

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,322	1,525	-13% ▼
	Admits	667	1,171	-43% ▼
	Discharges	694	1,189	-42% ▼
	Service Hours	16,308	29,744	-45% ▼
	Bed Days	2,255	3,330	-32% ▼

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

Consumer Satisfaction Survey (Based on 301 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		96%	80%	91%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Access		91%	80%	88%
✓ Recovery		81%	80%	79%
✓ Outcome		80%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	580	35.3%
	Crisis Services	342	20.8%
	ACT	205	12.5%
	Community Support	172	10.5%
	Social Rehabilitation	80	4.9%
	Intake	57	3.5%
	Other	55	3.3%
	Case Management	20	1.2%
	Residential Services	12	0.7%
	Forensic MH	Forensics Community-based	118
Crisis Services		4	0.2%

Client Demographics

Age	#	%	State Avg
18-25	208	16%	9%
26-34	295	22%	21%
35-44	199	15%	22%
45-54	197	15%	19%
55-64	284	22%	20%
65+	137	10%	8%

Gender	#	%	State Avg
Male	847	64%	58%
Female	469	36%	42%
Transgender	5	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,046	79%	70%
Hispanic-Other	122	9%	8%
Hisp-Puerto Rican	75	6%	12%
Unknown	72	5%	10%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	3	0%	0%

Race	#	%	State Avg
White/Caucasian	888	68%	62%
Black/African American	204	16%	17%
Other	139	11%	13%
Multiple Races	28	2%	1%
Unknown	27	2%	6%
Asian	15	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander			0%

■ 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.

Danbury CIT

Western Connecticut Mental Health Network

Mental Health - Crisis Services - Mobile Crisis Team

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	0	2	▼
Admits	-	3	-100% ▼
Discharges	-	3	-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

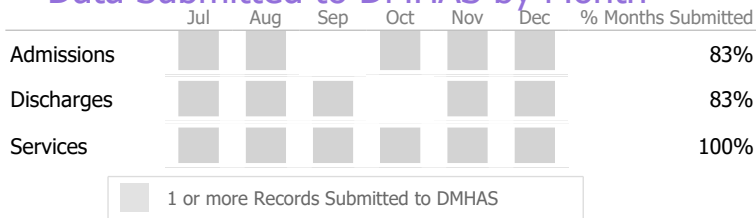
* State Avg based on 25 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	22	-45% ▼
Admits	10	21	-52% ▼
Discharges	9	21	-57% ▼
Service Hours	28	60	-53% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Central Intake Programs

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

Danbury Jail Diversion

Western Connecticut Mental Health Network

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

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

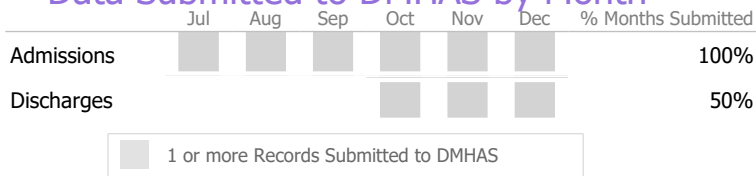
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	25	-16% ▼
Admits	10	16	-38% ▼
Discharges	8	10	-20% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		7	88%	0%	61%	88% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

