

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,543	3,256	9%
	Admits	4,226	4,056	4%
	Discharges	4,158	3,863	8%
	Service Hours	19,861	16,269	22% ▲
	Bed Days	21,211	23,117	-8%

▲ > 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	1,285	25.8%
	Intake	1,036	20.8%
	Community Support	305	6.1%
	Crisis Services	188	3.8%
	Employment Services	90	1.8%
	Social Rehabilitation	84	1.7%
	ACT	60	1.2%
	Residential Services	21	0.4%
	Consultation	17	0.3%
	Case Management	13	0.3%
Addiction	Residential Services	1,255	25.2%
	Outpatient	312	6.3%
	Employment Services	144	2.9%
	Case Management	125	2.5%
Forensic SA	Forensics Community-based	50	1.0%

Client Demographics

Age	#	%	State Avg
18-25	321	9%	9%
26-34	769	22%	21%
35-44	898	25%	23%
45-54	705	20%	19%
55-64	648	18%	19%
65+	193	5%	9%

Gender	#	%	State Avg
Male	2,149	61%	59%
Female	1,392	39%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,988	56%	▼ 68%
Hispanic-Other	898	25%	▲ 8%
Unknown	656	19%	11%
Hisp-Puerto Rican	1	0%	▼ 11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

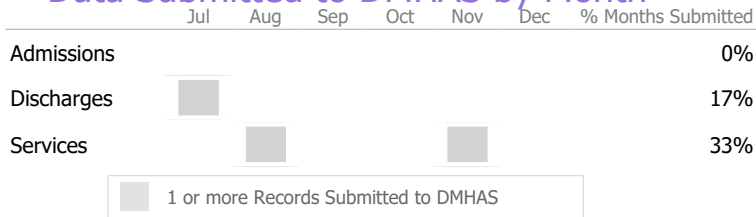
Race	#	%	State Avg
White/Caucasian	1,578	45%	▼ 62%
Unknown	1,012	29%	▲ 6%
Black/African American	744	21%	17%
Hawaiian/Other Pacific Islander	133	4%	0%
Multiple Races	34	1%	1%
Asian	27	1%	1%
Am. Indian/Native Alaskan	13	0%	0%
Other	2	0%	▼ 13%

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	1	2	-53% ▼

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	44	34	29% ▲
Admits	11	5	120% ▲
Discharges	14	7	100% ▲
Service Hours	1,546	1,267	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	84%
On-Time Periodic		
6 Month Updates	95%	89%
Co-occurring		
MH Screen Complete	95%	95%
SA Screen Complete	91%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	50%	65%	52%	-15% ▼
✓ No Re-admit within 30 Days of Discharge		12	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		3	43%	90%	46%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		43	98%	60%	79%	38% ▲
✓ Stable Living Situation		41	93%	60%	92%	33% ▲
● Employed		4	9%	15%	16%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	99%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■			■	67%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

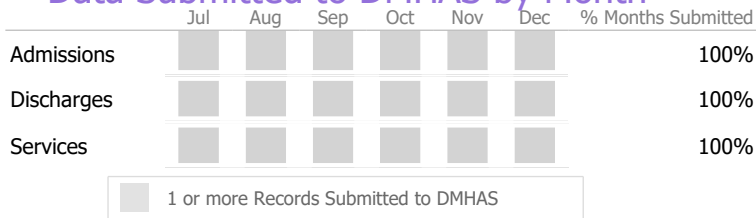
* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,036	927	12% ▲
Admits	1,084	966	12% ▲
Discharges	1,087	966	13% ▲
Service Hours	1,019	869	17% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 16 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	391	415	-6%
Admits	49	34	44% ▲
Discharges	46	54	-15% ▼
Service Hours	3,482	3,151	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	95%	89%
SA Screen Complete	94%	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		43	93%	50%	42%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		390	99%	60%	59%	39% ▲
● Stable Living Situation		360	92%	95%	69%	-3%
● Employed		58	15%	30%	23%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		341	98%	90%	80%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		48	98%	75%	77%	23% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	90	96	-6%
Admits	29	28	4%
Discharges	35	51	-31% ▼
Service Hours	613	647	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		39	43%	35%	49%	8%

