

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,588	2,333	11% ▲
	Admits	2,162	1,949	11% ▲
	Discharges	2,155	1,913	13% ▲
	Service Hours	9,888	8,184	21% ▲
	Bed Days	10,693	10,745	0%

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

Consumer Satisfaction Survey

(Based on 206 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Participation in Treatment		86%	80%	92%
✓ Respect		86%	80%	91%
✓ Access		84%	80%	88%
● Outcome		76%	80%	83%
● Recovery		73%	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	1,047	30.7%
	Intake	501	14.7%
	Community Support	271	7.9%
	Crisis Services	112	3.3%
	Social Rehabilitation	82	2.4%
	Employment Services	73	2.1%
	ACT	55	1.6%
	Residential Services	20	0.6%
	Consultation	17	0.5%
	Case Management	13	0.4%
Addiction	Residential Services	743	21.8%
	Outpatient	232	6.8%
	Employment Services	129	3.8%
	Case Management	97	2.8%
Forensic SA	Forensics Community-based	22	0.6%

Client Demographics

Age	#	%	State Avg
18-25	245	9%	9%
26-34	517	20%	20%
35-44	642	25%	23%
45-54	498	19%	19%
55-64	517	20%	20%
65+	161	6%	9%

Gender	#	%	State Avg
Male	1,515	59%	58%
Female	1,071	41%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,464	57%	69%
Hispanic-Other	694	27%	8%
Unknown	429	17%	11%
Hisp-Puerto Rican	1	0%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

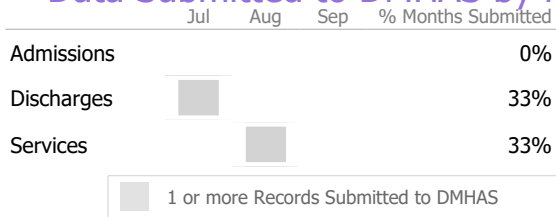
Race	#	%	State Avg
White/Caucasian	1,179	46%	63%
Unknown	703	27%	5%
Black/African American	550	21%	17%
Hawaiian/Other Pacific Islander	103	4%	0%
Asian	23	1%	1%
Multiple Races	21	1%	1%
Am. Indian/Native Alaskan	8	0%	1%
Other	1	0%	13%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours		2	-83% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	30	43% ▲
Admits	10	1	900% ▲
Discharges	8	3	167% ▲
Service Hours	811	687	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	83%
On-Time Periodic		
6 Month Updates	95%	90%
Co-occurring		
MH Screen Complete	95%	96%
SA Screen Complete	92%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	25%	65%	41%	-40% ▼
No Re-admit within 30 Days of Discharge		6	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		42	98%	60%	79%	38% ▲
Stable Living Situation		41	95%	60%	92%	35% ▲
Employed		5	12%	15%	15%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	97%	90%	96%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	501	495	1%
Admits	515	495	4%
Discharges	518	495	5%
Service Hours	481	454	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 16 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	374	397	-6%
Admits	30	16	88% ▲
Discharges	26	23	13% ▲
Service Hours	1,793	1,567	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	95%	89%
SA Screen Complete	93%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	96%	50%	40%	46% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		370	99%	60%	57%	39% ▲
● Stable Living Situation		344	92%	95%	66%	-3%
● Employed		42	11%	30%	21%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		341	98%	90%	74%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		30	100%	75%	79%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 74 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	73	90	-19% ▼
Admits	12	18	-33% ▼
Discharges	21	25	-16% ▼
Service Hours	326	417	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	42%	35%	47%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		44	85%	90%	91%	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	9	11	-18% ▼
Discharges	11	10	10%
Service Hours	10	11	-9%
Bed Days	986	1,096	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Valid TEDS Data	94%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	94%	94%
SA Screen Complete	94%	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		7	64%	85%	63%	-21% ▼
No Re-admit within 30 Days of Discharge		9	82%	85%	86%	-3%
Follow-up within 30 Days of Discharge		6	86%	90%	78%	-4%

Recovery

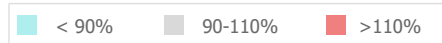
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		19	86%	60%	42%	26% ▲
Abstinence/Reduced Drug Use		11	50%	70%	85%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	64%	10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				15	114 days	0.7	71%	90%	79%	-19% ▼