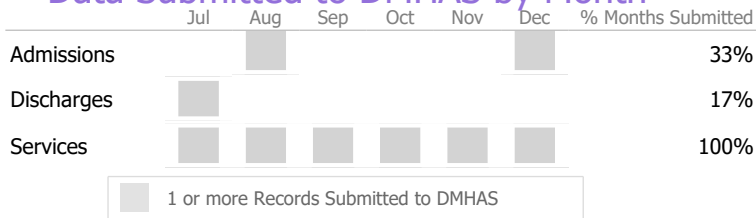
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	20	-40% ▼
Admits	2	8	-75% ▼
Discharges	2	5	-60% ▼
Service Hours	106	196	-46% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	204	-3%
Admits	6	17	-65% ▼
Discharges	13	16	-19% ▼
Service Hours	2,030	3,212	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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	89%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	23%	50%	33%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		173	87%	60%	60%	27% ▲
Stable Living Situation		190	96%	95%	74%	1%
Employed		22	11%	30%	22%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		186	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		6	100%	75%	76%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
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	32	29	10% ▲
Admits	6	6	0%
Discharges	5	7	-29% ▼
Service Hours	888	1,197	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	100%	87%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	65%	39%	-5%
No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		3	100%	90%	48%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		31	94%	60%	79%	34% ▲
Stable Living Situation		31	94%	60%	93%	34% ▲
Employed		7	21%	15%	14%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	96%	90%	99%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
Discharges			■		■	■	50%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

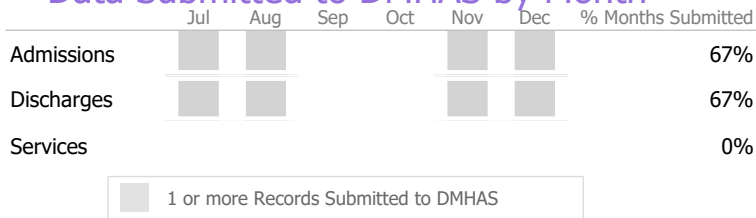
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	4	6	-33% ▼
Discharges	4	6	-33% ▼
Service Hours	-		-100% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

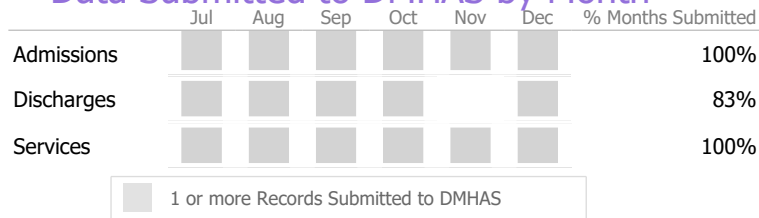
* State Avg based on 15 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	37	-49% ▼
Admits	18	34	-47% ▼
Discharges	19	34	-44% ▼
Service Hours	42	69	-40% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* 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	93	98	-5%
Admits	6	10	-40% ▼
Discharges	14	11	27% ▲
Service Hours	1,364	2,197	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	80%
On-Time Periodic		
6 Month Updates	100%	81%
Co-occurring		
MH Screen Complete	100%	80%
SA Screen Complete	100%	61%
Diagnosis		
Valid Axis I Diagnosis	86%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	50%	65%	59%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		80	86%	60%	82%	26% ▲
Stable Living Situation		88	95%	80%	88%	15% ▲
Employed		7	8%	20%	13%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		79	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■		■			50%
Discharges	■	■		■	■	■	83%
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

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

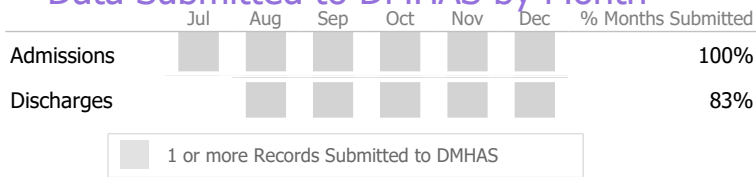
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	71	-25% ▼
Admits	27	39	-31% ▼
Discharges	18	36	-50% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		21	91%	0%	61%	91% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

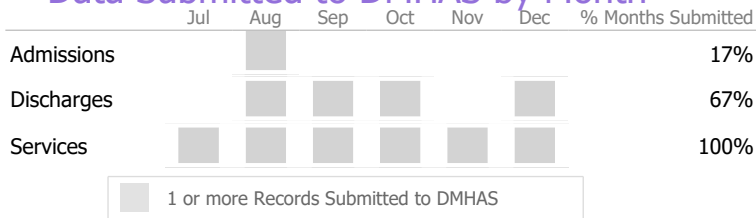
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	16	-25% ▼
Admits	2	3	-33% ▼
Discharges	5	8	-38% ▼
Service Hours	22	91	-76% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Other Programs

