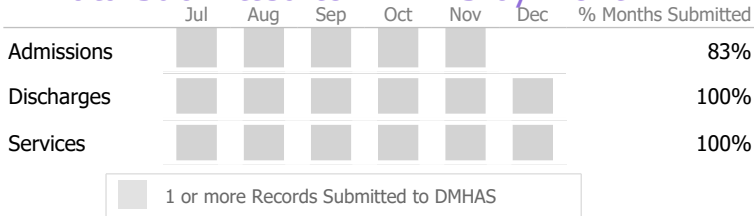
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	97%	90%	92%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		92%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 39 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	163	205	-20% ▼
Admits	10	16	-38% ▼
Discharges	91	35	160% ▲
Service Hours	71	65	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	86%
On-Time Periodic		
6 Month Updates	17%	52%
Co-occurring		
MH Screen Complete	40%	75%
SA Screen Complete	40%	75%
Diagnosis		
Valid Axis I Diagnosis	93%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	11%	50%	33%	-39% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		138	84%	60%	60%	24% ▲
Stable Living Situation		139	85%	95%	74%	-10%
Employed		22	13%	30%	22%	-17% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		55	75%	90%	81%	-15% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	10%	75%	76%	-65% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

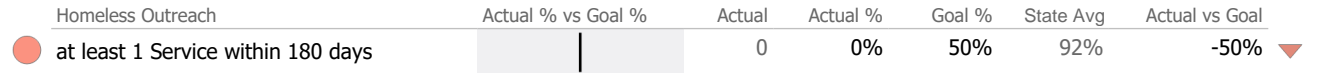
\* State Avg based on 85 Active Standard Outpatient Programs

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

### Program Activity

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

### Service Engagement



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	70	136	-48% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	90%	15% ▲

### Service Utilization

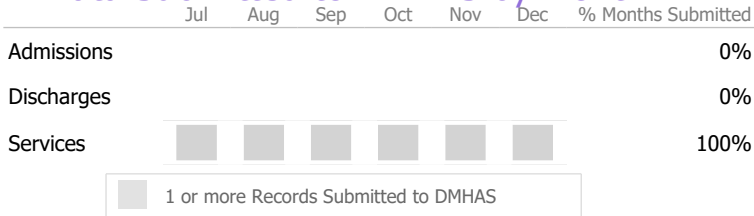
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	88%	90%	95%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	108	135	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	100%	85%	90%	15% ▲

### Service Utilization

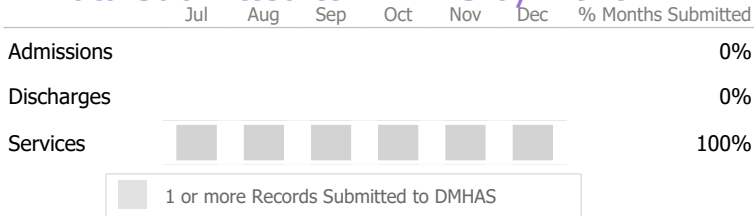
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	1,288	1,444	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	99%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	0%	80%
SA Screen Complete	0%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	94%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	97%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	91%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	100%	60%	90%	40% ▲
Stable Living Situation		7	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,940 days	0.6	88%	90%	90%	-2%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual   
 |   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 24 Active Group Home Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	25	-12% ▼
Admits	1	5	-80% ▼
Discharges	1	4	-75% ▼
Service Hours	261	422	-38% ▼
Bed Days	3,985	4,027	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	69%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	79%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

### Recovery

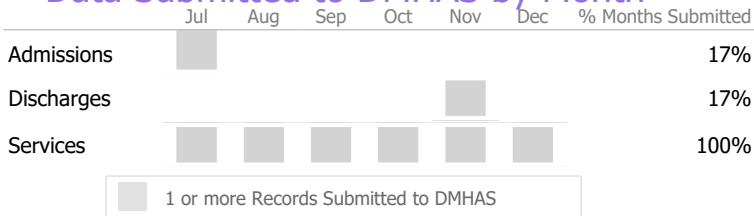
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	82%	60%	83%	22% ▲
Stable Living Situation		22	100%	95%	93%	5%
Employed		1	5%	25%	9%	-20% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	2,127 days	0.5	103%	90%	93%	13% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