Service Utilization

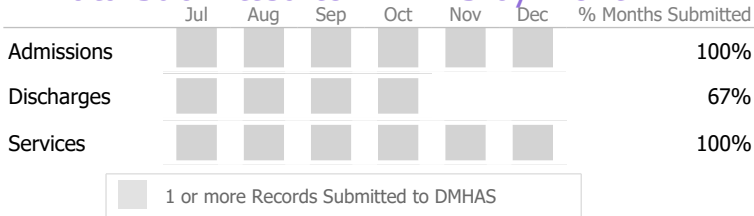
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	28	11% ▲
Admits	18	17	6%
Discharges	16	16	0%
Service Hours	14	17	-18% ▼
Bed Days	2,132	2,298	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
Valid TEDS Data	92%	93%
On-Time Periodic		
6 Month Updates	100%	33%
Co-occurring		
MH Screen Complete	97%	97%
SA Screen Complete	97%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	69%	85%	64%	-16% ▼
No Re-admit within 30 Days of Discharge		13	81%	85%	82%	-4%
Follow-up within 30 Days of Discharge		7	64%	90%	74%	-26% ▼

Recovery

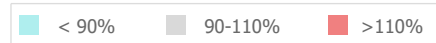
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		24	77%	60%	38%	17% ▲
Abstinence/Reduced Drug Use		13	42%	70%	83%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	100%	90%	71%	10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	137 days	0.4	77%	90%	83%	-13% ▼		



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

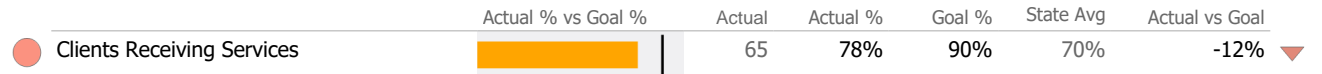
* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

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

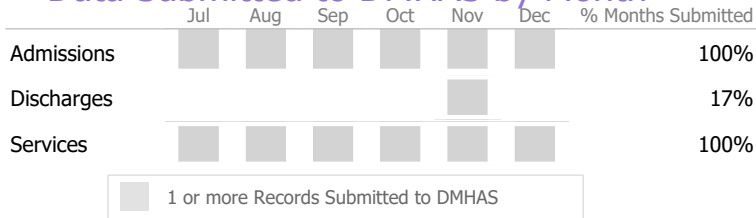
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	92	-9%
Admits	7	6	17% ▲
Discharges	2	27	-93% ▼
Service Hours	378	445	-15% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	2	1	100% ▲
Discharges	1	1	0%
Bed Days	3,144	3,128	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	77%
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%	88%
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%	75%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	86%	40% ▲
✓ Stable Living Situation		18	95%	95%	96%	0%
○ Employed		1	5%	25%	13%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	918 days	0.5	101%	90%	94%	11% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■				■	33%
Discharges		■					17%

■ 1 or more Records Submitted to DMHAS

▲ > 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	20	18	11% ▲
Admits	11	8	38% ▲
Discharges	12	11	9%
Service Hours	1,157	798	45% ▲
Bed Days	1,463	1,493	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	86%
Valid TEDS Data	91%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	11%
Co-occurring	Actual	State Avg
MH Screen Complete	98%	94%
SA Screen Complete	85%	90%
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		10	83%	70%	67%	13% ▲
✓ No Re-admit within 30 Days of Discharge		12	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		10	100%	90%	69%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		4	20%	70%	66%	-50% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	151 days	0.4	80%	90%	96%	-10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

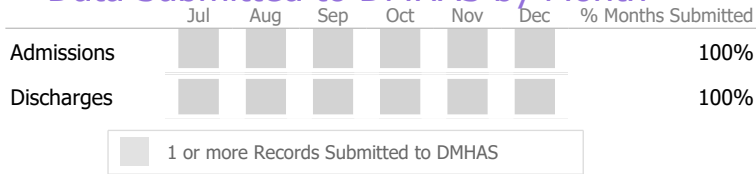
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	188	159	18% ▲
Admits	250	246	2%
Discharges	248	248	0%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		187	93%	75%	70%	18% ▲
✓ Community Location Evaluation		202	100%	80%	69%	20% ▲
✓ Follow-up Service within 48 hours		160	99%	90%	67%	9%

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	305	335	-9%
Admits	67	75	-11% ▼
Discharges	60	79	-24% ▼
Service Hours	4,620	5,349	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	83%
Co-occurring	Actual	State Avg
MH Screen Complete	98%	96%
SA Screen Complete	97%	95%
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		43	72%	65%	57%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		310	100%	60%	80%	40% ▲
✓ Stable Living Situation		270	87%	80%	86%	7%
● Employed		58	19%	20%	14%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		250	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	12	350% ▲
Admits	28	12	133% ▲
Discharges	13	-	
Service Hours	784	45	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	87%
On-Time Periodic		
6 Month Updates	100%	55%
Co-occurring		
MH Screen Complete	79%	89%
SA Screen Complete	79%	89%
Diagnosis		
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	31%	50%	42%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		54	96%	60%	59%	36% ▲
Employed		19	34%	30%	23%	4%
Stable Living Situation		47	84%	95%	69%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	95%	90%	80%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		25	89%	75%	77%	14% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

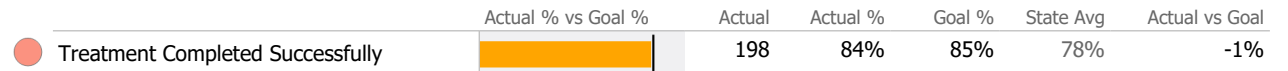
* State Avg based on 74 Active Standard Outpatient Programs

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

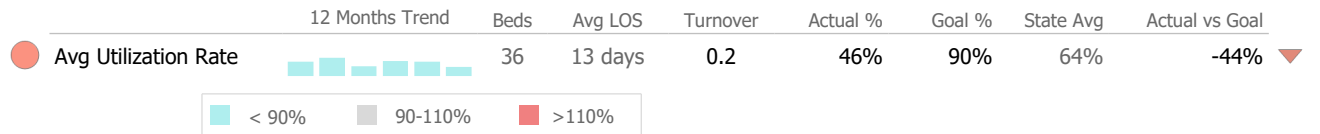
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	270	-24% ▼
Admits	238	315	-24% ▼
Discharges	236	293	-19% ▼
Bed Days	2,081	3,504	-41% ▼

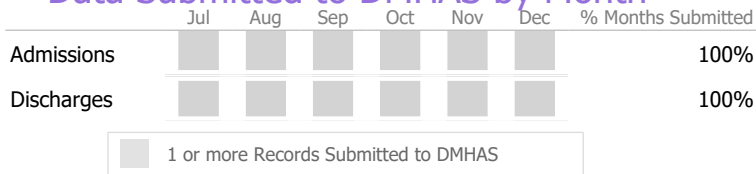
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

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

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%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	15%	-20% ▼
Social Support		0	0%	60%	69%	-60% ▼
Stable Living Situation		0	0%	80%	72%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	80%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	264	154	71% ▲
Admits	144	111	30% ▲
Discharges	131	63	108% ▲
Service Hours	591	418	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	87%
Valid TEDS Data	78%	87%
On-Time Periodic		
6 Month Updates	79%	18%
Co-occurring		
MH Screen Complete	99%	95%
SA Screen Complete	99%	95%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		85	65%	50%	50%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		202	75%	95%	72%	-20% ▼
● Employed		46	17%	50%	30%	-33% ▼
● Not Arrested		97	36%	75%	74%	-39% ▼
● Abstinence/Reduced Drug Use		43	16%	55%	39%	-39% ▼
● Self Help		54	20%	60%	14%	-40% ▼