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

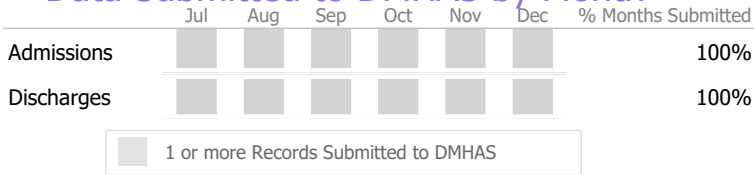
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	106	-15% ▼
Admits	138	207	-33% ▼
Discharges	138	207	-33% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		122	88%	75%	79%	13% ▲
✓ Community Location Evaluation		138	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours		91	100%	90%	69%	10%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	114	-7%
Admits	12	33	-64% ▼
Discharges	16	18	-11% ▼
Service Hours	1,284	1,743	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	100%	52%
Co-occurring		
MH Screen Complete	86%	75%
SA Screen Complete	100%	75%
Diagnosis		
Valid Axis I Diagnosis	88%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	38%	50%	33%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		93	88%	60%	60%	28% ▲
Stable Living Situation		101	95%	95%	74%	0%
Employed		14	13%	30%	22%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		90	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		10	83%	75%	76%	8%

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

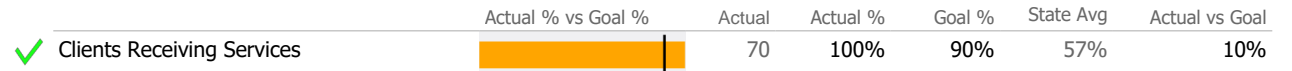
Actual | Goal Goal Met Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

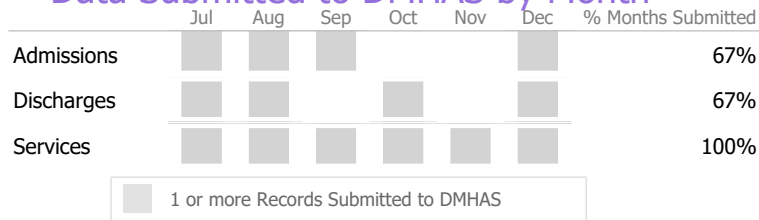
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	123	-35% ▼
Admits	8	19	-58% ▼
Discharges	10	43	-77% ▼
Service Hours	1,065	2,227	-52% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	973	749	30% ▲
Bed Days	924	952	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	95%	86%	-45% ▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	98%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	83%	10%

Service Utilization

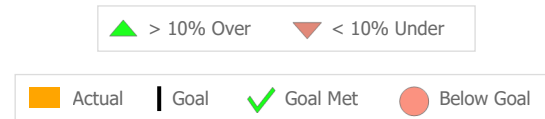
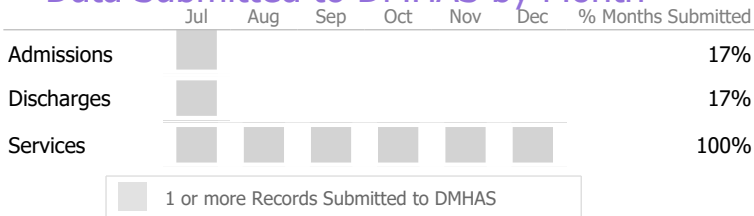
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	78%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	407 days	0.5	84%	90%	62%	-6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



