

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,231	3,890	-17% ▼
	Admits	3,971	4,557	-13% ▼
	Discharges	3,854	5,111	-25% ▼
	Service Hours	16,224	18,711	-13% ▼
	Bed Days	23,357	26,767	-13% ▼

▲ > 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	#	%
<b>Mental Health</b>	Outpatient	982	22.3%
	Intake	926	21.0%
	Community Support	332	7.5%
	Crisis Services	159	3.6%
	Employment Services	96	2.2%
	Social Rehabilitation	91	2.1%
	ACT	48	1.1%
	Residential Services	18	0.4%
	Consultation	17	0.4%
	Case Management	13	0.3%
<b>Addiction</b>	Residential Services	1,322	30.0%
	Employment Services	165	3.7%
	Outpatient	145	3.3%
	Case Management	31	0.7%
<b>Forensic SA</b>	Case Management	47	1.1%
	Forensics Community-based	14	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	281	9%	9%
26-34	682	21%	21%
35-44	856	27%	22%
45-54	666	21%	19%
55-64	568	18%	20%
65+	173	5%	8%

Gender	#	%	State Avg
Male	1,949	60%	58%
Female	1,280	40%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,824	56%	70%
Hispanic-Other	749	23%	8%
Unknown	656	20%	10%
Hisp-Puerto Rican	2	0%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	1,478	46%	62%
Unknown	980	30%	6%
Black/African American	628	19%	17%
Hawaiian/Other Pacific Islander	92	3%	0%
Asian	24	1%	1%
Multiple Races	14	0%	1%
Am. Indian/Native Alaskan	8	0%	1%
Other	7	0%	13%

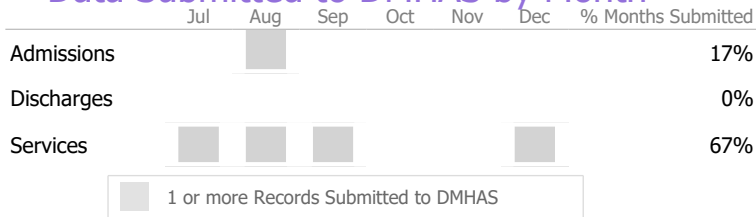
Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	1	9	-89% ▼
Discharges	-	-	
Service Hours	2	24	-93% ▼

### 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	34	36	-6%
Admits	5	6	-17% ▼
Discharges	7	6	17% ▲
Service Hours	1,267	1,959	-35% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	86%	89%
SA Screen Complete	86%	89%
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		4	57%	65%	39%	-8%
No Re-admit within 30 Days of Discharge		5	71%	85%	94%	-14% ▼
Follow-up within 30 Days of Discharge		2	50%	90%	48%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		34	100%	60%	79%	40% ▲
Stable Living Situation		31	91%	60%	93%	31% ▲
Employed		1	3%	15%	14%	-12% ▼

### 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

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

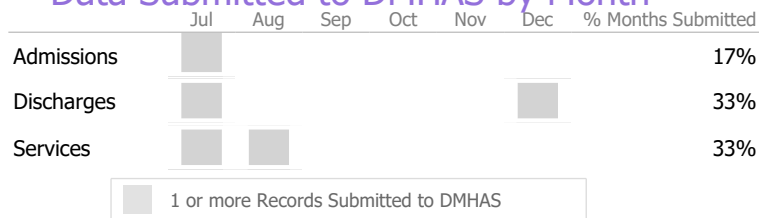
\* State Avg based on 23 Active Assertive Community Treatment Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	103	-54% ▼
Admits	2	61	-97% ▼
Discharges	48	61	-21% ▼
Service Hours	16	545	-97% ▼

