

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	954	932	2%
	Admits	922	965	-4%
	Discharges	888	922	-4%
	Service Hours	12,557	17,682	-29% ▼
	Bed Days	2,105	2,930	-28% ▼
	S.Rehab/PHP/IOP	2		

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

### Consumer Satisfaction Survey (Based on 256 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		92%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		84%	80%	83%
✓ Recovery		83%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Crisis Services	325	22.9%
	Community Support	278	19.6%
	Outpatient	180	12.7%
	Social Rehabilitation	111	7.8%
	Intake	91	6.4%
	Other	88	6.2%
	Case Management	54	3.8%
	Employment Services	50	3.5%
	Residential Services	18	1.3%
<b>Forensic MH</b>			
	Forensics Community-based	190	13.4%
<b>Forensic SA</b>			
	Forensics Community-based	32	2.3%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	121	13%	10%	Male	586	61%	58%
26-34	174	18%	22%	Female	359	38%	42%
35-44	163	17%	23%	Transgender	9	1%	0%
45-54	140	15%	19%	<b>Race</b>			
55-64	221	23%	19%	White/Caucasian	656	69%	62%
65+	135	14%	8%	Black/African American	152	16%	17%
<b>Ethnicity</b>				Other	62	6%	13%
Non-Hispanic	764	80%	▲ 69%	Unknown	61	6%	6%
Unknown	108	11%	11%	Asian	9	1%	1%
Hispanic-Other	49	5%	8%	Am. Indian/Native Alaskan	8	1%	0%
Hisp-Puerto Rican	32	3%	12%	Multiple Races	5	1%	1%
Hispanic-Cuban	1	0%	0%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Mexican			0%				

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

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

**BHH ADULT NAE**

River Valley Services

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

**Program Activity**

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

**Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 86%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 55%
Co-occurring	Actual	State Avg
MH Screen Complete		N/A 78%
SA Screen Complete		N/A 79%

**Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	N/A

**Recovery**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Social Support		N/A	N/A	60%	62%	-60% ▼
Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	84%	N/A ▼

**Data Submitted to DMHAS by Month**

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	119	-12% ▼
Admits	19	25	-24% ▼
Discharges	15	28	-46% ▼
Service Hours	2,595	4,290	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	81%
On-Time Periodic		
6 Month Updates	97%	86%
Co-occurring		
MH Screen Complete	95%	85%
SA Screen Complete	100%	72%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	80%	65%	58%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		104	98%	80%	88%	18% ▲
✓ Social Support		72	68%	60%	81%	8%
● Employed		8	8%	20%	12%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	100%	90%	98%	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 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	111	109	2%
Admits	20	15	33% ▲
Discharges	14	14	0%
Service Hours	2,726	3,819	-29% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	81%
On-Time Periodic		
6 Month Updates	87%	86%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	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	71%	65%	58%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		109	98%	80%	88%	18% ▲
✓ Social Support		80	72%	60%	81%	12% ▲
● Employed		19	17%	20%	12%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		97	100%	90%	98%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	54	20% ▲
Admits	19	8	138% ▲
Discharges	9	7	29% ▲
Service Hours	1,280	2,099	-39% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	67%	65%	58%	2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		64	98%	80%	88%	18% ▲
✓ Social Support		44	68%	60%	81%	8%
● Employed		12	18%	20%	12%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	100%	90%	98%	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 36 Active CSP Programs

# Employment Services

River Valley Services

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

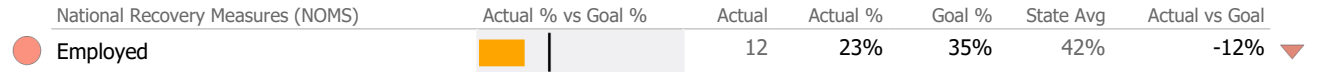
Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

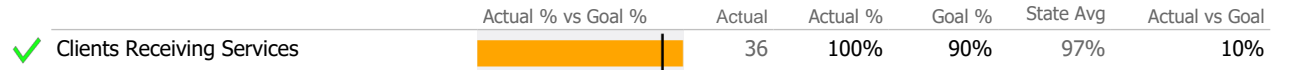
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	51	-2%
Admits	17	21	-19% ▼
Discharges	19	19	0%
Service Hours	387	465	-17% ▼

## Recovery



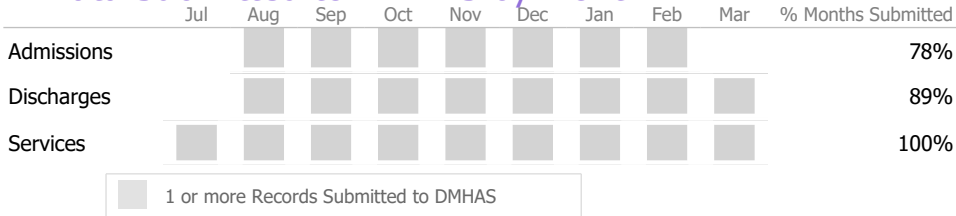
## Service Utilization



## Data Submission Quality



## Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

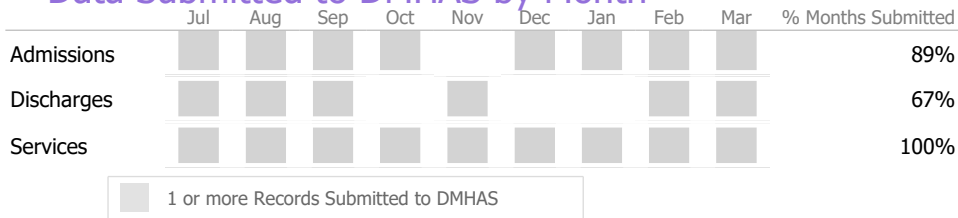
\* State Avg based on 39 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	50	-10%
Admits	22	32	-31% ▼
Discharges	17	28	-39% ▼
Service Hours	164	133	23% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

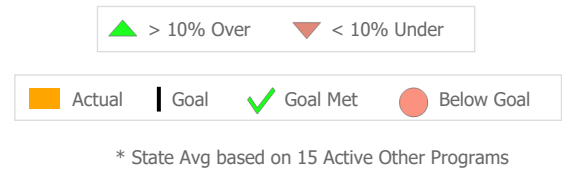
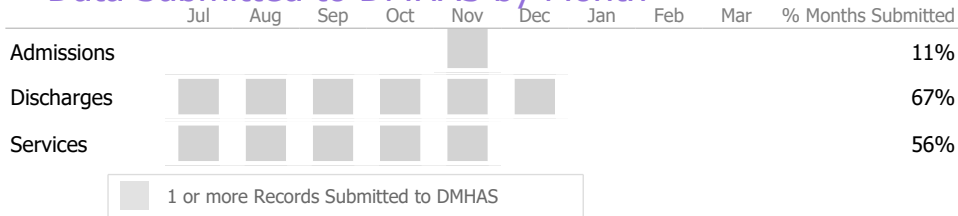
\* State Avg based on 15 Active Other Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	77	-86% ▼
Admits	1	66	-98% ▼
Discharges	11	55	-80% ▼
Service Hours	3	99	-97% ▼

### Data Submitted to DMHAS by Month



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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	53	-2%
Admits	8	10	-20% ▼
Discharges	4	11	-64% ▼
Service Hours	783	655	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic		
6 Month Updates	91%	55%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	34%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		44	85%	60%	62%	25% ▲
✓ Stable Living Situation		51	98%	95%	74%	3%
● Employed		9	17%	30%	23%	-13% ▼

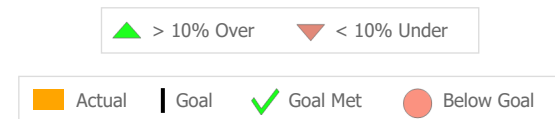
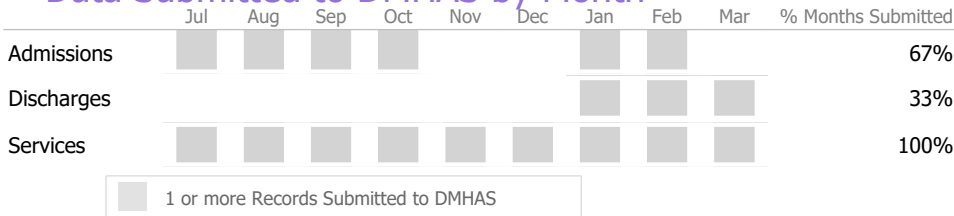
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	100%	75%	76%	25% ▲