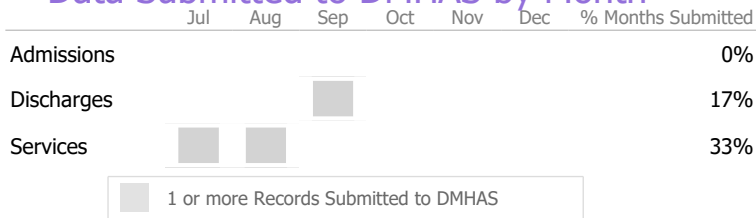
* State Avg based on 8 Active Transitional Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	1	1	-7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	50	-20% ▼
Admits	1	9	-89% ▼
Discharges	9	13	-31% ▼
Service Hours	1,147	1,915	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	100%	87%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	65%	39%	-32% ▼
No Re-admit within 30 Days of Discharge		8	89%	85%	94%	4%
Follow-up within 30 Days of Discharge		2	67%	90%	48%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	100%	60%	79%	40% ▲
Stable Living Situation		39	98%	60%	93%	38% ▲
Employed		15	38%	15%	14%	23% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■				17%
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	45	46	-2%
Admits	9	10	-10%
Discharges	5	8	-38% ▼
Service Hours	821	1,719	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic		
6 Month Updates	100%	87%
Co-occurring		
MH Screen Complete	91%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	91%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	65%	39%	-25% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	48%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		43	96%	60%	93%	36% ▲
Social Support		42	93%	60%	79%	33% ▲
Employed		8	18%	15%	14%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	100%	90%	99%	10%

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 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	20	21	-5%
Admits	-	-	
Discharges	1	1	0%
Service Hours	130	191	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	100%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	76%	-50% ▼

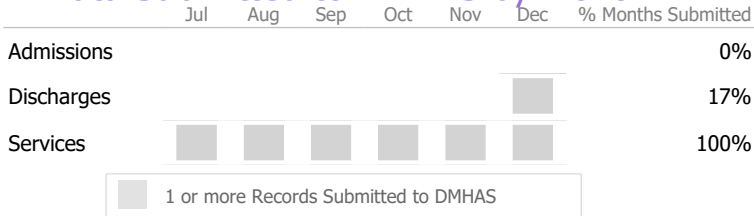
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		15	75%	60%	71%	15% ▲
Stable Living Situation		19	95%	80%	80%	15% ▲
Employed		0	0%	20%	10%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	68%	10%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	59	-24% ▼
Admits	4	10	-60% ▼
Discharges	4	18	-78% ▼
Service Hours	1,064	1,396	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	84%
On-Time Periodic		
6 Month Updates	97%	87%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	89%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	39%	-15% ▼
No Re-admit within 30 Days of Discharge		3	75%	85%	94%	-10%
Follow-up within 30 Days of Discharge		1	50%	90%	48%	-40% ▼

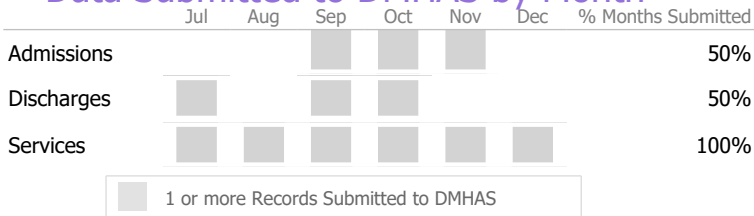
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		44	96%	60%	93%	36% ▲
Social Support		35	76%	60%	79%	16% ▲
Employed		0	0%	15%	14%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	98%	90%	99%	8%

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.

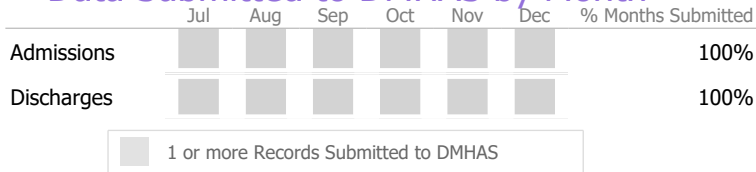
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	226	-44% ▼
Admits	137	273	-50% ▼
Discharges	137	273	-50% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		0	0%	75%	79%	-75% ▼
✓ Community Location Evaluation		136	99%	80%	71%	19% ▲
✓ Follow-up Service within 48 hours		5	100%	90%	69%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