### Data Submitted to DMHAS by Month



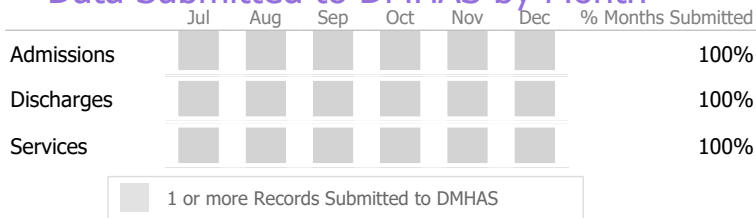
\* State Avg based on 2 Active Outreach & Engagement Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	926	1,217	-24% ▼
Admits	966	1,214	-20% ▼
Discharges	966	1,225	-21% ▼
Service Hours	869	1,261	-31% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 17 Active Central Intake Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	409	392	4%
Admits	34	75	-55% ▼
Discharges	51	51	0%
Service Hours	3,151	4,759	-34% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	52%
Co-occurring	Actual	State Avg
MH Screen Complete	78%	75%
SA Screen Complete	80%	75%
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		35	69%	50%	33%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		409	100%	60%	60%	40% ▲
● Stable Living Situation		346	85%	95%	74%	-10%
● Employed		49	12%	30%	22%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		355	99%	90%	81%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		33	97%	75%	76%	22% ▲

### 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	0	2	▼
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	-	1	-100% ▼

### 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 45 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	113	-15% ▼
Admits	28	67	-58% ▼
Discharges	51	41	24% ▲
Service Hours	647	948	-32% ▼

### Recovery

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

### Service Utilization

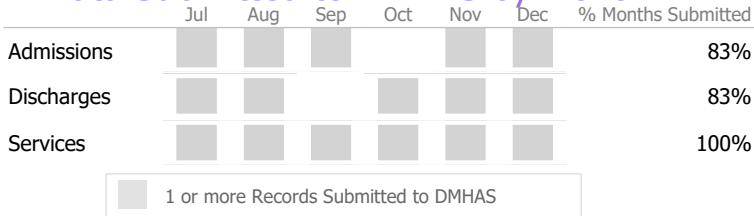
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		41	84%	90%	92%	-6%

### 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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	18	▼
Admits	-	3	-100% ▼
Discharges	-	-	
Service Hours	-	250	-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%	90%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	95%	N/A ▼

### Data Submission Quality

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

### Data Submitted to DMHAS by Month

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

▲ > 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	28	36	-22% ▼
Admits	17	21	-19% ▼
Discharges	16	23	-30% ▼
Service Hours	17	9	89% ▲
Bed Days	2,298	2,634	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	87%
Valid TEDS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%
Co-occurring	Actual	State Avg
MH Screen Complete	87%	88%
SA Screen Complete	87%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	75%	85%	62%	-10% ▼
No Re-admit within 30 Days of Discharge		15	94%	85%	77%	9%
Follow-up within 30 Days of Discharge		5	42%	90%	64%	-48% ▼

### Recovery

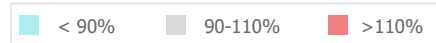
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		22	79%	60%	39%	19% ▲
Abstinence/Reduced Drug Use		18	64%	70%	87%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	69%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	140 days	0.4	83%	90%	77%	-7%



### 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



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

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

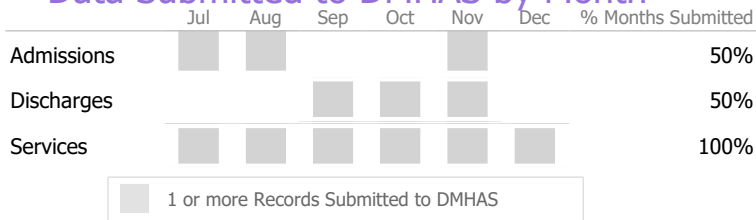
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	70	30% ▲
Admits	6	20	-70% ▼
Discharges	27	2	1250% ▲
Service Hours	445	288	54% ▲
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		59	92%	90%	57%	2%