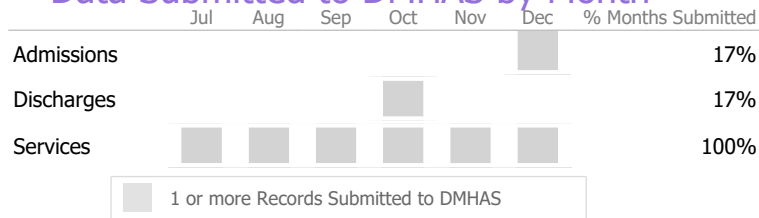
\* State Avg based on 79 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	35	9%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Service Hours		1	-93% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 6 Active Integrated Primary Care Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	-	1	-100% ▼

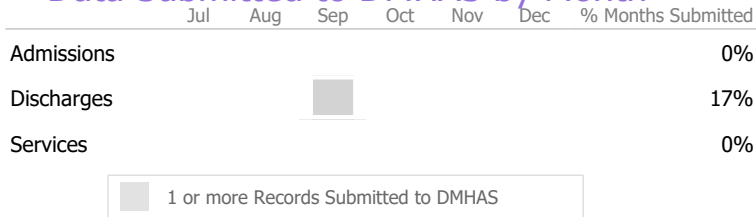
### Data Submission Quality

Data Entry Actual State Avg

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	65%
SA Screen Complete	N/A	85%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	93%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

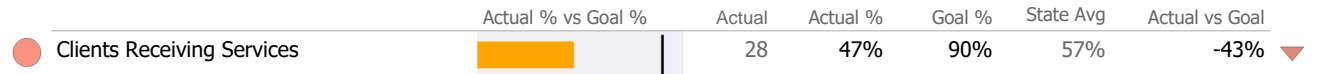
\* State Avg based on 6 Active Integrated Primary Care Programs

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

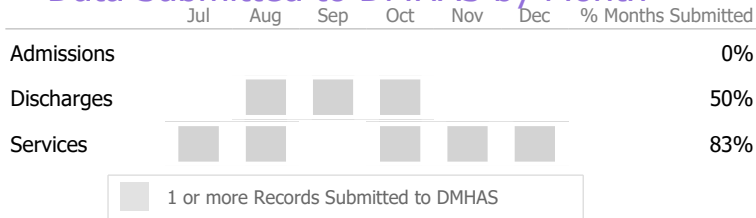
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	79	-15% ▼
Admits	-	8	-100% ▼
Discharges	7	5	40% ▲
Service Hours	-	3,287	-100% ▼
Social Rehab/PHP/IOP Days	157	1,483	-89% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



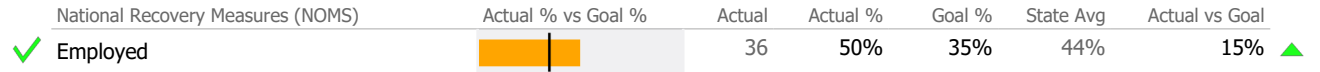
\* State Avg based on 34 Active Social Rehabilitation Programs

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

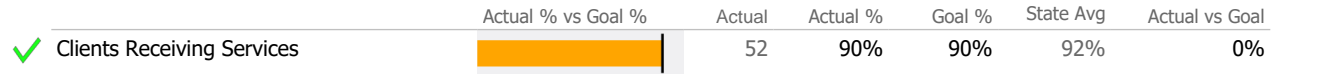
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	91	-22% ▼
Admits	13	37	-65% ▼
Discharges	14	27	-48% ▼
Service Hours	210	201	5%

### Recovery



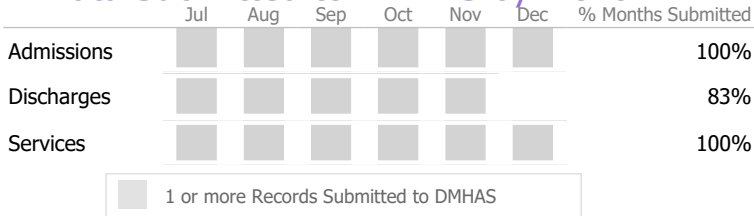
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

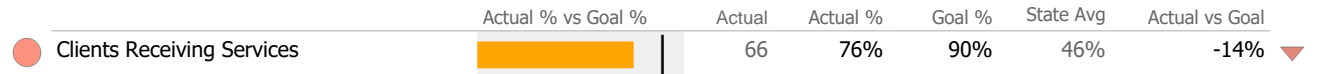
\* State Avg based on 39 Active Employment Services Programs