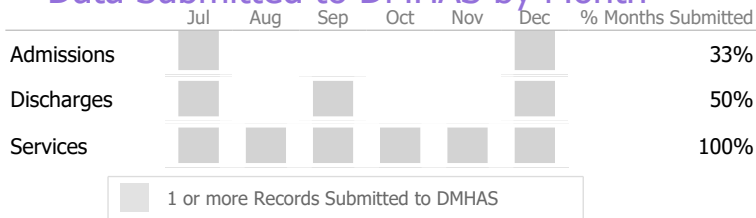
* State Avg based on 25 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	2	350% ▲
Admits	3	2	50% ▲
Discharges	5	1	400% ▲
Service Hours	42	13	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Re-entry Programs Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	99	-20% ▼
Admits	2	15	-87% ▼
Discharges	5	11	-55% ▼
Service Hours	852	1,836	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	80%
On-Time Periodic		
6 Month Updates	100%	81%
Co-occurring		
MH Screen Complete	100%	80%
SA Screen Complete	100%	61%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	65%	59%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		70	89%	60%	82%	29% ▲
Stable Living Situation		76	96%	80%	88%	16% ▲
Employed		8	10%	20%	13%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							83%
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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	6	-33% ▼
Admits	1	5	-80% ▼
Discharges	3	4	-25% ▼
Service Hours	56	81	-31% ▼
Bed Days	305	384	-21% ▼

Discharge Outcomes

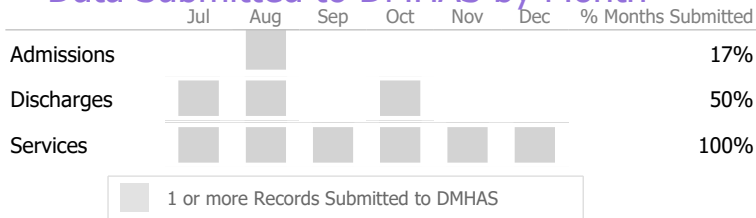
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	223 days	0.7	41%	90%	93%	-49% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

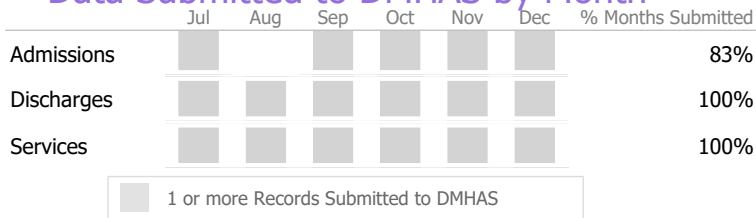
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	32	-19% ▼
Admits	23	25	-8%
Discharges	23	30	-23% ▼
Service Hours	73	98	-26% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 17 Active Central Intake Programs

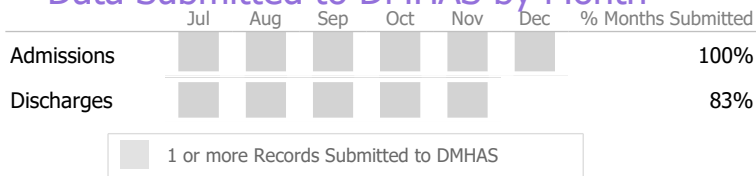
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	70	-49% ▼
Admits	18	60	-70% ▼
Discharges	24	58	-59% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		10	100%	0%	61%	100% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

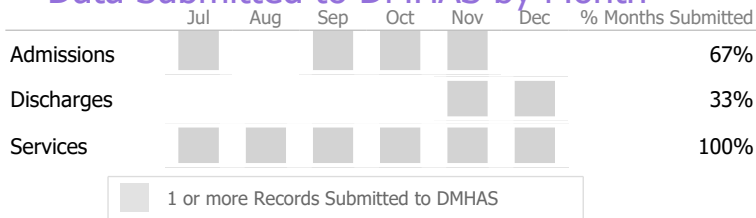
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	28	-43% ▼
Admits	4	11	-64% ▼
Discharges	4	6	-33% ▼
Service Hours	48	192	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Other Programs