### 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	18	18	0%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Bed Days	3,128	3,114	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Co-occurring	Actual	State Avg
MH Screen Complete	83%	84%
SA Screen Complete	67%	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		1	100%	60%	79%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	75%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	100%	60%	83%	40% ▲
● Stable Living Situation		16	89%	95%	93%	-6%
● Employed		1	6%	25%	9%	-19% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	599 days	0.5	100%	90%	93%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

■ 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	22	-18% ▼
Admits	8	13	-38% ▼
Discharges	11	13	-15% ▼
Service Hours	798	849	-6%
Bed Days	1,493	1,715	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	7%
Co-occurring	Actual	State Avg
MH Screen Complete	93%	92%
SA Screen Complete	93%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	91%	70%	64%	21% ▲
No Re-admit within 30 Days of Discharge		10	91%	85%	87%	6%
Follow-up within 30 Days of Discharge		8	80%	90%	69%	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		1	6%	70%	64%	-64% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	148 days	0.4	81%	90%	77%	-9%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■		67%
Discharges	■		■	■	■	■	83%
Services	■	■	■	■	■	■	100%

Legend: ■ 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

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

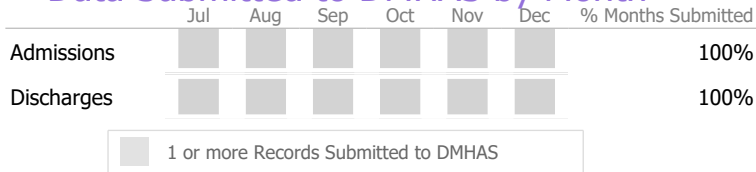
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	159	58	174% ▲
Admits	246	60	310% ▲
Discharges	248	60	313% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		178	97%	75%	79%	22% ▲
✓ Community Location Evaluation		160	87%	80%	71%	7%
✓ Follow-up Service within 48 hours		141	99%	90%	69%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	332	464	-28% ▼
Admits	74	242	-69% ▼
Discharges	78	219	-64% ▼
Service Hours	5,349	4,778	12% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	81%
Co-occurring	Actual	State Avg
MH Screen Complete	80%	80%
SA Screen Complete	59%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		56	72%	65%	59%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		328	98%	60%	82%	38% ▲
● Stable Living Situation		258	77%	80%	88%	-3%
● Employed		46	14%	20%	13%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		246	96%	90%	97%	6%

### 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 36 Active CSP Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 86%
On-Time Periodic		
6 Month Updates		N/A 52%
Co-occurring		
MH Screen Complete		N/A 75%
SA Screen Complete		N/A 75%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	33%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	22%	-30% ▼
Social Support		N/A	N/A	60%	60%	-60% ▼
Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	81%	N/A ▼

### 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 85 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	271	334	-19% ▼
Admits	315	412	-24% ▼
Discharges	293	414	-29% ▼
Bed Days	3,504	5,909	-41% ▼

### Discharge Outcomes

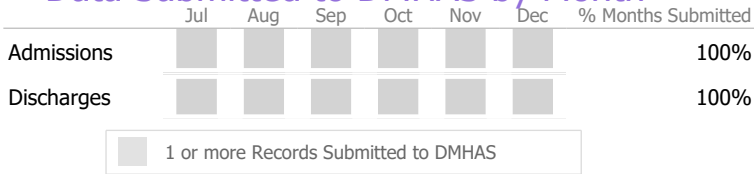
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		248	85%	85%	81%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		36	19 days	0.1	53%	90%	60%	-37% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 12 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	21	-38% ▼
Admits	-	13	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	-	138	-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%	76%	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%	80%	-18% ▼
Social Support		5	38%	60%	71%	-22% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	68%	N/A ▼