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%



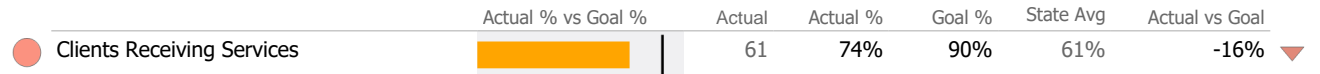
* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	89	-8%
Admits	4	3	33% ▲
Discharges	-	2	-100% ▼
Service Hours	157	294	-47% ▼
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	18	17	6%
Admits	1	-	
Discharges	1	-	
Bed Days	1,564	1,564	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	87%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	66%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	82%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	100%	60%	84%	40% ▲
✓ Stable Living Situation		18	100%	95%	96%	5%
○ Employed		1	6%	25%	11%	-19% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	835 days	0.9	100%	90%	94%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	6	5	20% ▲
Discharges	8	6	33% ▲
Service Hours	688	325	112% ▲
Bed Days	819	684	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	84%
Valid TEDS Data	95%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	6%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	94%
SA Screen Complete	85%	90%
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		8	100%	70%	66%	30% ▲
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		8	100%	90%	72%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		2	13%	70%	62%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	129 days	0.7	89%	90%	92%	-1%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 25 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	62	81% ▲
Admits	136	76	79% ▲
Discharges	128	78	64% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		117	93%	75%	70%	18% ▲
✓ Community Location Evaluation		126	100%	80%	70%	20% ▲
✓ Follow-up Service within 48 hours		68	97%	90%	66%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	271	297	-9%
Admits	29	36	-19% ▼
Discharges	33	50	-34% ▼
Service Hours	2,276	2,822	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	82%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Co-occurring	Actual	State Avg
MH Screen Complete	98%	96%
SA Screen Complete	97%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	82%	65%	56%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		272	100%	60%	79%	40% ▲
✓ Stable Living Situation		240	88%	80%	86%	8%
● Employed		44	16%	20%	13%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		239	99%	90%	95%	9%

▲ > 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	41		
Admits	13	-	
Discharges	5	-	
Service Hours	364	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	76%	89%
SA Screen Complete	76%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges	█	█	█	100%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	40%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		41	100%	60%	57%	40% ▲
Stable Living Situation		36	88%	95%	66%	-7%
Employed		9	22%	30%	21%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		36	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	92%	75%	79%	17% ▲

▲ > 10% Over ▼ < 10% Under

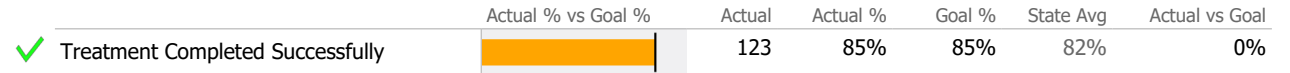
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

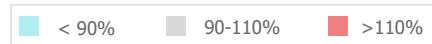
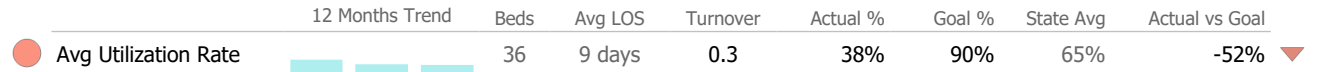
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	130	1%
Admits	139	134	4%
Discharges	144	132	9%
Bed Days	941	1,161	-19% ▼

Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS





* State Avg based on 12 Active Recovery House Programs


Program Activity

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

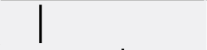
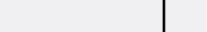
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	 0%	55%