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

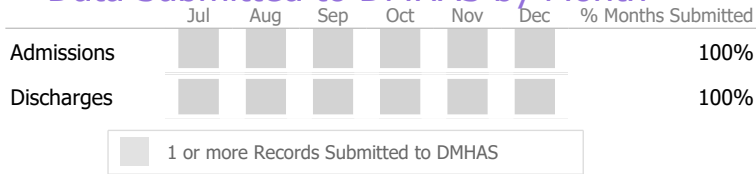
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	165	-22% ▼
Admits	170	274	-38% ▼
Discharges	169	275	-39% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		139	82%	75%	79%	7% ▼
✓ Community Location Evaluation		170	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours		16	100%	90%	69%	10% ▲

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	183	189	-3%
Admits	9	12	-25% ▼
Discharges	10	16	-38% ▼
Service Hours	1,310	2,277	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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	92%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	20%	50%	33%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		160	87%	60%	60%	27% ▲
Stable Living Situation		177	97%	95%	74%	2%
Employed		13	7%	30%	22%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	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	78%	75%	76%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■	■	■	■	■	83%
Discharges		■	■	■	■	■	83%
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	95	102	-7%
Admits	6	5	20% ▲
Discharges	8	11	-27% ▼
Service Hours	1,159	2,287	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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	88%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	50%	33%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		81	85%	60%	60%	25% ▲
Stable Living Situation		91	96%	95%	74%	1%
Employed		10	11%	30%	22%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		86	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		4	67%	75%	76%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
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	27	-48% ▼
Admits	11	16	-31% ▼
Discharges	6	17	-65% ▼
Service Hours	245	496	-51% ▼
Bed Days	1,026	1,994	-49% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	70%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		11	183 days	0.6	51%	90%	139%	-39% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	47	-6%
Admits	10	11	-9%
Discharges	6	5	20% ▲
Service Hours	1,446	4,892	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	93%	87%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	39%	-65% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	94%	-2%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	48%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		42	95%	60%	79%	35% ▲
Stable Living Situation		41	93%	60%	93%	33% ▲
Employed		5	11%	15%	14%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	99%	10%

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

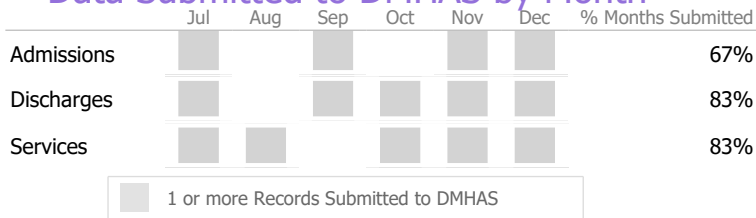
* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	8	38% ▲
Admits	8	6	33% ▲
Discharges	9	8	13% ▲
Service Hours	14	17	-17% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	8	-38% ▼
Admits	1	3	-67% ▼
Discharges	2	6	-67% ▼
Service Hours	97	593	-84% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	76%	0%

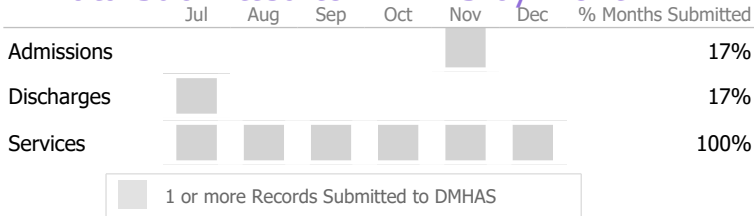
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	83%	40% ▲
✓ Stable Living Situation		5	100%	85%	97%	15% ▲
● Employed		1	20%	25%	11%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs