

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,047	3,038	0%
	Admits	2,143	2,204	-3%
	Discharges	1,962	2,286	-14% ▼
	Service Hours	58,091	64,283	-10%
	Bed Days	26,393	25,699	3%
	S.Rehab/PHP/IOP	5,204	4,923	6%

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

Consumer Satisfaction Survey

(Based on 415 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Access		91%	80%	88%
● Outcome		79%	80%	83%
● Recovery		74%	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	1,922	47.7%
	Crisis Services	469	11.6%
	Social Rehabilitation	266	6.6%
	Case Management	203	5.0%
	ACT	190	4.7%
	Community Support	143	3.5%
	Employment Services	122	3.0%
	Residential Services	92	2.3%
Forensic MH			
	Forensics Community-based	271	6.7%
	Outpatient	211	5.2%
	Case Management	1	0.0%
Addiction			
	Medication Assisted Treatment	76	1.9%
	Outpatient	38	0.9%
	Recovery Support	27	0.7%

Client Demographics

Age	#	%	State Avg
18-25	470	16%	10%
26-34	595	20%	21%
35-44	620	21%	24%
45-54	508	17%	18%
55-64	575	19%	18%
65+	242	8%	9%

Gender	#	%	State Avg
Male	1,546	51%	59%
Female	1,501	49%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,676	55%	60%
Unknown	529	17%	7%
Black/African American	471	15%	18%
Other	324	11%	12%
Asian	19	1%	1%
Am. Indian/Native Alaskan	14	0%	1%
Multiple Races	12	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,603	1,444	11% ▲
Admits	883	698	27% ▲
Discharges	746	677	10%
Service Hours	18,646	17,538	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		230	31%	50%	40%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,422	84%	60%	66%	24% ▲
Improved/Maintained Function Score		1,166	82%	75%	33%	7%
Employed		366	22%	30%	28%	-8%
Stable Living Situation		1,452	85%	95%	78%	-10%

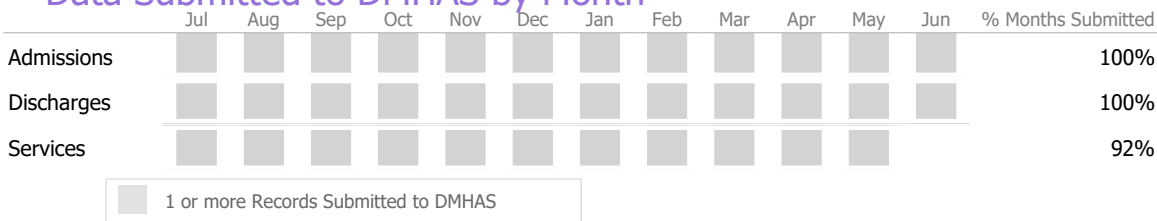
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		884	92%	90%	90%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		718	84%	75%	74%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	96	94	2%
Admits	20	30	-33% ▼
Discharges	27	19	42% ▲
Service Hours	6,276	7,952	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	87%	91%
Diagnosis		
Valid Axis I Diagnosis	89%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	78%	65%	59%	13% ▲
✓ No Re-admit within 30 Days of Discharge		25	96%	85%	93%	11% ▲
● Follow-up within 30 Days of Discharge		11	52%	90%	50%	-38% ▼

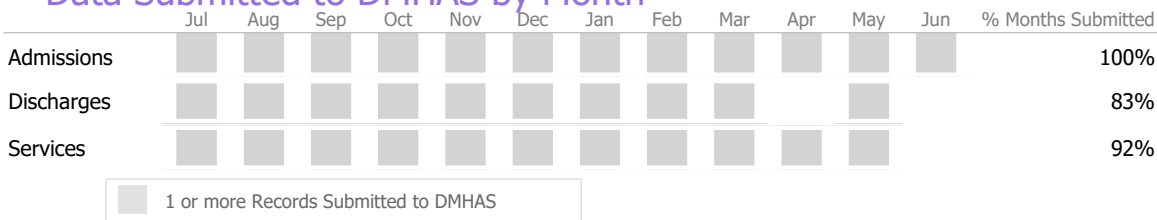
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		84	87%	60%	78%	27% ▲
✓ Stable Living Situation		80	82%	60%	88%	22% ▲
✓ Improved/Maintained Function Score		75	86%	85%	25%	1%
● Employed		5	5%	15%	18%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		59	84%	90%	98%	-6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 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	8	25	-68% ▼
Admits	3	21	-86% ▼
Discharges	5	20	-75% ▼
Service Hours	37	37	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	57%
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		1	20%	50%	40%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	75%	60%	66%	15% ▲
✓ Stable Living Situation		8	100%	95%	78%	5%
● Employed		2	25%	30%	28%	-5%
● Improved/Maintained Function Score		3	43%	75%	33%	-32% ▼