### Data Submitted to DMHAS by Month



\* 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	72	77	-6%
Admits	11	18	-39% ▼
Discharges	14	14	0%
Service Hours	990	816	21% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	96%	55%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	57%	50%	34%	7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		57	77%	60%	62%	17% ▲
✓ Stable Living Situation		73	99%	95%	74%	4%
● Employed		15	20%	30%	23%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	100%	90%	84%	10%

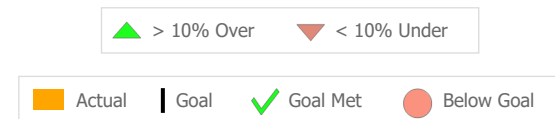
### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		6	60%	75%	76%	-15% ▼

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS



\* 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	56	54	4%
Admits	11	8	38% ▲
Discharges	12	6	100% ▲
Service Hours	465	877	-47% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	95%	55%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	83%	50%	34%	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	93%	60%	62%	33% ▲
✓ Employed		18	32%	30%	23%	2%
✓ Stable Living Situation		54	95%	95%	74%	0%

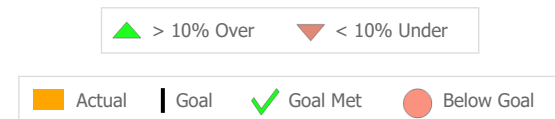
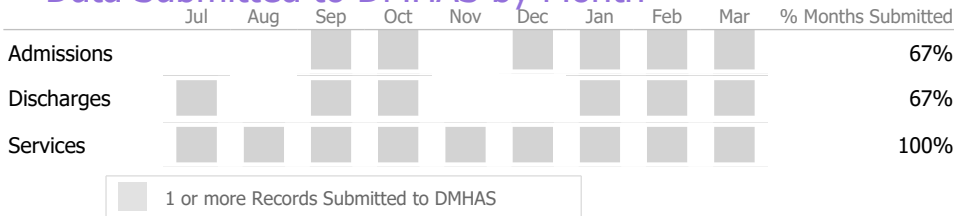
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	100%	75%	76%	25% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 85 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	4	10	-60% ▼
Discharges	5	-	

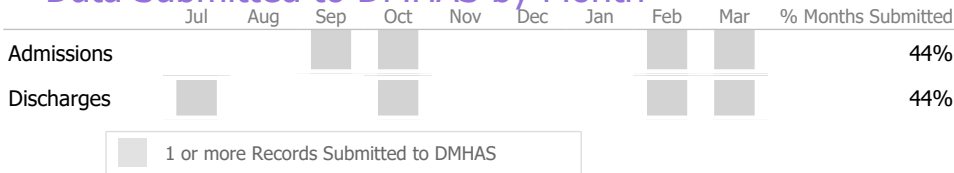
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	75%	67%	-55% ▼
No Re-admit within 30 Days of Discharge		2	40%	85%	72%	-45% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90% ▼

### 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

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

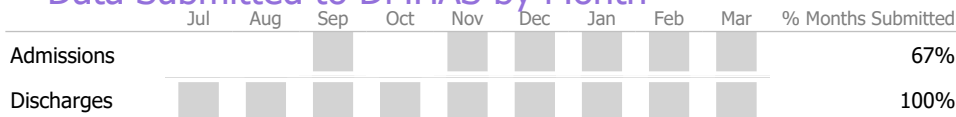
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	47	-32% ▼
Admits	13	32	-59% ▼
Discharges	22	29	-24% ▼

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		9	129%	0%	129%	129% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

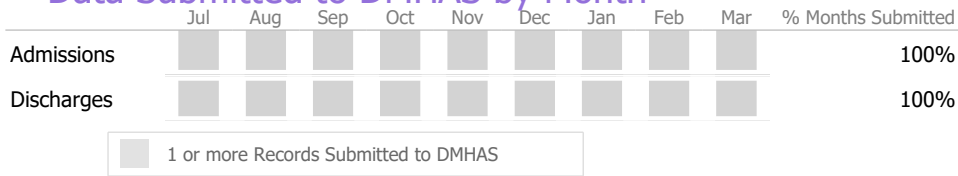
\* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	73	-15% ▼
Admits	33	50	-34% ▼
Discharges	31	41	-24% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 1 Active Standard Case Management Programs

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

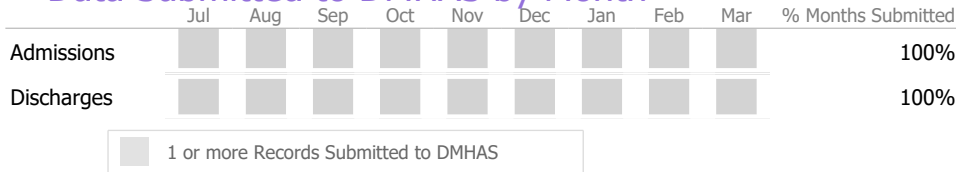
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	315	221	43% ▲
Admits	485	356	36% ▲
Discharges	485	358	35% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		426	88%	75%	79%	13% ▲
✓ Community Location Evaluation		470	97%	80%	75%	17% ▲
✓ Follow-up Service within 48 hours		82	100%	90%	70%	10%

### 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

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

### Program Activity

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

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

■ 1 or more Records Submitted to DMHAS

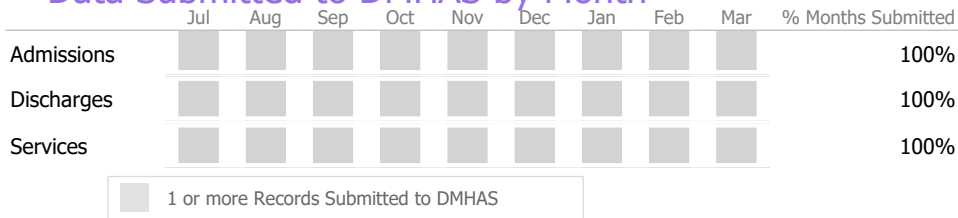
\* State Avg based on 2 Active Outreach & Engagement Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	73	25% ▲
Admits	88	69	28% ▲
Discharges	87	73	19% ▲
Service Hours	188	139	35% ▲

### Data Submitted to DMHAS by Month



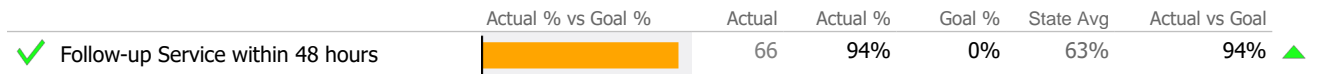
\* State Avg based on 17 Active Central Intake Programs

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

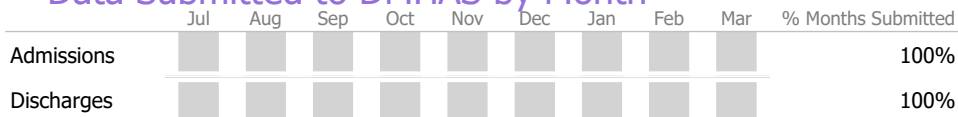
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	146	167	-13% ▼
Admits	101	125	-19% ▼
Discharges	82	138	-41% ▼

### Jail Diversion



### Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 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	32	51	-37% ▼
Admits	40	65	-38% ▼
Discharges	36	65	-45% ▼
Service Hours	419	812	-48% ▼
Bed Days	999	1,613	-38% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		31	86%	85%	92%	1%
✓ Follow-up within 30 Days of Discharge		22	96%	90%	78%	6%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	42 days	0.2	46%	90%	163%	-44% ▼

■ < 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%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

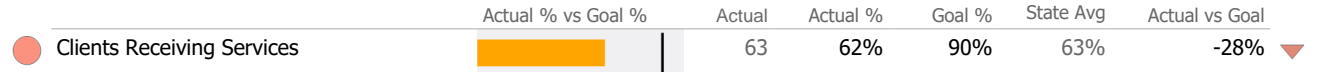
■ Actual   
 |   
 Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 10 Active Respite Bed Programs