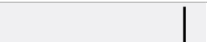
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	13%	-20% ▼
Social Support		0	0%	60%	66%	-60% ▼
Stable Living Situation		0	0%	80%	69%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	76%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 29 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	196	79	148% ▲
Admits	74	35	111% ▲
Discharges	85	28	204% ▲
Service Hours	290	166	75% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	87%
Valid TEDS Data	79%	88%
On-Time Periodic		
6 Month Updates	83%	25%
Co-occurring		
MH Screen Complete	99%	94%
SA Screen Complete	99%	94%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		55	65%	50%	50%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		155	78%	95%	67%	-17% ▼
● Employed		34	17%	50%	25%	-33% ▼
● Abstinence/Reduced Drug Use		30	15%	55%	37%	-40% ▼
● Not Arrested		68	34%	75%	69%	-41% ▼
● Self Help		32	16%	60%	13%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		96	83%	90%	50%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		35	47%	75%	62%	-28% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 106 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	674	498	35% ▲
Admits	236	186	27% ▲
Discharges	234	120	95% ▲
Service Hours	1,754	1,011	74% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	94%	89%
SA Screen Complete	94%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		171	73%	50%	40%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		672	98%	60%	57%	38% ▲
✓ Employed		217	32%	30%	21%	2%
● Stable Living Situation		591	86%	95%	66%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		383	84%	90%	74%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		170	72%	75%	79%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 74 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	38		
Admits	22	-	
Discharges	1	-	
Service Hours	215	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	87%
Valid TEDS Data	98%	88%
On-Time Periodic		
6 Month Updates	67%	25%
Co-occurring		
MH Screen Complete	94%	94%
SA Screen Complete	94%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		31	82%	95%	67%	-13% ▼
Abstinence/Reduced Drug Use		14	37%	55%	37%	-18% ▼
Not Arrested		16	42%	75%	69%	-33% ▼
Self Help		9	24%	60%	13%	-36% ▼
Employed		3	8%	50%	25%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	95%	90%	50%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	100%	75%	62%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 106 Active Standard Outpatient Programs

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

Recovery Oriented Employment Services

InterCommunity Inc.

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

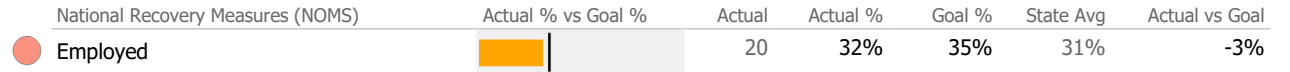
Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

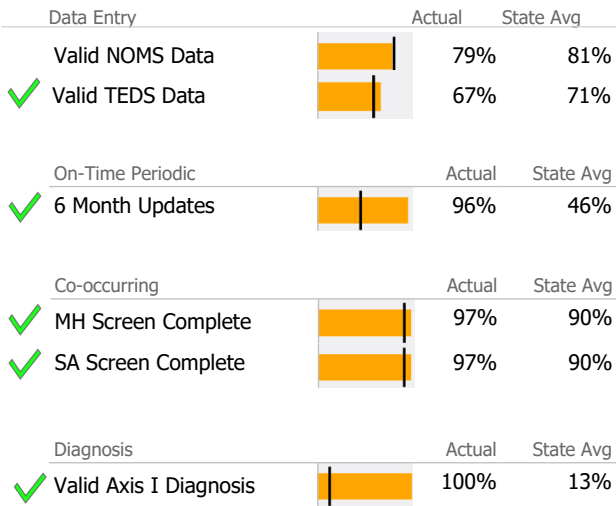
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	26	135% ▲
Admits	12	20	-40% ▼
Discharges	21	1	2000% ▲

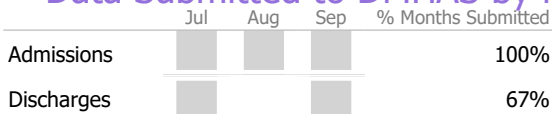
Recovery



Data Submission Quality



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 10 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	621	649	-4%
Admits	695	742	-6%
Discharges	694	738	-6%
Bed Days	2,736	2,832	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	83%
Valid TEDS Data	96%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
✓ MH Screen Complete	99%	97%
✓ SA Screen Complete	99%	96%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		446	64%	80%	69%	-16% ▼
● No Re-admit within 30 Days of Discharge		546	79%	85%	78%	-6%
● Follow-up within 30 Days of Discharge		242	54%	90%	59%	-36% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate				35	4 days	0.1	85%	90%	74%	-5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