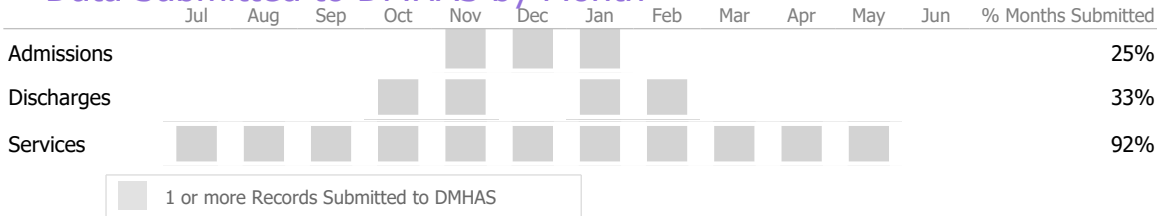
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	100%	75%	74%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	30	22	36% ▲
Admits	17	5	240% ▲
Discharges	6	9	-33% ▼
Service Hours	47	72	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	25%	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	50%	40%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	67%	60%	66%	7%
Employed		0	0%	30%	28%	-30% ▼
Stable Living Situation		16	53%	95%	78%	-42% ▼

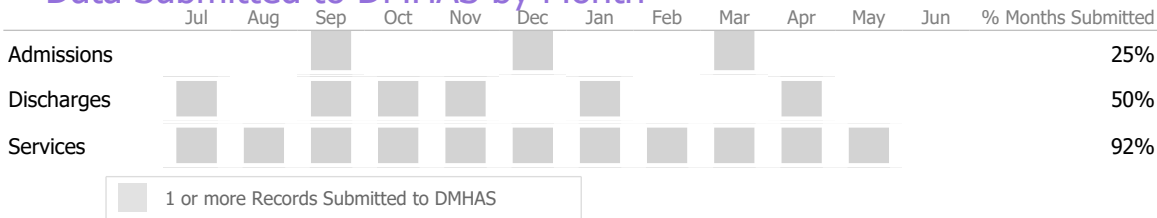
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	79%	90%	90%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	18%	75%	74%	-57% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	122	120	2%
Admits	82	69	19% ▲
Discharges	58	83	-30% ▼
Service Hours	1,713	2,403	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		34	27%	35%	43%	-8%

Service Utilization

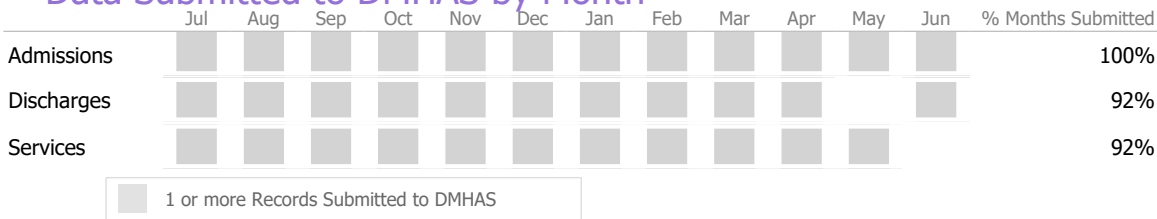
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		62	91%	90%	95%	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		77%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 44 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	97	93	4%
Admits	33	27	22% ▲
Discharges	22	30	-27% ▼
Service Hours	5,105	5,101	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic		
6 Month Updates	80%	91%
Diagnosis		
Valid Axis I Diagnosis	93%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	41%	65%	59%	-24% ▼
No Re-admit within 30 Days of Discharge		20	91%	85%	93%	6%
Follow-up within 30 Days of Discharge		3	33%	90%	50%	-57% ▼

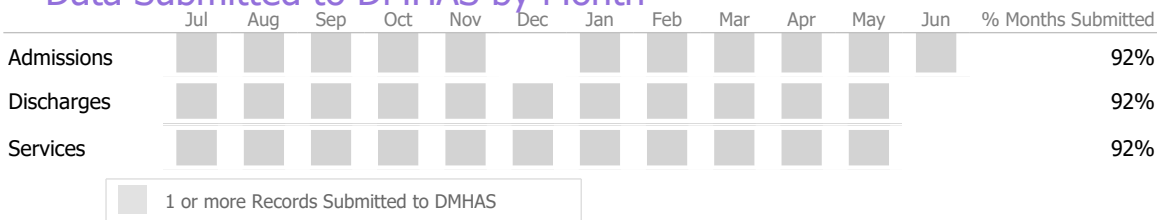
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		89	91%	60%	78%	31% ▲
Stable Living Situation		85	87%	60%	88%	27% ▲
Employed		18	18%	15%	18%	3%
Improved/Maintained Function Score		69	83%	85%	25%	-2% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		69	91%	90%	98%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