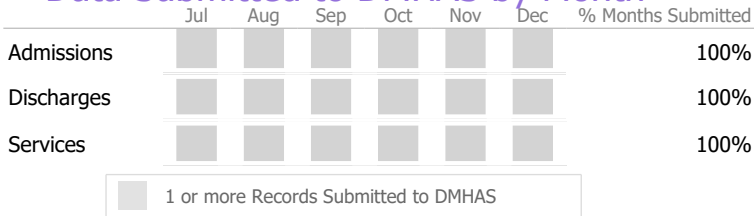
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		115	83%	90%	55%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		68	47%	75%	63%	-28% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 107 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	900	686	31% ▲
Admits	489	384	27% ▲
Discharges	471	236	100% ▲
Service Hours	3,464	2,417	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	55%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	89%
SA Screen Complete	96%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		379	80%	50%	42%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		910	97%	60%	59%	37% ▲
✓ Employed		306	33%	30%	23%	3%
● Stable Living Situation		800	85%	95%	69%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		414	88%	90%	80%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		333	70%	75%	77%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	51		
Admits	36	-	
Discharges	10	-	
Service Hours	652	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	87%
Valid TEDS Data	95%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	18%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	95%
SA Screen Complete	96%	95%
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	10%	50%	50%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		41	79%	95%	72%	-16% ▼
Abstinence/Reduced Drug Use		17	33%	55%	39%	-22% ▼
Self Help		15	29%	60%	14%	-31% ▼
Not Arrested		20	38%	75%	74%	-37% ▼
Employed		5	10%	50%	30%	-40% ▼

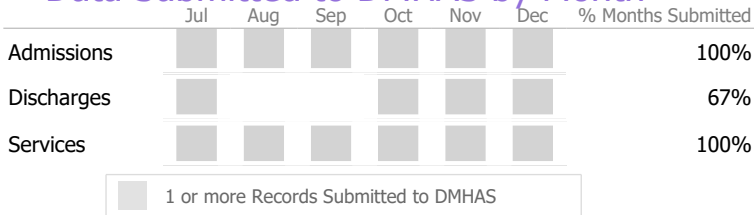
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		42	100%	90%	55%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		33	92%	75%	63%	17% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

Variations 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 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	53	15% ▲
Admits	12	47	-74% ▼
Discharges	23	15	53% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	40%	35%	34%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	84%
✓ Valid TEDS Data	61%	69%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	70%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	98%	91%
✓ SA Screen Complete	98%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							67%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 10 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,070	1,175	-9%
Admits	1,312	1,449	-9%
Discharges	1,329	1,449	-8%
Bed Days	5,156	5,764	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	84%
Valid TEDS Data	96%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
✓ MH Screen Complete	98%	96%
✓ SA Screen Complete	98%	96%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		806	61%	80%	68%	-19% ▼
● No Re-admit within 30 Days of Discharge		1,056	79%	85%	80%	-6%
● Follow-up within 30 Days of Discharge		412	51%	90%	55%	-39% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		35	4 days	0.0	80%	90%	71%	-10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

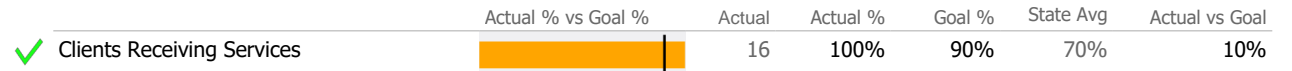
* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

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

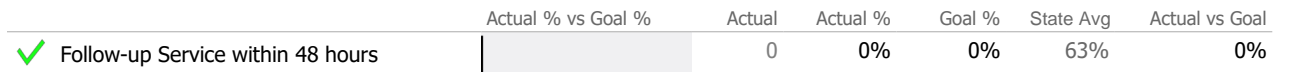
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	6	733% ▲
Admits	45	1	4400% ▲
Discharges	34	3	1033% ▲
Service Hours	48	1	

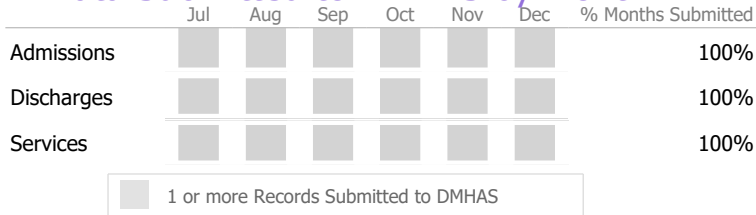
Service Utilization



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	266	259	3%
Admits	248	236	5%
Discharges	250	240	4%
Bed Days	5,020	5,090	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	87%
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		171	68%	80%	69%	-12% ▼
No Re-admit within 30 Days of Discharge		217	87%	85%	89%	2%
Follow-up within 30 Days of Discharge		122	71%	90%	63%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		154	56%	60%	67%	-4%
Abstinence/Reduced Drug Use		102	37%	70%	45%	-33% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	22 days	0.1	97%	90%	94%	7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ 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	42	37	14% ▲
Admits	31	27	15% ▲
Discharges	33	27	22% ▲
Bed Days	1,909	1,840	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	86%
Valid TEDS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	11%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	90%
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		17	52%	70%	67%	-18% ▼
No Re-admit within 30 Days of Discharge		30	91%	85%	93%	6%
Follow-up within 30 Days of Discharge		10	59%	90%	69%	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		31	72%	70%	66%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	69 days	0.2	104%	90%	96%	14% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 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	84	116	-28% ▼
Admits	39	43	-9%
Discharges	46	25	84% ▲
Service Hours	298	424	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		48	53%	35%	34%	18% ▲

Service Utilization

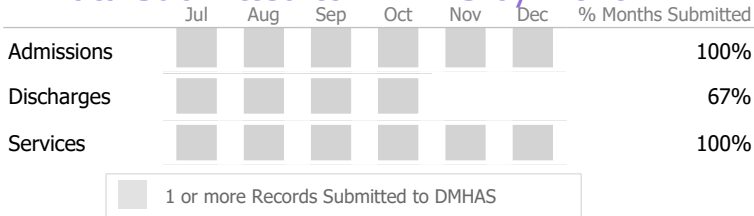
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	98%	90%	83%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		84%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		70%

Data Submitted to DMHAS by Month



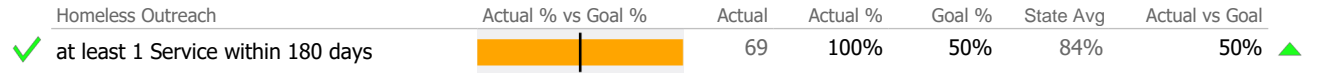
▲ > 10% Over ▼ < 10% Under

* State Avg based on 10 Active Employment Services Programs

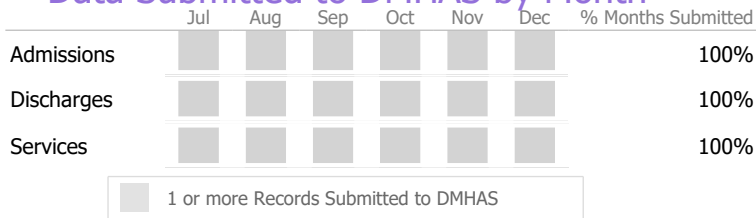
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	38	229% ▲
Admits	69	38	82% ▲
Discharges	55	-	
Service Hours	385	46	

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	16	14	14% ▲
Admits	6	4	50% ▲
Discharges	5	4	25% ▲
Service Hours	455	358	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	40%	65%	52%	-25% ▼
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	46%	-40% ▼

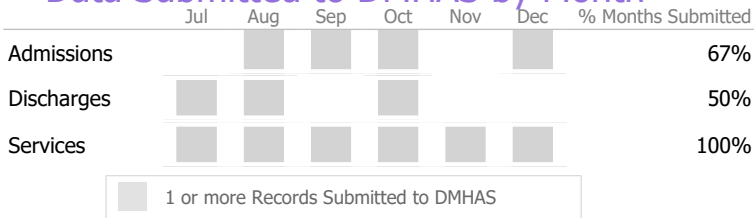
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	100%	60%	79%	40% ▲
✓ Stable Living Situation		16	100%	60%	92%	40% ▲
✓ Employed		5	31%	15%	16%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	99%	1% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	-	-	
Service Hours	355	-	
Bed Days	306	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	77%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	88%
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%	75%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	86%	40% ▲
✓ Stable Living Situation		2	100%	95%	96%	5%
● Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	179 days	4.0	10%	90%	94%	-80% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■				17%
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 80 Active Supervised Apartments Programs

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