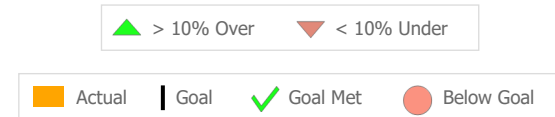
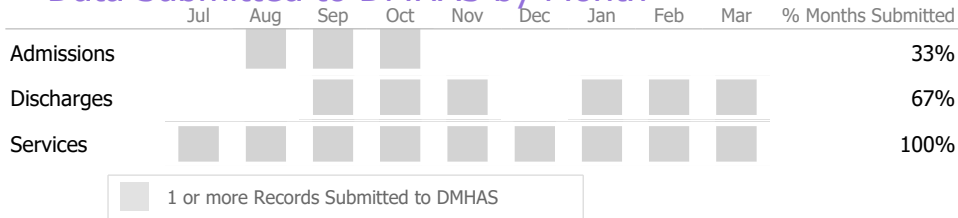
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	112	-1%
Admits	15	34	-56% ▼
Discharges	10	14	-29% ▼
Service Hours	328	98	
Social Rehab/PHP/IOP Days	2	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	6	5	20% ▲
Admits	3	-	
Discharges	1	1	0%
Bed Days	1,106	1,317	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	75%
6 Month Updates	0%	86%
MH Screen Complete	100%	89%
SA Screen Complete	100%	74%
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	78%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90% ▼

### Recovery

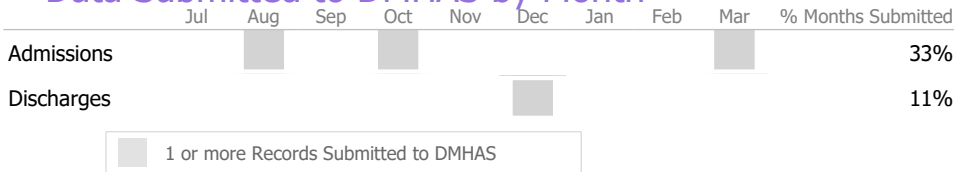
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	83%	60%	84%	23% ▲
Stable Living Situation		6	100%	95%	94%	5%
Employed		0	0%	25%	9%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	498 days	0.4	81%	90%	93%	-9%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

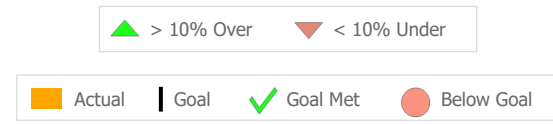
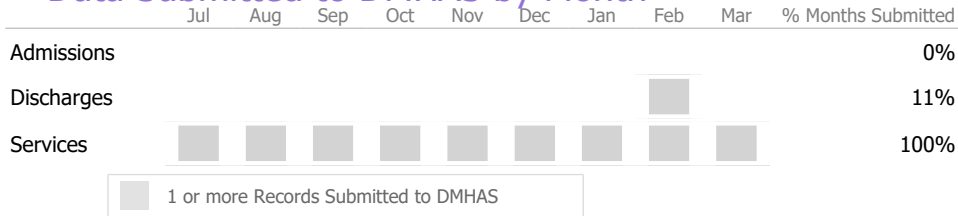
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 79 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	34	0%
Admits	-	8	-100% ▼
Discharges	1	4	-75% ▼
Service Hours	211	80	163% ▲

### Data Submitted to DMHAS by Month



\* 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	54	57	-5%
Admits	12	13	-8%
Discharges	13	17	-24% ▼
Service Hours	2,018	3,298	-39% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	91%	53%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	54%	50%	73%	4%

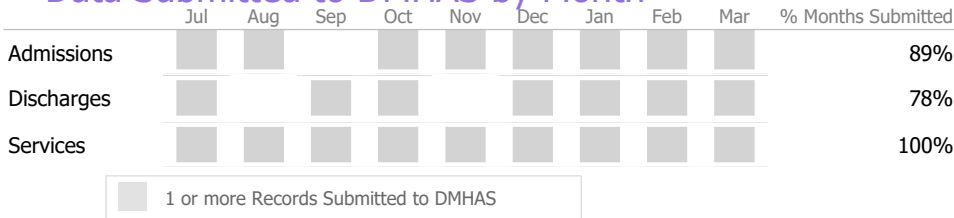
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		48	89%	60%	71%	29% ▲
✓ Stable Living Situation		51	94%	80%	81%	14% ▲
✓ Employed		13	24%	20%	11%	4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	77%	10%

### 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