### Data Submitted to DMHAS by Month

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

> 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	145	316	-54% ▼
Admits	104	143	-27% ▼
Discharges	63	274	-77% ▼
Service Hours	418	358	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	85%
Valid TEDS Data	67%	84%
<b>On-Time Periodic</b>		
6 Month Updates	85%	21%
<b>Co-occurring</b>		
MH Screen Complete	90%	90%
SA Screen Complete	93%	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		50	79%	50%	53%	29% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		119	82%	95%	73%	-13% ▼
● Employed		18	12%	50%	30%	-38% ▼
● Not Arrested		54	37%	75%	74%	-38% ▼
● Self Help		26	18%	60%	18%	-42% ▼
● Abstinence/Reduced Drug Use		13	9%	55%	47%	-46% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		74	89%	90%	60%	-1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		63	61%	75%	60%	-14% ▼

### 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 107 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	616	1,071	-42% ▼
Admits	327	311	5%
Discharges	235	860	-73% ▼
Service Hours	2,417	1,700	42% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	54%	52%
Co-occurring	Actual	State Avg
MH Screen Complete	62%	75%
SA Screen Complete	63%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		117	50%	50%	33%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		580	93%	60%	60%	33% ▲
✓ Employed		186	30%	30%	22%	0%
● Stable Living Situation		442	71%	95%	74%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		306	78%	90%	81%	-12% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		167	52%	75%	76%	-23% ▼

### 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.

# 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 - December 2020 (Data as of Apr 06, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	138	-62% ▼
Admits	47	58	-19% ▼
Discharges	15	93	-84% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		18	34%	35%	29%	-1%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		76% 81%
Valid TEDS Data		61% 65%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 35%
Co-occurring	Actual	State Avg
MH Screen Complete		80% 74%
SA Screen Complete		82% 75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100% 8%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							67%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 10 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	1,176	1,239	-5%
Admits	1,449	1,485	-2%
Discharges	1,449	1,490	-3%
Bed Days	5,764	6,205	-7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully		942	65%	80%	65%	-15% ▼
<span style="color: red;">●</span> No Re-admit within 30 Days of Discharge		1,168	81%	85%	80%	-4%
<span style="color: red;">●</span> Follow-up within 30 Days of Discharge		483	51%	90%	53%	-39% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	79%
Valid TEDS Data	96%	98%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Co-occurring</b>		
<span style="color: green;">✓</span> MH Screen Complete	99%	94%
<span style="color: green;">✓</span> SA Screen Complete	99%	94%
<b>Diagnosis</b>		
<span style="color: green;">✓</span> Valid Axis I Diagnosis	100%	100%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Avg Utilization Rate				35	6 days	0.0	90%	90%	75%	0%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

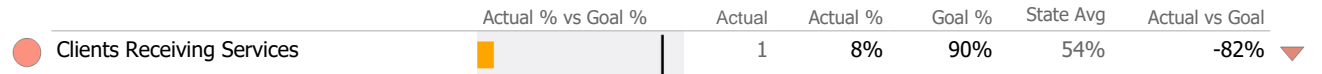
\* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

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

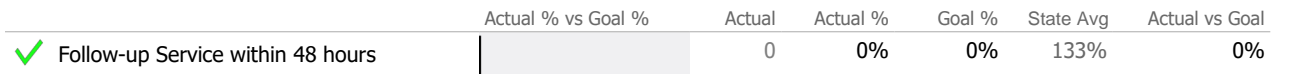
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	1	13	-92% ▼
Discharges	2	2	0%
Service Hours	1	17	-94% ▼

