

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,233	1,996	12% ▲
	Admits	438	418	5%
	Discharges	424	317	34% ▲
	Service Hours	8,788	7,401	19% ▲
	Bed Days	5,842	6,161	-5%
	S.Rehab/PHP/IOP	758	645	18% ▲

### Consumer Satisfaction Survey

(Based on 278 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		92%	80%	92%
✓ Respect		92%	80%	91%
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Quality and Appropriateness		89%	80%	93%
✓ General Satisfaction		87%	80%	92%
● Outcome		73%	80%	83%
● Recovery		61%	80%	79%

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

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,816	64.8%
	Community Support	345	12.3%
	Social Rehabilitation	115	4.1%
	Crisis Services	92	3.3%
	Case Management	88	3.1%
	Consultation	56	2.0%
	Employment Services	55	2.0%
	ACT	23	0.8%
	Residential Services	23	0.8%
	<b>Addiction</b>	Outpatient	61
Medication Assisted Treatment		33	1.2%
Employment Services		31	1.1%
Case Management		14	0.5%
<b>Forensic MH</b>		Forensics Community-based	50

### Client Demographics

Age	#	%	State Avg
18-25	295	13%	9%
26-34	361	16%	20%
35-44	418	19%	23%
45-54	394	18%	19%
55-64	468	21%	20%
65+	294	13%	9%

Gender	#	%	State Avg
Female	1,342	60%	▲ 42%
Male	888	40%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,825	82%	▲ 69%
Hisp-Puerto Rican	268	12%	12%
Unknown	66	3%	11%
Hispanic-Other	57	3%	8%
Hispanic-Mexican	16	1%	0%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	1,761	79%	▲ 63%
Other	341	15%	13%
Black/African American	67	3%	▼ 17%
Unknown	23	1%	5%
Asian	15	1%	1%
Multiple Races	13	1%	1%
Am. Indian/Native Alaskan	11	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

## ABI Consultation Services

United Services Inc.

Mental Health - Consultation - Consultation

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	56	56	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### 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 10 Active Consultation Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	22	14% ▲
Admits	4	10	-60% ▼
Discharges	4	7	-43% ▼
Service Hours	67	49	35% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	100%	88%
On-Time Periodic		
6 Month Updates	100%	25%
Co-occurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	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
Not Arrested		24	96%	75%	69%	21% ▲
Abstinence/Reduced Drug Use		17	68%	55%	37%	13% ▲
Stable Living Situation		23	92%	95%	67%	-3%
Employed		11	44%	50%	25%	-6%
Self Help		3	12%	60%	13%	-48% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	100%	90%	50%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	75%	75%	62%	0%

### 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

\* 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	36	37	-3%
Admits	11	5	120% ▲
Discharges	8	11	-27% ▼
Service Hours	91	59	55% ▲

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	38%	50%	50%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		36	100%	75%	69%	25% ▲
Stable Living Situation		34	94%	95%	67%	-1%
Abstinence/Reduced Drug Use		19	53%	55%	37%	-2%
Employed		13	36%	50%	25%	-14% ▼
Self Help		11	31%	60%	13%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	93%	90%	50%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	91%	75%	62%	16% ▲

### 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	974	835	17% ▲
Admits	113	114	-1%
Discharges	97	55	76% ▲
Service Hours	2,260	2,242	1%

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	23%	50%	40%	-27% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		762	78%	60%	57%	18% ▲
Employed		317	32%	30%	21%	2%
Stable Living Situation		947	97%	95%	66%	2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		801	91%	90%	74%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		93	82%	75%	79%	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 74 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	782	697	12% ▲
Admits	112	103	9%
Discharges	104	78	33% ▲
Service Hours	1,961	1,940	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	94%	89%
SA Screen Complete	96%	89%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		31	30%	50%	40%	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		605	77%	60%	57%	17% ▲
Stable Living Situation		765	98%	95%	66%	3%
Employed		250	32%	30%	21%	2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		660	97%	90%	74%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		88	79%	75%	79%	4%

### 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	92	74	24% ▲
Admits	13	1	1200% ▲
Discharges	6	4	50% ▲
Service Hours	120	104	15% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	69%	89%
SA Screen Complete	77%	89%
Diagnosis		
Valid Axis I Diagnosis	98%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	50%	40%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		84	90%	60%	57%	30% ▲
Stable Living Situation		90	97%	95%	66%	2%
Employed		11	12%	30%	21%	-18% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	94%	90%	74%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		8	67%	75%	79%	-8%

