

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	9,424	11,379	-17% ▼
	Admits	4,535	7,119	-36% ▼
	Discharges	4,381	6,894	-36% ▼
	Service Hours	55,526	74,876	-26% ▼
	Bed Days	16,044	20,458	-22% ▼
	S.Rehab/PHP/IOP	2,660	6,976	-62% ▼

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

Consumer Satisfaction Survey

(Based on 986 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		91%	80%	92%
✓ Respect		91%	80%	91%
✓ Access		89%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		78%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	6,492	56.1%
	Social Rehabilitation	537	4.6%
	Community Support	417	3.6%
	Crisis Services	313	2.7%
	ACT	208	1.8%
	Employment Services	155	1.3%
	Case Management	144	1.2%
	IOP	78	0.7%
	Residential Services	38	0.3%
Addiction			
	Outpatient	1,285	11.1%
	Medication Assisted Treatment	561	4.8%
	Recovery Support	256	2.2%
	Residential Services	190	1.6%
Forensic SA			
	Forensics Community-based	667	5.8%
Forensic MH			
	Forensics Community-based	239	2.1%

Client Demographics

Age	#	%	State Avg
18-25	1,365	14%	10%
26-34	2,143	23%	22%
35-44	1,958	21%	23%
45-54	1,555	17%	19%
55-64	1,673	18%	19%
65+	721	8%	8%

Gender	#	%	State Avg
Male	4,870	52%	58%
Female	4,534	48%	42%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	6,907	73%	▲ 62%
Black/African American	1,111	12%	17%
Other	923	10%	13%
Unknown	244	3%	6%
Asian	121	1%	1%
Am. Indian/Native Alaskan	73	1%	0%
Hawaiian/Other Pacific Islander	26	0%	0%
Multiple Races	19	0%	1%

Ethnicity	#	%	State Avg
Non-Hispanic	7,857	83%	▲ 69%
Hisp-Puerto Rican	822	9%	12%
Hispanic-Other	468	5%	8%
Unknown	225	2%	11%
Hispanic-Mexican	34	0%	0%
Hispanic-Cuban	18	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	83	-12% ▼
Admits	17	16	6%
Discharges	19	33	-42% ▼
Service Hours	2,217	2,978	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	91%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	94%	90%
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		7	37%	65%	44%	-28% ▼
No Re-admit within 30 Days of Discharge		18	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		3	43%	90%	57%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		66	90%	60%	92%	30% ▲
Social Support		52	71%	60%	79%	11% ▲
Employed		4	5%	15%	15%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	89%
Discharges	■	■	■	■	■	■		■	■	89%
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	78	161	-52% ▼
Admits	76	161	-53% ▼
Discharges	61	187	-67% ▼
Service Hours	1		
Social Rehab/PHP/IOP Days	709	1,571	-55% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	93%	84%
SA Screen Complete	93%	84%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		48	79%	50%	80%	29% ▲
Follow-up within 30 Days of Discharge		43	90%	90%	79%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		55	69%	60%	65%	9%
Employed		20	25%	30%	22%	-5%
Stable Living Situation		65	81%	95%	80%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	95%	90%	64%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 3 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	682	747	-9%
Admits	150	181	-17% ▼
Discharges	168	214	-21% ▼
Service Hours	4,256	4,249	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
On-Time Periodic		
6 Month Updates	14%	55%
Co-occurring		
MH Screen Complete	97%	78%
SA Screen Complete	97%	79%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		86	51%	50%	34%	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		248	36%	30%	23%	6%
✓ Stable Living Situation		658	96%	95%	74%	1%
✓ Social Support		417	61%	60%	62%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		496	96%	90%	84%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		138	92%	75%	76%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	2,551	2,861	-11% ▼
Admits	857	1,040	-18% ▼
Discharges	748	1,123	-33% ▼
Service Hours	10,885	12,017	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	86%
On-Time Periodic		
6 Month Updates	13%	55%
Co-occurring		
MH Screen Complete	96%	78%
SA Screen Complete	96%	79%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		262	35%	50%	34%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		899	34%	30%	23%	4%
Stable Living Situation		2,282	87%	95%	74%	-8%
Social Support		1,036	39%	60%	62%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,786	95%	90%	84%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		787	93%	75%	76%	18% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	3,317	3,913	-15% ▼
Admits	972	1,520	-36% ▼
Discharges	784	1,485	-47% ▼
Service Hours	14,039	20,180	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
On-Time Periodic		
6 Month Updates	47%	55%
Co-occurring		
MH Screen Complete	88%	78%
SA Screen Complete	88%	79%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		196	25%	50%	34%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1,035	30%	30%	23%	0%
Stable Living Situation		3,015	89%	95%	74%	-6%
Social Support		1,261	37%	60%	62%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2,534	97%	90%	84%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		808	84%	75%	76%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	6	9	-33% ▼
Admits	3	4	-25% ▼
Discharges	2	6	-67% ▼
Bed Days	772	964	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	33%	89%
SA Screen Complete	33%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

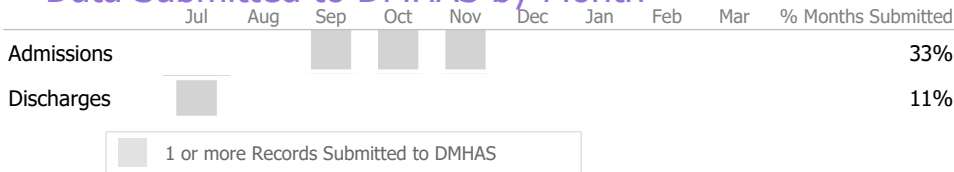
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	67%	25% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	72%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	77%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	262 days	0.3	70%	90%	92%	-20% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	7	-	
Discharges	-	-	
Service Hours	59	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	86%	85%	89%	1%

Service Utilization

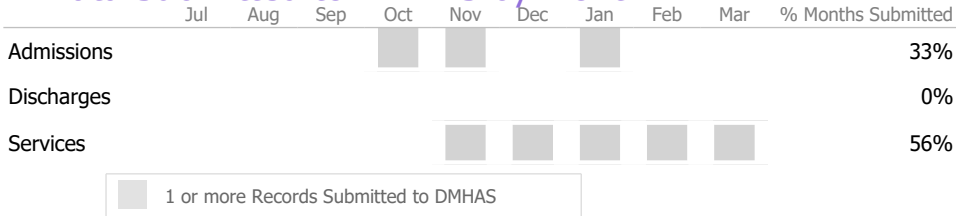
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

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 104 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	1	300% ▲
Admits	3	1	200% ▲
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
Valid TEDS Data	N/A	100%
On-Time Periodic		
6 Month Updates	N/A	79%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	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	50%	54%	N/A

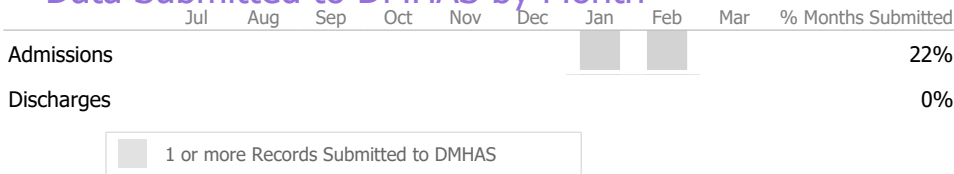
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	40%	42%	-40% ▼
Abstinence/Reduced Drug Use		0	0%	50%	69%	-50% ▼
Self Help		0	0%	60%	53%	-60% ▼
Not Arrested		0	0%	75%	94%	-75% ▼
Stable Living Situation		0	0%	90%	91%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		1	25%	50%	71%	-25% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	13	-23% ▼
Admits	-	3	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	62	72	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	95%	15% ▲

Service Utilization

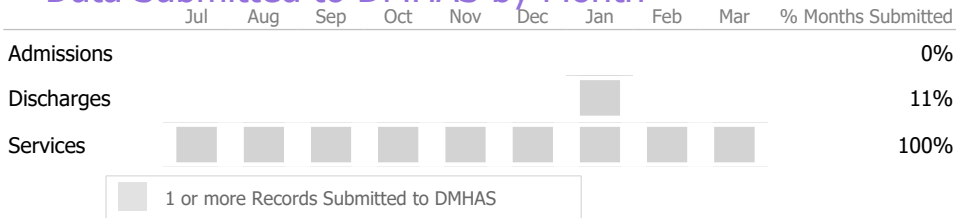
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96% 99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

Center Street Apartments

Community Health Resources Inc.

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 29, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	-	
Discharges	1	1	0%
Service Hours	92	145	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	95%	15% ▲

Service Utilization

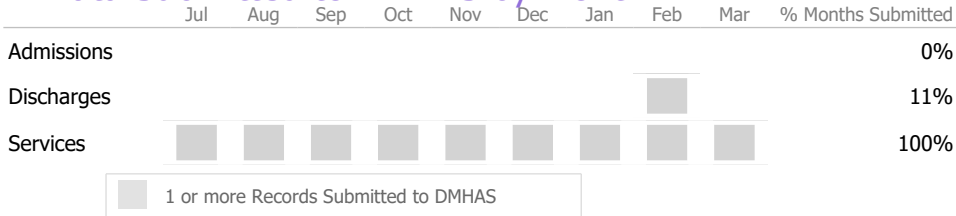
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	99%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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 65 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	65	-3%
Admits	19	21	-10%
Discharges	17	21	-19% ▼
Service Hours	3,417	2,398	42% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
On-Time Periodic		
6 Month Updates	97%	91%
Co-occurring		
MH Screen Complete	79%	91%
SA Screen Complete	79%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	35%	65%	44%	-30% ▼
No Re-admit within 30 Days of Discharge		14	82%	85%	94%	-3%
Follow-up within 30 Days of Discharge		3	50%	90%	57%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		59	89%	60%	92%	29% ▲
Social Support		38	58%	60%	79%	-2%
Employed		6	9%	15%	15%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■		■	■	78%
Discharges	■	■	■			■	■	■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

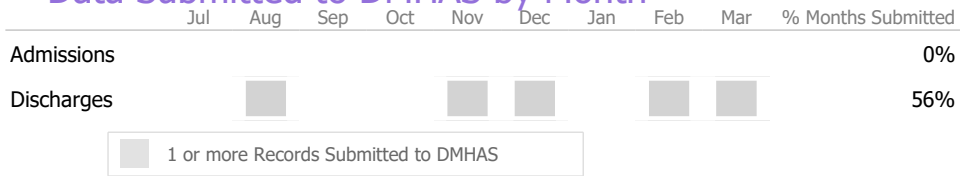
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	159	-77% ▼
Admits	-	97	-100% ▼
Discharges	26	125	-79% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

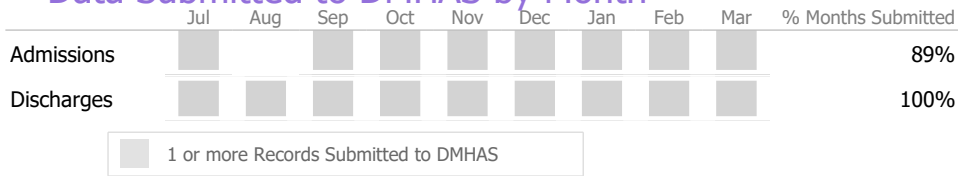
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	409	719	-43% ▼
Admits	175	525	-67% ▼
Discharges	308	448	-31% ▼

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

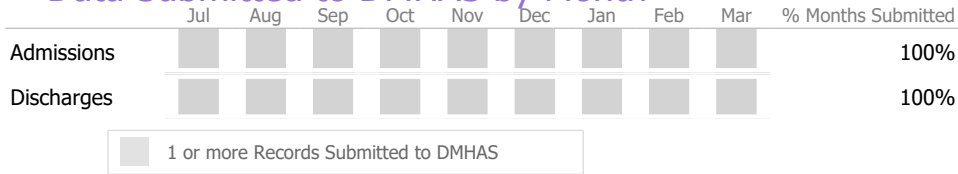
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	308	245	26% ▲
Admits	396	309	28% ▲
Discharges	391	309	27% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		274	72%	75%	79%	-3%
✓ Community Location Evaluation		382	100%	80%	75%	20% ▲
✓ Follow-up Service within 48 hours		263	95%	90%	70%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	74	-22% ▼
Admits	9	14	-36% ▼
Discharges	20	27	-26% ▼
Service Hours	1,029	1,738	-41% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	81%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	56%	85%
SA Screen Complete	56%	72%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	50%	65%	58%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		57	95%	80%	88%	15% ▲
Social Support		41	68%	60%	81%	8%
Employed		5	8%	20%	12%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	98%	90%	98%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■				■	■	■		■	56%
Discharges	■	■	■	■	■		■	■	■	89%
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	240	287	-16% ▼
Admits	40	98	-59% ▼
Discharges	53	93	-43% ▼
Service Hours	3,911	8,680	-55% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	81%
On-Time Periodic		
6 Month Updates	99%	86%
Co-occurring		
MH Screen Complete	88%	85%
SA Screen Complete	85%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	55%	65%	58%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		224	93%	80%	88%	13% ▲
Social Support		127	53%	60%	81%	-7%
Employed		28	12%	20%	12%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		189	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	89%
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	124	145	-14% ▼
Admits	19	50	-62% ▼
Discharges	31	51	-39% ▼
Service Hours	2,264	3,163	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	81%
On-Time Periodic		
6 Month Updates	66%	86%
Co-occurring		
MH Screen Complete	79%	85%
SA Screen Complete	74%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	52%	65%	58%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		116	93%	80%	88%	13% ▲
Employed		8	6%	20%	12%	-14% ▼
Social Support		56	45%	60%	81%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		93	99%	90%	98%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
Discharges	■	■	■	■		■	■	■	■	89%
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	20		
Admits	20	-	
Discharges	2	-	
Service Hours	116	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	89%	10%

Service Utilization

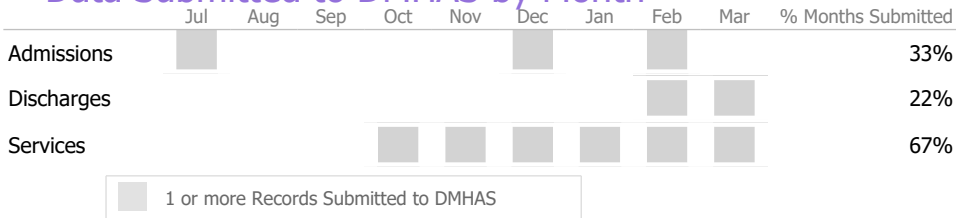
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

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 104 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	511	589	-13% ▼
Admits	316	429	-26% ▼
Discharges	322	423	-24% ▼
Service Hours	3,509	4,317	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	85%
Valid TEDS Data	72%	85%
On-Time Periodic		
6 Month Updates	33%	21%
Co-occurring		
MH Screen Complete	99%	91%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		142	44%	50%	51%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		429	81%	75%	76%	6%
Employed		256	48%	50%	31%	-2%
Stable Living Situation		470	88%	95%	76%	-7%
Abstinence/Reduced Drug Use		249	47%	55%	48%	-8%
Self Help		40	8%	60%	18%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		207	97%	90%	69%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		277	90%	75%	62%	15% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 109 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	261	210	24% ▲
Admits	98	105	-7%
Discharges	76	54	41% ▲
Service Hours	1,106	690	60% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	99%	100%
On-Time Periodic		
6 Month Updates	100%	79%
Co-occurring		
MH Screen Complete	98%	91%
SA Screen Complete	98%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		29	38%	50%	54%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		260	96%	75%	94%	21% ▲
Stable Living Situation		239	88%	90%	91%	-2%
Abstinence/Reduced Drug Use		124	46%	50%	69%	-4%
Employed		92	34%	40%	42%	-6%
Self Help		50	18%	60%	53%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		195	98%	90%	85%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		130	50%	50%	71%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 33 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	-	-	
Discharges	2	-	
Service Hours	193	274	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		10	83%	85%	89%	-2%

Service Utilization

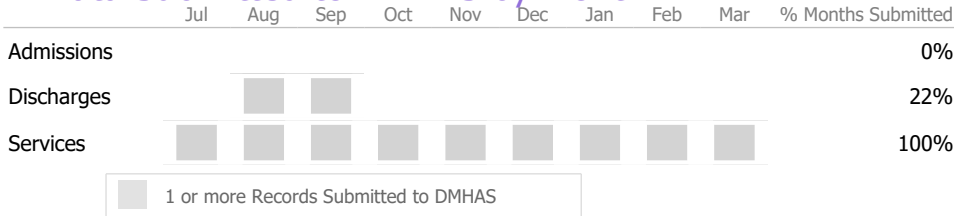
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

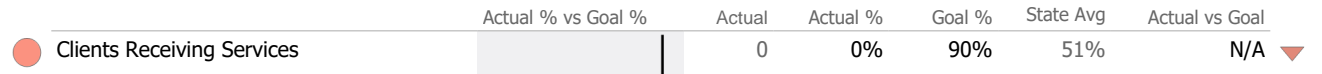
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	197	-56% ▼
Admits	5	179	-97% ▼
Discharges	14	144	-90% ▼
Service Hours	-	-	

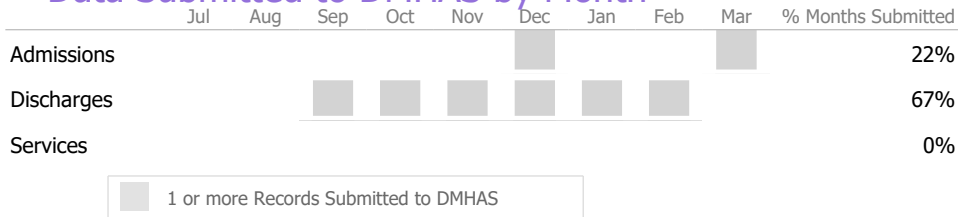
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

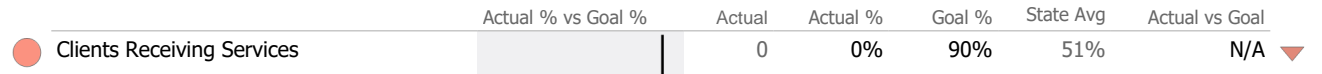
■ Actual | Goal ✓ Goal Met ● Below Goal

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

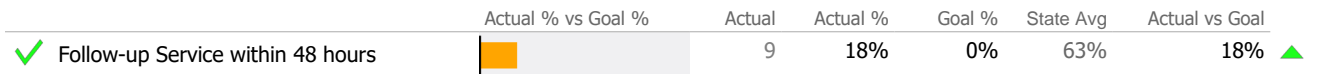
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	244	-37% ▼
Admits	71	163	-56% ▼
Discharges	58	162	-64% ▼
Service Hours	-	-	

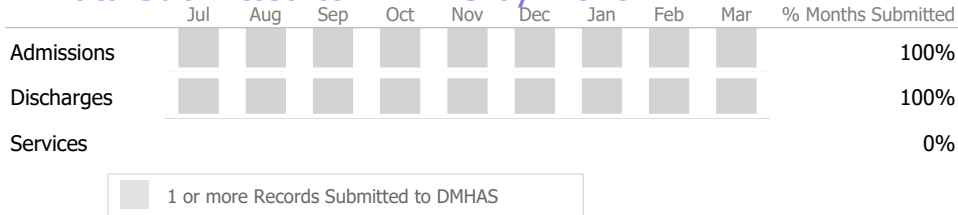
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	1	3	-67% ▼
Discharges	1	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	74%
Valid TEDS Data	67%	97%
On-Time Periodic		
6 Month Updates	100%	24%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

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
Not Arrested		2	67%	75%	58%	-8%
Employed		1	33%	50%	36%	-17% ▼
Abstinence/Reduced Drug Use		1	33%	55%	37%	-22% ▼
Self Help		1	33%	60%	28%	-27% ▼
Stable Living Situation		2	67%	95%	79%	-28% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	52	-37% ▼
Admits	5	25	-80% ▼
Discharges	13	30	-57% ▼
Service Hours	184	593	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	88%
Valid TEDS Data	96%	96%
On-Time Periodic		
6 Month Updates	44%	24%
Co-occurring		
MH Screen Complete	100%	76%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	8%	50%	51%	-42% ▼

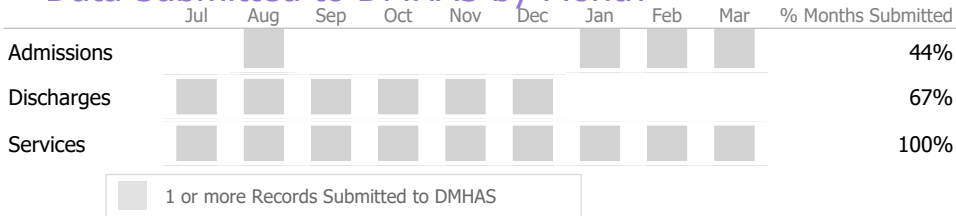
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	76%	55%	47%	21% ▲
Not Arrested		30	91%	75%	66%	16% ▲
Employed		16	48%	50%	24%	-2%
Stable Living Situation		30	91%	95%	65%	-4%
Self Help		8	24%	60%	19%	-36% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	85%	90%	36%	-5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Milestone - CSSD

Community Health Resources Inc.

Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 29, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	17	18	-6%
Discharges	18	19	-5%
Bed Days	453	490	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	59%	94%
SA Screen Complete	59%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	83%	50%	82%	33% ▲
✓ No Re-admit within 30 Days of Discharge		18	100%	85%	89%	15% ▲
● Follow-up within 30 Days of Discharge		5	33%	90%	69%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	84%	70%	84%	14% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	27 days	0.1	83%	90%	73%	-7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 4 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	135	-47% ▼
Admits	65	125	-48% ▼
Discharges	66	128	-48% ▼
Bed Days	1,739	3,505	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Co-occurring	Actual	State Avg
MH Screen Complete	65%	94%
SA Screen Complete	66%	94%
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		54	82%	50%	82%	32% ▲
✓ No Re-admit within 30 Days of Discharge		62	94%	85%	89%	9%
● Follow-up within 30 Days of Discharge		35	65%	90%	69%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		57	79%	70%	84%	9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	28 days	0.2	45%	90%	73%	-45% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 4 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	23	-48% ▼
Admits	8	17	-53% ▼
Discharges	8	18	-56% ▼
Bed Days	1,195	2,062	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	5%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	70%	67%	-20% ▼
No Re-admit within 30 Days of Discharge		8	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		2	50%	90%	70%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		5	42%	70%	68%	-28% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	249 days	0.4	55%	90%	79%	-35% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■			■	■	■	■	■	78%
Discharges	■	■		■		■	■		■	67%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual ■ Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	38	-8%
Admits	3	4	-25% ▼
Discharges	6	5	20% ▲
Service Hours	795	835	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	89%	85%	89%	4%

Service Utilization

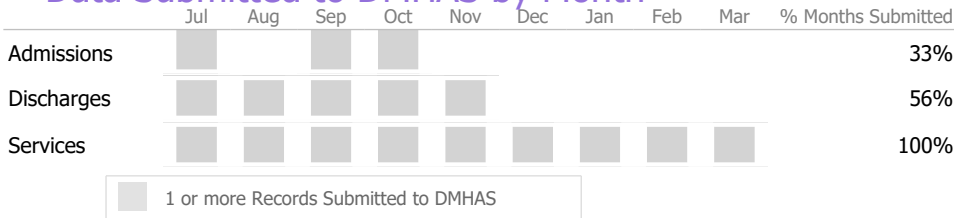
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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 104 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	16	-56% ▼
Admits	3	6	-50% ▼
Discharges	7	9	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
On-Time Periodic 6 Month Updates	N/A	53%

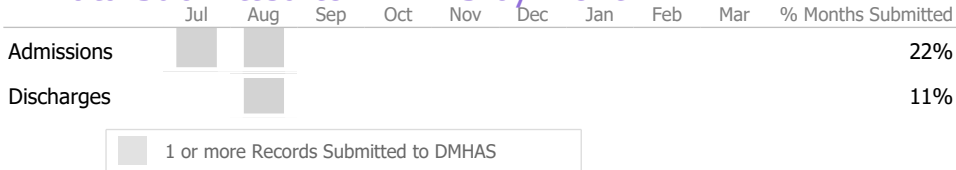
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	50%	73%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	80%	81%	20% ▲
● Employed		0	0%	20%	11%	-20% ▼
● Social Support		0	0%	60%	71%	-60% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	12	-25% ▼
Admits	5	6	-17% ▼
Discharges	1	7	-86% ▼
Bed Days	1,870	1,652	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	80%	82%
SA Screen Complete	80%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	90%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	96%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	89%	10%

Recovery

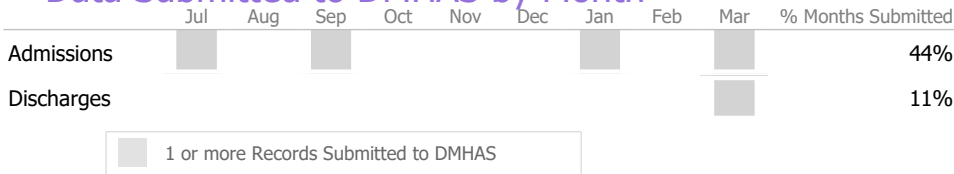
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	78%	60%	88%	18% ▲
✓ Stable Living Situation		9	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	340 days	0.3	85%	90%	89%	-5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

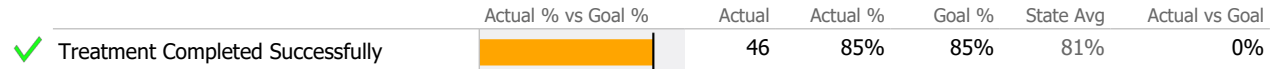
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

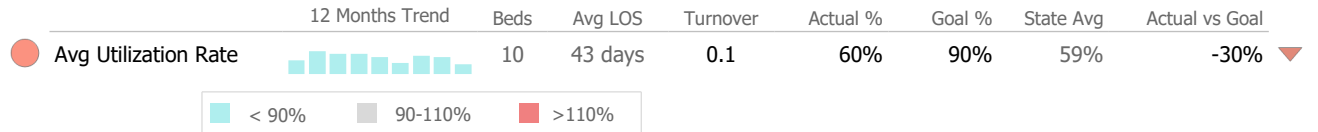
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	73	-29% ▼
Admits	51	70	-27% ▼
Discharges	54	71	-24% ▼
Bed Days	1,638	2,229	-27% ▼

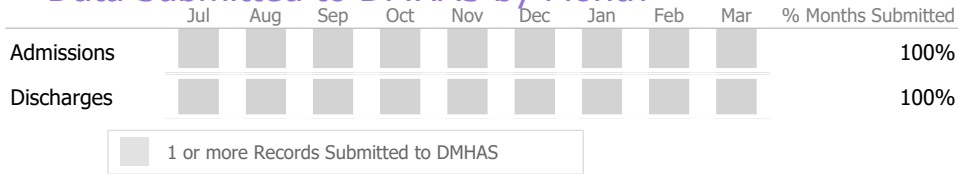
Discharge Outcomes



Bed Utilization



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	190	354	-46% ▼
Admits	105	224	-53% ▼
Discharges	132	244	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	85%
Valid TEDS Data	87%	85%
On-Time Periodic		
6 Month Updates	19%	21%
Co-occurring		
MH Screen Complete	99%	91%
SA Screen Complete	99%	97%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		70	53%	50%	51%	3%

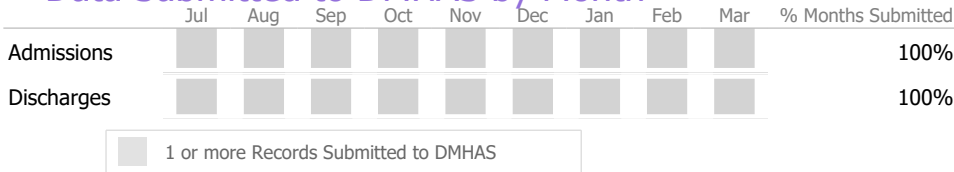
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		106	51%	55%	48%	-4%
● Not Arrested		141	68%	75%	76%	-7%
● Employed		88	43%	50%	31%	-7%
● Stable Living Situation		171	83%	95%	76%	-12% ▼
● Self Help		31	15%	60%	18%	-45% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		83	82%	75%	62%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

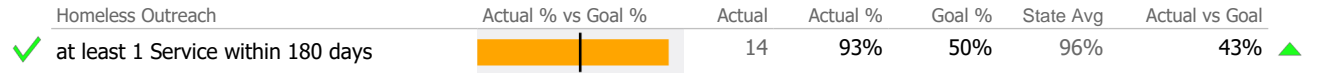
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 109 Active Standard Outpatient Programs

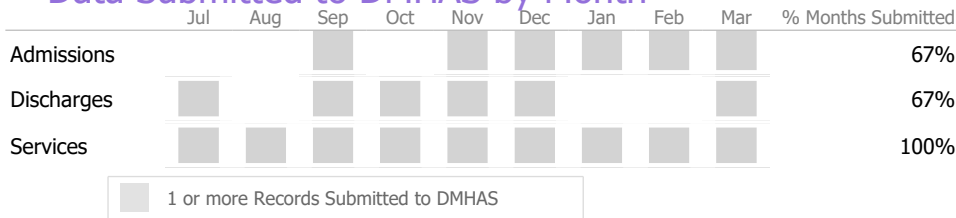
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	20	40% ▲
Admits	15	6	150% ▲
Discharges	12	8	50% ▲
Service Hours	255	278	-8%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	18	-11% ▼
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	256	351	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	89%	15% ▲

Service Utilization

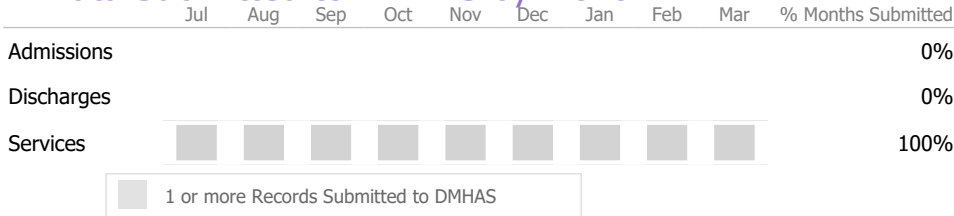
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

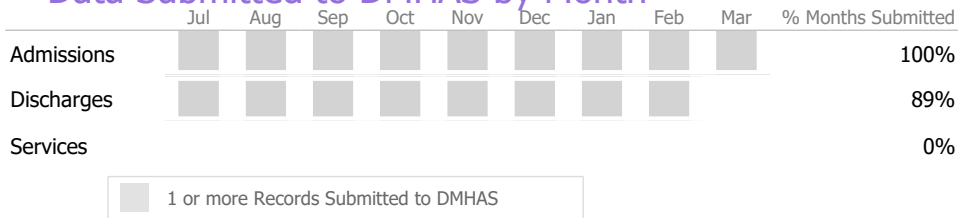
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	237	507	-53% ▼
Admits	88	315	-72% ▼
Discharges	105	370	-72% ▼
Service Hours	-	-	

Data Submitted to DMHAS by Month

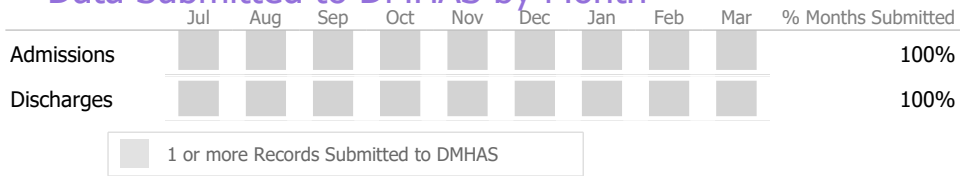


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	256	187	37% ▲
Admits	100	80	25% ▲
Discharges	72	41	76% ▲

Data Submitted to DMHAS by Month



* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	38	-84% ▼
Admits	4	44	-91% ▼
Discharges	6	47	-87% ▼
Bed Days	681	1,017	-33% ▼

Discharge Outcomes

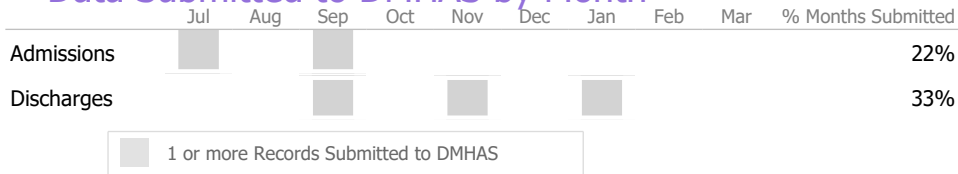
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	92%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	78%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	275 days	0.5	41%	90%	163%	-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 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	58	-7%
Admits	46	45	2%
Discharges	46	45	2%
Bed Days	2,993	3,678	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	5%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		33	72%	70%	67%	2%
✓ No Re-admit within 30 Days of Discharge		39	85%	85%	89%	0%
● Follow-up within 30 Days of Discharge		28	85%	90%	70%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		51	91%	70%	68%	21% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	72 days	0.2	78%	90%	79%	-12% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

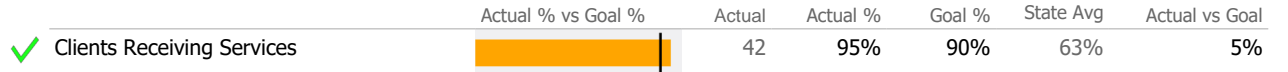
■ Actual | Goal ✓ Goal Met ● Below Goal

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

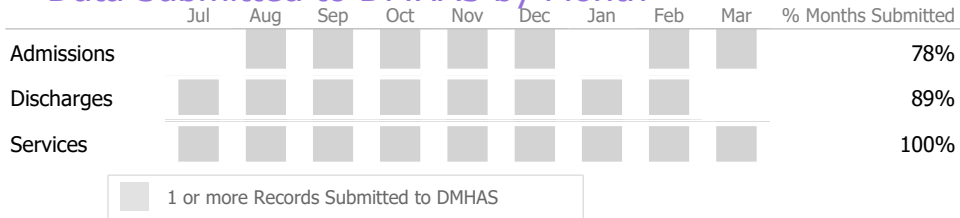
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	96	-29% ▼
Admits	11	28	-61% ▼
Discharges	27	35	-23% ▼
Service Hours	60	311	-81% ▼
Social Rehab/PHP/IOP Days	470	2,734	-83% ▼

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	54	61	-11% ▼
Admits	37	46	-20% ▼
Discharges	34	47	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
Valid TEDS Data	96%	100%
On-Time Periodic		
6 Month Updates	17%	79%
Co-occurring		
MH Screen Complete	95%	91%
SA Screen Complete	95%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	50%	50%	54%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		43	74%	50%	69%	24% ▲
● Self Help		24	41%	60%	53%	-19% ▼
● Not Arrested		29	50%	75%	94%	-25% ▼
● Employed		3	5%	40%	42%	-35% ▼
● Stable Living Situation		12	21%	90%	91%	-69% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		6	11%	50%	71%	-39% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 33 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	107	18% ▲
Admits	106	96	10%
Discharges	76	82	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
Valid TEDS Data	N/A	100%
On-Time Periodic		
6 Month Updates	0%	79%
Co-occurring		
MH Screen Complete	99%	91%
SA Screen Complete	99%	91%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		61	80%	50%	54%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	40%	42%	-40% ▼
● Abstinence/Reduced Drug Use		1	1%	50%	69%	-49% ▼
● Self Help		1	1%	60%	53%	-59% ▼
● Not Arrested		0	0%	75%	94%	-75% ▼
● Stable Living Situation		0	0%	90%	91%	-90% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		10	8%	50%	71%	-42% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 33 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	127	171	-26% ▼
Admits	76	141	-46% ▼
Discharges	81	90	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	96%	100%
On-Time Periodic		
6 Month Updates	91%	79%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		77	95%	50%	54%	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		120	92%	50%	69%	42% ▲
Not Arrested		115	88%	75%	94%	13% ▲
Employed		1	1%	40%	42%	-39% ▼
Self Help		11	8%	60%	53%	-52% ▼
Stable Living Situation		3	2%	90%	91%	-88% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		16	13%	50%	71%	-37% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 33 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,644	1,650	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	67%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	6	2,624 days	0.3	100%	90%	92%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

Month	% Months Submitted
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
Jan	
Feb	
Mar	
Admissions	0%
Discharges	0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

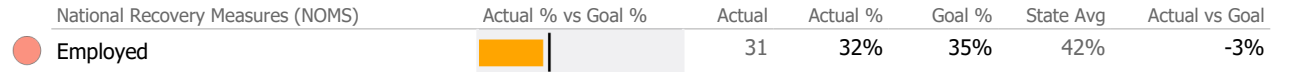
Actual Goal Goal Met Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

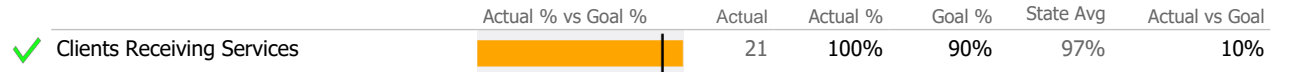
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	135	-31% ▼
Admits	57	99	-42% ▼
Discharges	75	89	-16% ▼
Service Hours	612	993	-38% ▼

Recovery



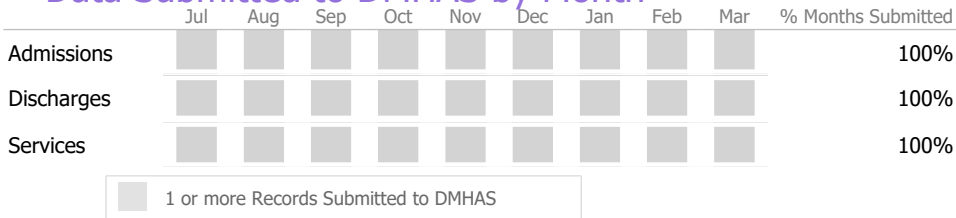
Service Utilization



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	79	-20% ▼
Admits	34	24	42% ▲
Discharges	23	29	-21% ▼
Service Hours	587	885	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		27	42%	35%	42%	7%

Service Utilization

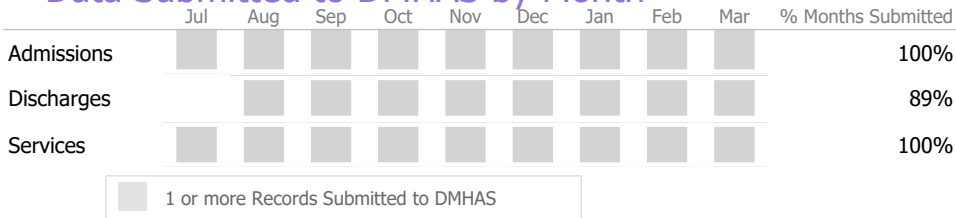
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%

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	19	21	-10%
Admits	9	8	13% ▲
Discharges	6	11	-45% ▼
Bed Days	3,059	2,958	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	78%	89%
SA Screen Complete	78%	74%
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		4	67%	60%	78%	7%
● Follow-up within 30 Days of Discharge		3	75%	90%	77%	-15% ▼

Recovery

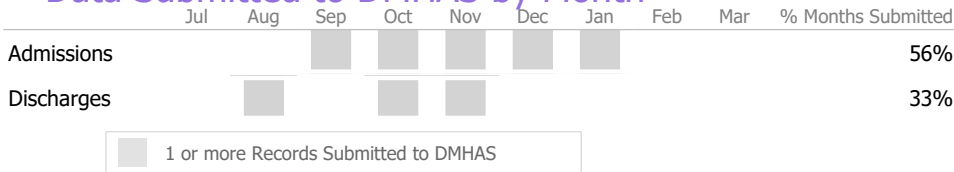
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	79%	60%	84%	19% ▲
✓ Stable Living Situation		19	100%	95%	94%	5%
● Employed		4	21%	25%	9%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	337 days	0.3	80%	90%	93%	-10%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

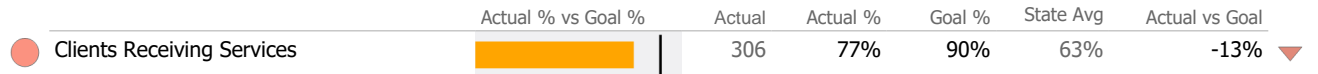
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

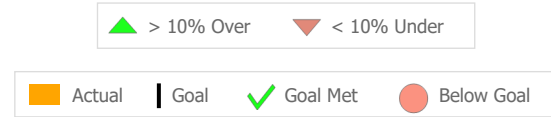
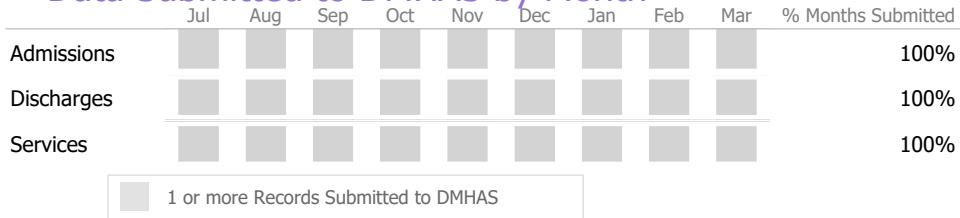
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	470	285	65% ▲
Admits	138	190	-27% ▼
Discharges	79	35	126% ▲
Service Hours	2	2	-22% ▼
Social Rehab/PHP/IOP Days	1,481	2,671	-45% ▼

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	597	789	-24% ▼
Admits	276	496	-44% ▼
Discharges	307	432	-29% ▼
Service Hours	2,470	4,301	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	85%
Valid TEDS Data	73%	85%
On-Time Periodic		
6 Month Updates	85%	21%
Co-occurring		
MH Screen Complete	98%	91%
SA Screen Complete	99%	97%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		117	38%	50%	51%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		462	74%	75%	76%	-1%
Abstinence/Reduced Drug Use		301	48%	55%	48%	-7%
Stable Living Situation		518	82%	95%	76%	-13% ▼
Employed		203	32%	50%	31%	-18% ▼
Self Help		68	11%	60%	18%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		305	95%	90%	69%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		211	77%	75%	62%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 109 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	48	2%
Admits	18	19	-5%
Discharges	13	17	-24% ▼
Service Hours	1,982	1,900	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
On-Time Periodic		
6 Month Updates	100%	91%
Co-occurring		
MH Screen Complete	83%	91%
SA Screen Complete	83%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	77%	65%	44%	12% ▲
✓ No Re-admit within 30 Days of Discharge		13	100%	85%	94%	15% ▲
● Follow-up within 30 Days of Discharge		1	10%	90%	57%	-80% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		47	96%	60%	92%	36% ▲
✓ Social Support		43	88%	60%	79%	28% ▲
✓ Employed		18	37%	15%	15%	22% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	89%
Discharges	■		■	■		■	■	■	■	78%
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	27	29	-7%
Admits	7	7	0%
Discharges	8	9	-11% ▼
Service Hours	1,167	1,997	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
On-Time Periodic		
6 Month Updates	93%	91%
Co-occurring		
MH Screen Complete	86%	91%
SA Screen Complete	86%	90%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	38%	65%	44%	-27% ▼
No Re-admit within 30 Days of Discharge		8	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		2	67%	90%	57%	-23% ▼

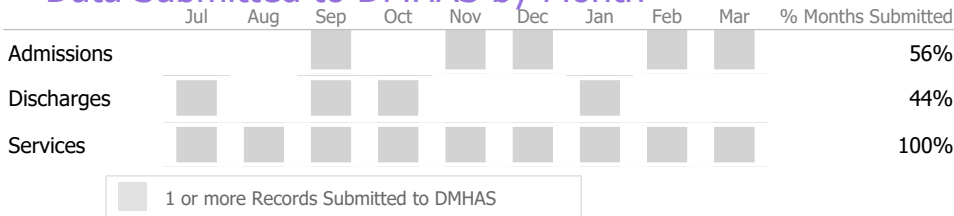
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		26	93%	60%	92%	33% ▲
Employed		12	43%	15%	15%	28% ▲
Social Support		20	71%	60%	79%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	95%	90%	99%	5%

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