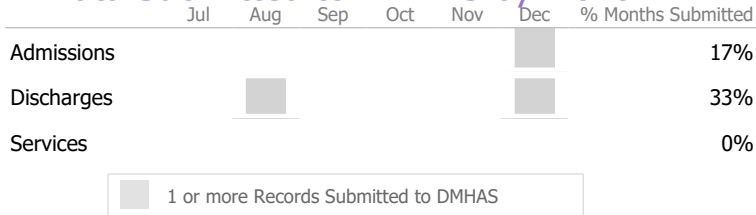
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	259	258	0%
Admits	236	237	0%
Discharges	237	236	0%
Bed Days	5,330	5,316	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	83%
Valid TEDS Data	97%	97%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	0%
<b>Co-occurring</b>		
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
<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		173	73%	80%	69%	-7%
No Re-admit within 30 Days of Discharge		222	94%	85%	91%	9%
Follow-up within 30 Days of Discharge		127	73%	90%	64%	-17%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		54	20%	60%	42%	-40%
Abstinence/Reduced Drug Use		10	4%	70%	35%	-66%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	25 days	0.1	103%	90%	97%	13%

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* 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	37	38	-3%
Admits	27	28	-4%
Discharges	27	28	-4%
Bed Days	1,840	1,874	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Valid TEDS Data	98%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	7%
<b>Co-occurring</b>		
MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
<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		21	78%	70%	64%	8%
✓ No Re-admit within 30 Days of Discharge		26	96%	85%	87%	11% ▲
● Follow-up within 30 Days of Discharge		18	86%	90%	69%	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		2	5%	70%	64%	-65% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	76 days	0.2	100%	90%	77%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

■ 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	97	19% ▲
Admits	42	60	-30% ▼
Discharges	25	4	525% ▲
Service Hours	424	256	66% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		41	36%	35%	29%	1%

### Service Utilization

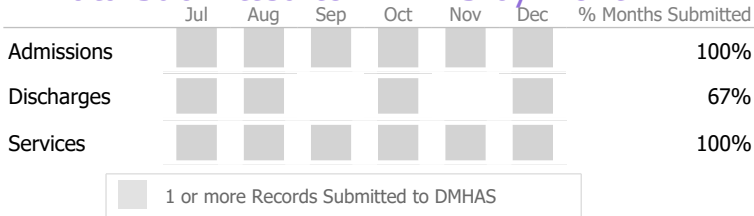
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	58%	90%	60%	-32% ▼

### 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

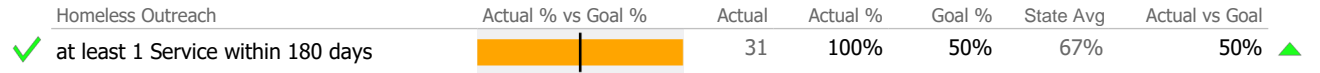
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 10 Active Employment Services Programs

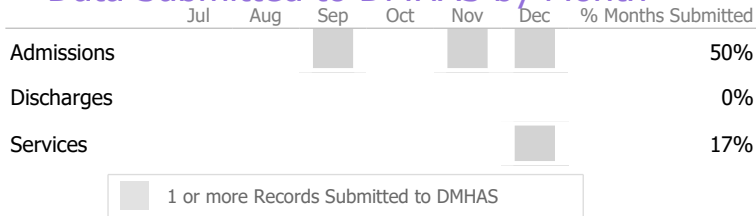
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31		
Admits	31	-	
Discharges	-	-	
Service Hours	46	-	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	4	4	0%
Discharges	4	2	100% ▲
Service Hours	358	572	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	25%	65%	39%	-40% ▼
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	94%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	48%	10%

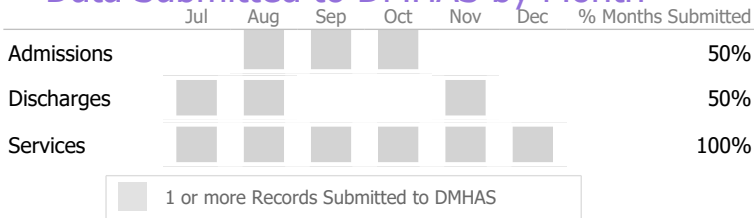
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	100%	60%	79%	40% ▲
✓ Stable Living Situation		13	93%	60%	93%	33% ▲
✓ Employed		6	43%	15%	14%	28% ▲

### 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



▲ > 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.