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

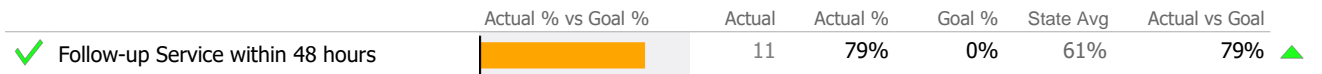
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	118	3%
Admits	53	76	-30% ▼
Discharges	37	86	-57% ▼
Service Hours	127	275	-54% ▼

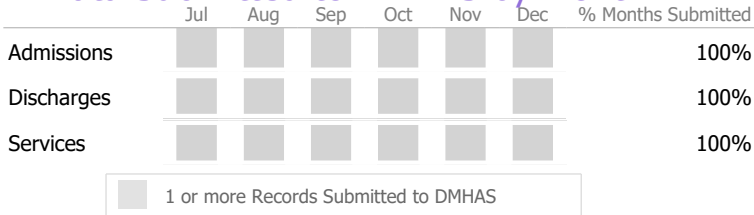
### Service Utilization



### 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	86	88	-2%
Admits	9	3	200% ▲
Discharges	5	4	25% ▲
Service Hours	566	564	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	99%	52%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	33%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		59	69%	60%	60%	9%
Stable Living Situation		84	98%	95%	74%	3%
Employed		17	20%	30%	22%	-10%

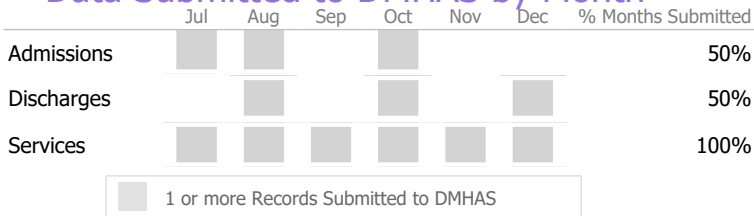
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	100%	90%	81%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	100%	75%	76%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 85 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	139	179	-22% ▼
Admits	6	46	-87% ▼
Discharges	60	41	46% ▲
Service Hours	546	2,005	-73% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	80%
On-Time Periodic		
6 Month Updates	58%	81%
Co-occurring		
MH Screen Complete	50%	80%
SA Screen Complete	50%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		35	58%	65%	59%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		131	93%	60%	82%	33% ▲
Stable Living Situation		136	96%	80%	88%	16% ▲
Employed		15	11%	20%	13%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		75	93%	90%	97%	3%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
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

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	95	-2%
Admits	7	7	0%
Discharges	7	8	-13% ▼
Service Hours	829	790	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic		
6 Month Updates	100%	52%
Co-occurring		
MH Screen Complete	100%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	86%	50%	33%	36% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	96%	60%	60%	36% ▲
Employed		31	33%	30%	22%	3%
Stable Living Situation		91	98%	95%	74%	3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		86	100%	90%	81%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	100%	75%	76%	25% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■		■	■	■	83%
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 85 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	14	14	0%
Admits	-	-	
Discharges	8	-	
Service Hours	57	117	-51% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	93%	85%	90%	8%

### Service Utilization

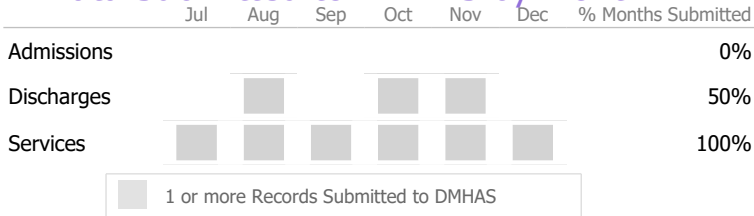
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		88%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	104	-28% ▼
Admits	34	68	-50% ▼
Discharges	34	48	-29% ▼
Service Hours	462	355	30% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	85%
Valid TEDS Data	80%	84%
<b>On-Time Periodic</b>		
6 Month Updates	32%	21%
<b>Co-occurring</b>		
MH Screen Complete	86%	90%
SA Screen Complete	86%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	68%	50%	53%	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		43	54%	50%	30%	4%
✓ Stable Living Situation		76	95%	95%	73%	0%
● Abstinence/Reduced Drug Use		41	51%	55%	47%	-4%
● Not Arrested		51	64%	75%	74%	-11% ▼
● Self Help		11	14%	60%	18%	-46% ▼

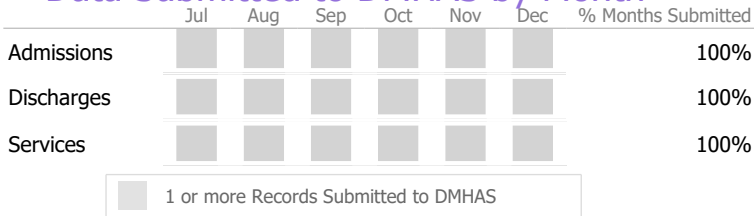
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		43	93%	90%	60%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		26	81%	75%	60%	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	869	951	-9%
Admits	230	333	-31% ▼
Discharges	210	314	-33% ▼
Service Hours	4,154	4,738	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	86%
On-Time Periodic		
6 Month Updates	12%	52%
Co-occurring		
MH Screen Complete	76%	75%
SA Screen Complete	76%	75%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		79	38%	50%	33%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		685	77%	60%	60%	17% ▲
Stable Living Situation		825	93%	95%	74%	-2%
Employed		231	26%	30%	22%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		658	97%	90%	81%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		156	70%	75%	76%	-5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 85 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	51	-67% ▼
Admits	3	35	-91% ▼
Discharges	11	26	-58% ▼
Service Hours	9	25	-66% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	50%	35%	29%	15% ▲

### Service Utilization

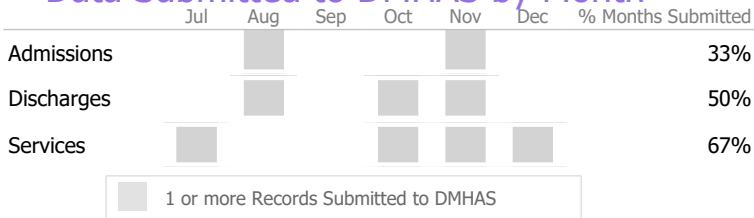
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	43%	90%	60%	-47% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		81%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 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	12	24	-50% ▼
Admits	3	1	200% ▲
Discharges	4	11	-64% ▼
Service Hours	98	295	-67% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	87%
Valid TEDS Data	100%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	26%
<b>Co-occurring</b>		
MH Screen Complete	100%	73%
SA Screen Complete	100%	86%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	45%	25% ▲

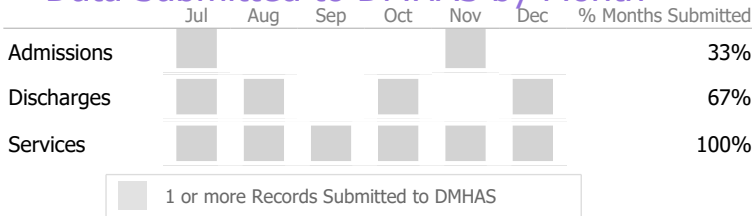
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		5	42%	55%	47%	-13% ▼
● Stable Living Situation		9	75%	95%	63%	-20% ▼
● Employed		3	25%	50%	24%	-25% ▼
● Not Arrested		6	50%	75%	64%	-25% ▼
● Self Help		2	17%	60%	18%	-43% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	39%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 22 Active Buprenorphine Maintenance Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	1	300% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	11	14	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	71%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	0%	11%
<b>Co-occurring</b>		
MH Screen Complete	100%	95%
SA Screen Complete	100%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	72%	50% ▲

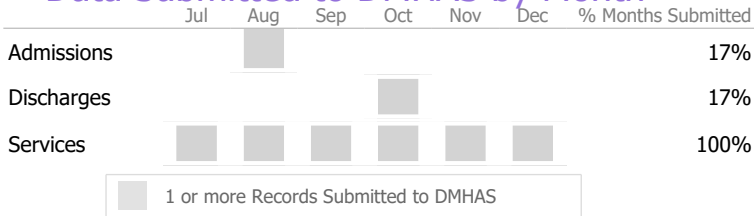
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		3	75%	55%	29%	20% ▲
Stable Living Situation		4	100%	95%	74%	5%
Employed		2	50%	50%	29%	0%
Not Arrested		3	75%	75%	49%	0%
Self Help		2	50%	60%	31%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	56%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 7 Active Naltrexone Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	67%	84%
Co-occurring		
MH Screen Complete	N/A	80%
SA Screen Complete	N/A	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

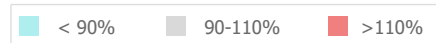
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	94%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	97%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	91%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	100%	60%	90%	40% ▲
Stable Living Situation		3	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	3,862 days	0.5	100%	90%	90%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 24 Active Group Home Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	214	236	-9%
Admits	24	40	-40% ▼
Discharges	43	52	-17% ▼
Service Hours	1,455	3,313	-56% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	36%	81%
Co-occurring	Actual	State Avg
MH Screen Complete	92%	80%
SA Screen Complete	92%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	79%	65%	59%	14% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		199	92%	60%	82%	32% ▲
Stable Living Situation		203	94%	80%	88%	14% ▲
Employed		37	17%	20%	13%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		175	100%	90%	97%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
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	5	5	0%
Admits	-	-	
Discharges	1	-	
Bed Days	799	920	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	69%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	79%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	60%	60%	83%	0%
Stable Living Situation		4	80%	95%	93%	-15% ▼
Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	2,192 days	0.6	87%	90%	93%	-3%		

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

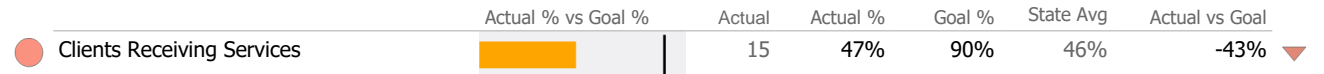
\* State Avg based on 79 Active Supervised Apartments Programs

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

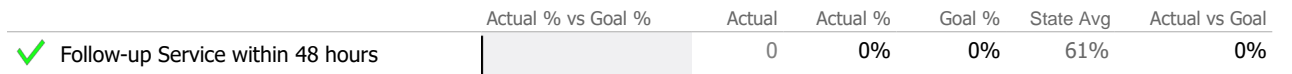
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	67	-52% ▼
Admits	2	25	-92% ▼
Discharges	-	47	-100% ▼
Service Hours	20	59	-65% ▼

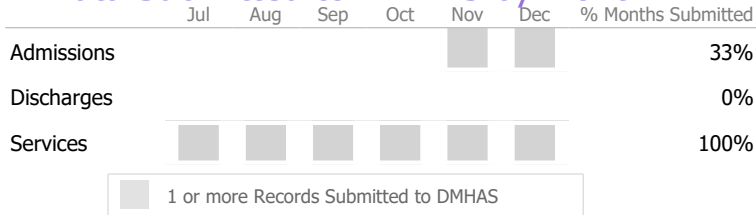
### Service Utilization



### 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	22	25	-12% ▼
Admits	-	-	
Discharges	12	4	200% ▲
Service Hours	112	181	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	100%	85%	94%	15% ▲

### Service Utilization

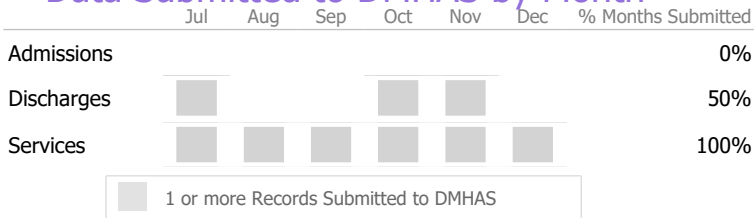
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	855	1,019	-16% ▼
Admits	164	294	-44% ▼
Discharges	138	334	-59% ▼
Service Hours	4,590	5,862	-22% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic		
6 Month Updates	10%	52%
Co-occurring		
MH Screen Complete	98%	75%
SA Screen Complete	98%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		91	66%	50%	33%	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		786	91%	60%	60%	31% ▲
Stable Living Situation		808	94%	95%	74%	-1%
Employed		228	26%	30%	22%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		708	97%	90%	81%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		136	83%	75%	76%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 85 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	21	23	-9%
Admits	2	2	0%
Discharges	14	2	600% ▲
Service Hours	79	105	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	90%	85%	90%	5%

### Service Utilization

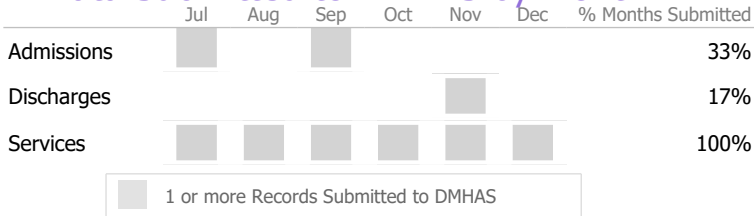
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	86%	90%	95%	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

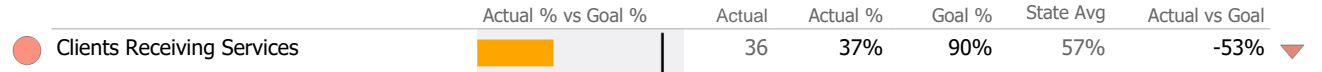
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

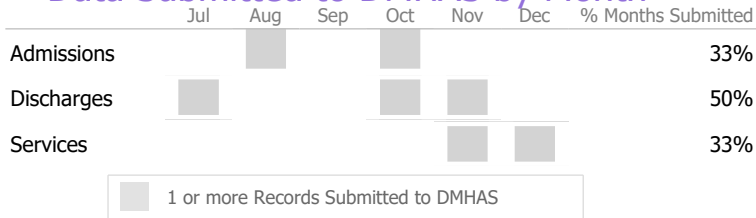
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	136	-25% ▼
Admits	2	19	-89% ▼
Discharges	4	33	-88% ▼
Service Hours	-	1,720	-100% ▼
Social Rehab/PHP/IOP Days	158	1,883	-92% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	37	3%
Admits	11	13	-15% ▼
Discharges	7	10	-30% ▼
Service Hours	776	1,488	-48% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	70%	56%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	50%	76%	50% ▲

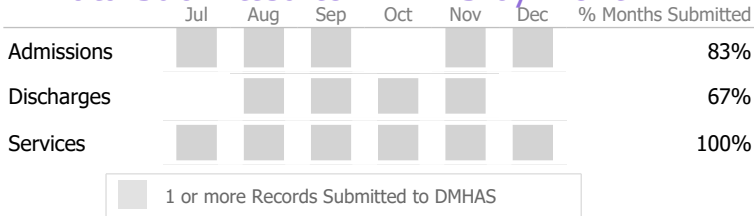
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		36	95%	60%	71%	35% ▲
✓ Stable Living Situation		37	97%	80%	80%	17% ▲
✓ Employed		10	26%	20%	10%	6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		27	87%	90%	68%	-3%

### Data Submitted to DMHAS by Month



▲ > 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	7	6	17% ▲
Admits	3	1	200% ▲
Discharges	3	1	200% ▲
Bed Days	620	914	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	84%
SA Screen Complete	100%	69%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	60%	79%	40% ▲
Follow-up within 30 Days of Discharge		2	67%	90%	75%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	83%	26% ▲
Stable Living Situation		7	100%	95%	93%	5%
Employed		1	14%	25%	9%	-11% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	322 days	0.5	67%	90%	93%	-23% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■		■	■		50%
Discharges	■	■			■		50%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	25	-8%
Admits	2	12	-83% ▼
Discharges	4	6	-33% ▼
Service Hours	443	685	-35% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	88%	56%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	76%	50% ▲

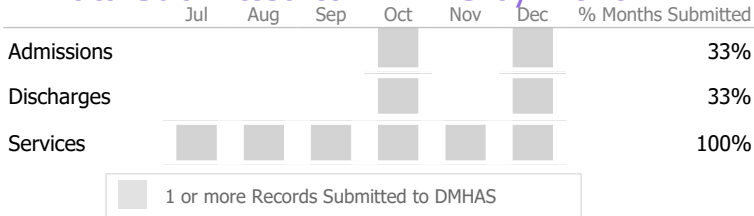
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	96%	60%	71%	36% ▲
✓ Stable Living Situation		22	96%	80%	80%	16% ▲
✓ Employed		6	26%	20%	10%	6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	68%	5%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 23 Active Standard Case Management Programs