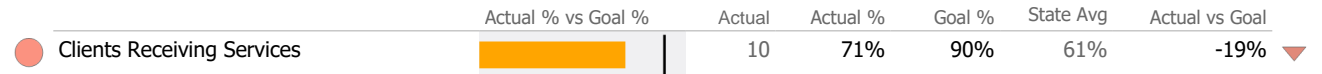
* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

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

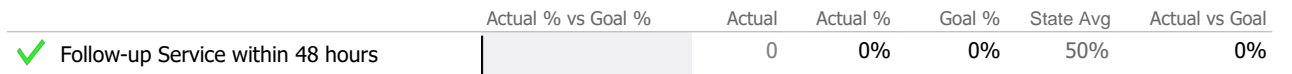
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	6	267% ▲
Admits	16	-	
Discharges	9	1	800% ▲
Service Hours	18	-	

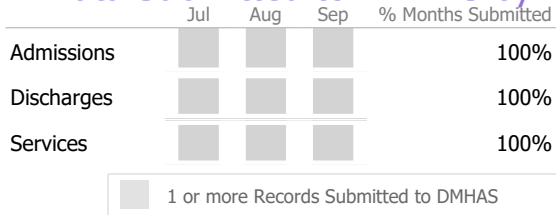
Service Utilization



Jail Diversion



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	146	149	-2%
Admits	122	121	1%
Discharges	120	124	-3%
Bed Days	2,530	2,489	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	86%
Valid TEDS Data	95%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	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		88	73%	80%	70%	-7%
No Re-admit within 30 Days of Discharge		103	86%	85%	89%	1%
Follow-up within 30 Days of Discharge		58	66%	90%	63%	-24%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		93	62%	60%	64%	2%
Abstinence/Reduced Drug Use		64	43%	70%	44%	-27%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	23 days	0.2	98%	90%	99%	8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	16	17	-6%
Discharges	18	17	6%
Bed Days	995	919	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	84%
Valid TEDS Data	94%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	6%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	99%

Discharge Outcomes

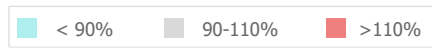
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	44%	70%	66%	-26% ▼
No Re-admit within 30 Days of Discharge		15	83%	85%	91%	-2%
Follow-up within 30 Days of Discharge		3	38%	90%	72%	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		19	68%	70%	62%	-2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	65 days	0.4	108%	90%	92%	18% ▲



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



* State Avg based on 25 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	99	-30% ▼
Admits	23	26	-12% ▼
Discharges	32	11	191% ▲
Service Hours	175	256	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	55%	35%	31%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		39	85%	90%	56%	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		74% 81%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 46%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

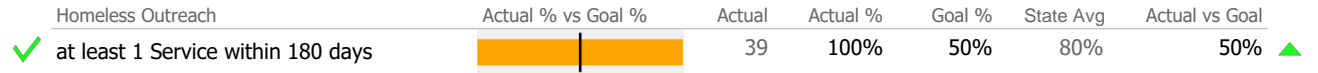
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs

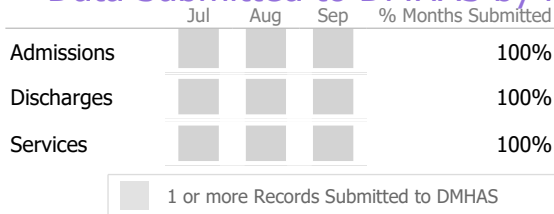
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	1	9600% ▲
Admits	39	1	3800% ▲
Discharges	34	-	
Service Hours	161	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	2	3	-33% ▼
Discharges	3	3	0%
Service Hours	221	158	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	65%	41%	-65% ▼
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	79%	40% ▲
✓ Stable Living Situation		12	100%	60%	92%	40% ▲
✓ Employed		4	33%	15%	15%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	96%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

YAS RESET

InterCommunity Inc.

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	-	-	
Service Hours	147	-	
Bed Days	122	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	65%	75%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	93%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

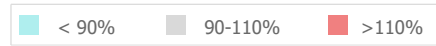
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	66%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	84%	40% ▲
✓ Stable Living Situation		2	100%	95%	96%	5%
● Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	102 days	8.0	8%	90%	94%	-82% ▼



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%



* State Avg based on 80 Active Supervised Apartments Programs

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