### 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.

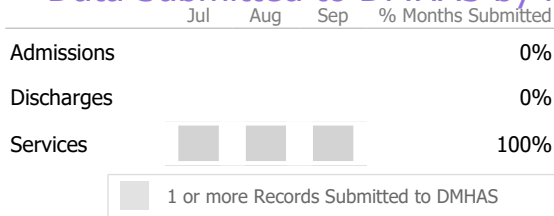
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	4	2	79% ▲

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	84%	-50% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 43 Active Outreach & Engagement Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	24	-8%
Admits	1	2	-50% ▼
Discharges	-	-	
Service Hours	31	63	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	91%	85%	93%	6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		18	82%	90%	91%	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	42	20	112% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	88%	15% ▲

### Service Utilization

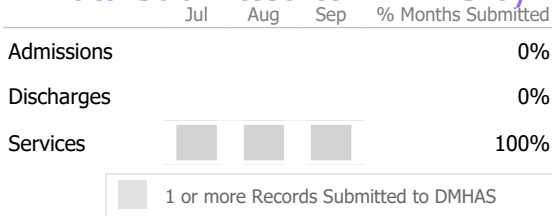
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	90%	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

### Data Submitted to DMHAS by Month



\* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14		
Admits	14	-	
Discharges	1	-	
Service Hours	37	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	61%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█		67%
Discharges		█		33%
Services		█	█	67%

█ 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%	74%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		2	14%	20%	27%	-6%
● Stable Living Situation		8	57%	80%	82%	-23% ▼
● Self Help		0	0%	60%	55%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	76%	10%

▲ > 10% Over    ▼ < 10% Under



█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 11 Active Standard Case Management Programs

### Program Activity


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

### Data Submission Quality


Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	95%
On-Time Periodic		
6 Month Updates	 N/A	61%

### Data Submitted to DMHAS by Month


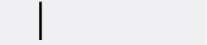

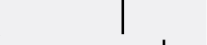

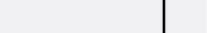
	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

 1 or more Records Submitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	74%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Employed		N/A	N/A	20%	27%	-20% ▼
 Self Help		N/A	N/A	60%	55%	-60% ▼
 Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 11 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	147	163	-10%
Admits	8	26	-69% ▼
Discharges	42	8	425% ▲
Service Hours	771	470	64% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	82%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		32	76%	65%	56%	11% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		143	97%	80%	86%	17% ▲
✓ Social Support		113	76%	60%	79%	16% ▲
● Employed		21	14%	20%	13%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		104	98%	90%	95%	8%

### 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 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	197	1%
Admits	22	17	29% ▲
Discharges	26	12	117% ▲
Service Hours	1,264	941	34% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	82%
On-Time Periodic		
6 Month Updates	99%	86%
Co-occurring		
MH Screen Complete	95%	96%
SA Screen Complete	95%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	65%	65%	56%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		168	85%	60%	79%	25% ▲
Stable Living Situation		187	94%	80%	86%	14% ▲
Employed		16	8%	20%	13%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		169	98%	90%	95%	8%

### 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 36 Active CSP Programs

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

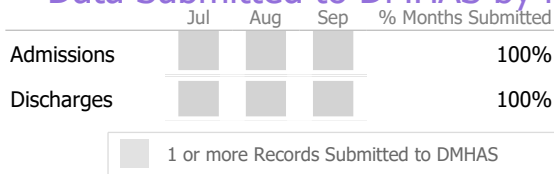
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	42	38% ▲
Admits	47	42	12% ▲
Discharges	38	26	46% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		44	98%	75%	70%	23% ▲
✓ Community Location Evaluation		38	84%	80%	70%	4%
✓ Follow-up Service within 48 hours		27	96%	90%	66%	6%

### 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	28	42	-33% ▼
Admits	9	8	13% ▲
Discharges	7	8	-13% ▼
Service Hours	234	175	34% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		9	32%	35%	47%	-3%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	100%	90%	91%	10%

### 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



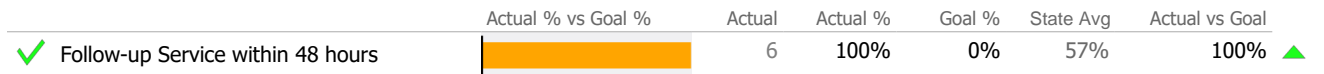
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	40	25% ▲
Admits	15	12	25% ▲
Discharges	16	6	167% ▲
Service Hours	71	35	102% ▲

### Service Utilization



### Jail Diversion



### 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 19 Active Court Liaison-Jail Diversion Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	6	83% ▲
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	96	15	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	100%	23%
Co-occurring		
MH Screen Complete	100%	76%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	54%	N/A

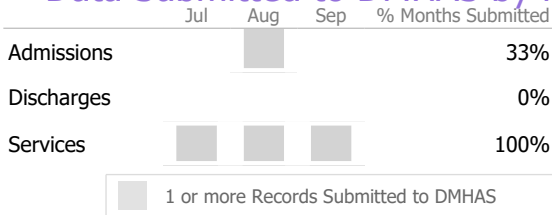
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		11	100%	75%	58%	25% ▲
✓ Abstinence/Reduced Drug Use		8	73%	55%	40%	18% ▲
● Stable Living Situation		10	91%	95%	56%	-4%
● Employed		4	36%	50%	19%	-14% ▼
● Self Help		5	45%	60%	13%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	39%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

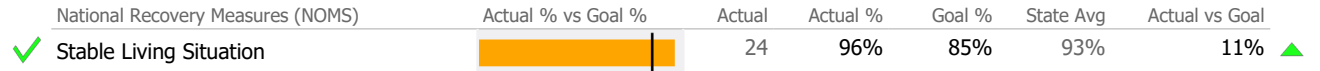
\* State Avg based on 20 Active Buprenorphine Maintenance Programs

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

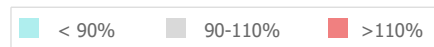
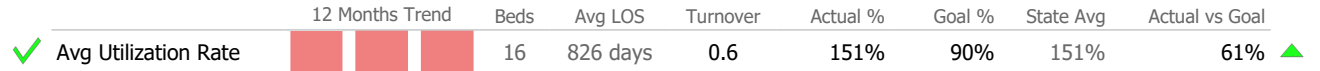
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	28	-11% ▼
Admits	-	-	
Discharges	1	5	-80% ▼
Bed Days	2,226	2,383	-7%

### Recovery



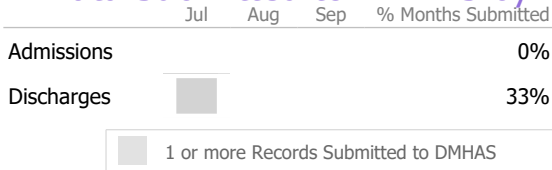
### Bed Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	15	-7%
Admits	1	2	-50% ▼
Discharges	3	3	0%
Bed Days	1,168	1,110	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	80%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	80%	80%	-13% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	93%	-18% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	83%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	86%	60%	86%	26% ▲
Stable Living Situation		13	93%	90%	97%	3%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	274 days	1.0	91%	90%	93%	1%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 24 Active Group Home Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	50	32	54% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	75%	85%	88%	-10%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	88%	90%	90%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		81%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 108 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	30	-57% ▼
Admits	-	7	-100% ▼
Discharges	6	13	-54% ▼
Service Hours	2	83	-97% ▼

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	84%	-50% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 43 Active Outreach & Engagement Programs

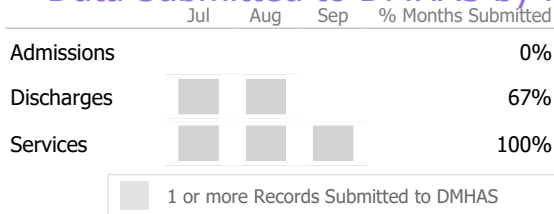
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	5	60% ▲
Admits	-	-	
Discharges	5	2	150% ▲
Service Hours	11	3	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	84%	-50% ▼

### Data Submitted to DMHAS by Month



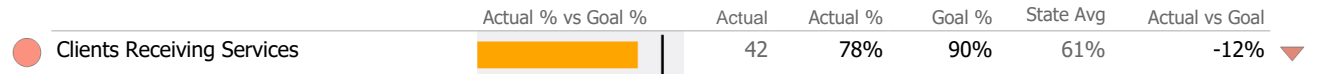
▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 43 Active Outreach & Engagement Programs

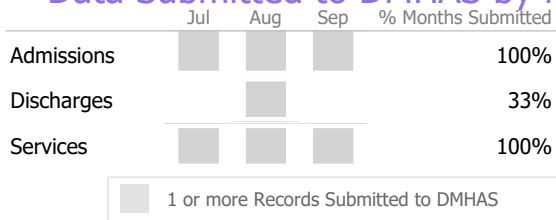
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	99	-44% ▼
Admits	7	11	-36% ▼
Discharges	1	28	-96% ▼
Service Hours	-	2	-100% ▼
Social Rehab/PHP/IOP Days	427	383	11% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



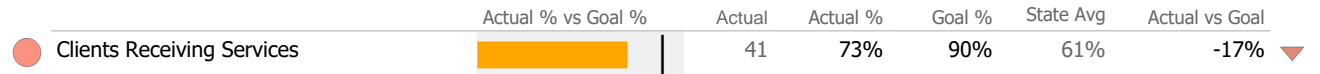
\* State Avg based on 34 Active Social Rehabilitation Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	63	-3%
Admits	6	4	50% ▲
Discharges	6	1	500% ▲
Service Hours	14	24	-39% ▼
Social Rehab/PHP/IOP Days	331	262	26% ▲

### Service Utilization



### 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 34 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	19	63% ▲
Admits	9	12	-25% ▼
Discharges	13	9	44% ▲
Service Hours	164	75	118% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		8	26%	35%	31%	-9%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	89%	90%	56%	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		81%

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

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 10 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	3	3	0%
Discharges	4	1	300% ▲
Service Hours	155	59	161% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	95%	94%
On-Time Periodic		
6 Month Updates	100%	23%
Co-occurring		
MH Screen Complete	100%	76%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	54%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		21	95%	55%	40%	40% ▲
Not Arrested		21	95%	75%	58%	20% ▲
Stable Living Situation		22	100%	95%	56%	5%
Employed		10	45%	50%	19%	-5%
Self Help		6	27%	60%	13%	-33% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	100%	90%	39%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under






\* State Avg based on 20 Active Buprenorphine Maintenance Programs

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

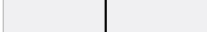
### Program Activity

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



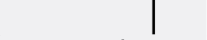
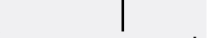
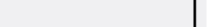
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A 93%	93%
Valid TEDS Data	 N/A 100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	 N/A 10%	10%
<b>Co-occurring</b>		
MH Screen Complete	 N/A 77%	77%
SA Screen Complete	 N/A 92%	92%


### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	62%	N/A

### Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	69%	-55% ▼
Employed		N/A	N/A	50%	46%	-50% ▼
Not Arrested		N/A	N/A	75%	85%	-75% ▼
Self Help		N/A	N/A	60%	40%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	N/A ▼

### Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

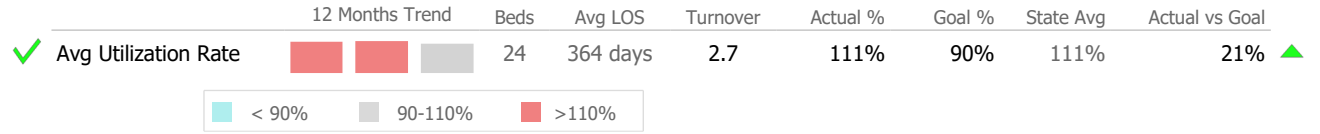
 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 6 Active Naltrexone Programs

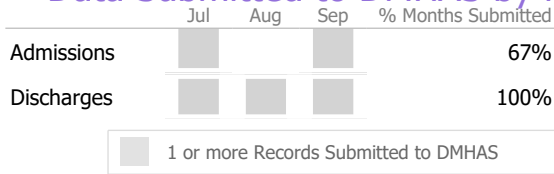
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	2	2	0%
Discharges	5	3	67% ▲
Bed Days	2,448	2,668	-8%

### Bed Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	34	30	13% ▲
Discharges	15	25	-40% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		30	91%	75%	70%	16% ▲
✓ Community Location Evaluation		28	85%	80%	70%	5%
✓ Follow-up Service within 48 hours		16	100%	90%	66%	10%

### 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	27	34	-21% ▼
Admits	5	5	0%
Discharges	10	9	11% ▲
Service Hours	186	199	-7%

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		15	56%	35%	47%	21% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	91%	10%

### 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				67%
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	23	28	-18% ▼
Admits	1	1	0%
Discharges	6	2	200% ▲
Service Hours	1,157	808	43% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
On-Time Periodic		
6 Month Updates	100%	90%
Co-occurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	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	33%	65%	41%	-32% ▼
No Re-admit within 30 Days of Discharge		6	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	46%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		22	96%	60%	92%	36% ▲
Social Support		17	74%	60%	79%	14% ▲
Employed		5	22%	15%	15%	7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	96%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

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