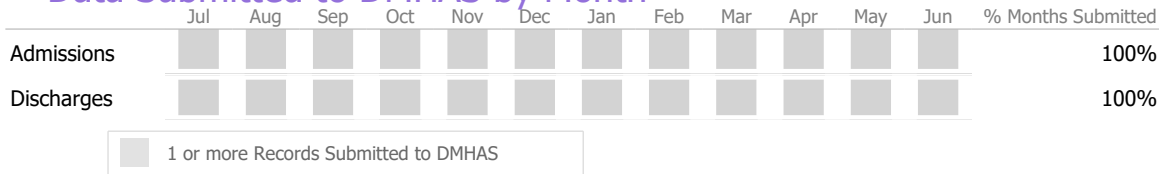
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	462	510	-9%
Admits	461	535	-14% ▼
Discharges	430	526	-18% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		82	91%	75%	70%	16% ▲
✓ Community Location Evaluation		88	98%	80%	79%	18% ▲
✓ Follow-up Service within 48 hours		10	91%	90%	75%	1%

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	35	49	-29% ▼
Admits	25	51	-51% ▼
Discharges	35	41	-15% ▼
Service Hours	191	140	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	54%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	69%	50%	65%	19% ▲

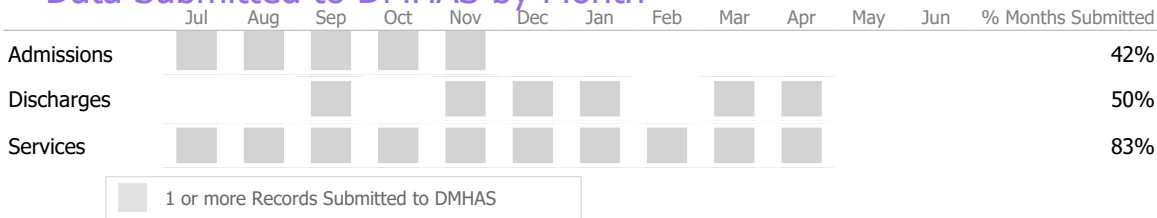
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		21	60%	60%	74%	0%
● Employed		4	11%	20%	22%	-9%
● Stable Living Situation		17	49%	80%	79%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	89%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management 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	2	-50% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	13	65	-81% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	18%	N/A

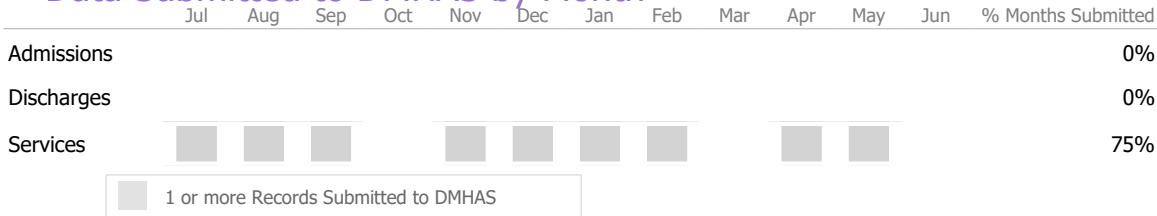
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	80%	67%	20% ▲
● Employed		0	0%	20%	14%	-20% ▼
● Self Help		0	0%	60%	98%	-60% ▼
● Social Support		0	0%	60%	71%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	100%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	12	-25% ▼
Admits	8	11	-27% ▼
Discharges	8	10	-20% ▼
Bed Days	891	539	65% ▲

Discharge Outcomes

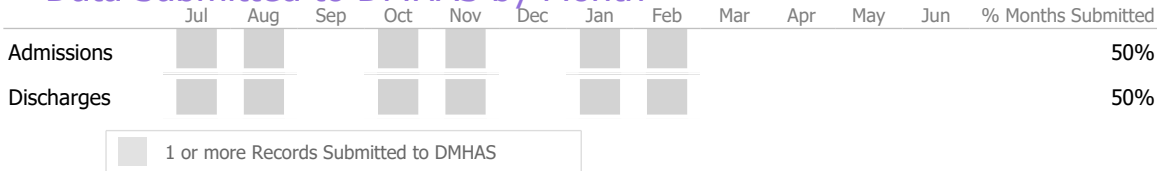
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	87%	15% ▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	68%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	113 days	0.2	61%	90%	66%	-29% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Respite Bed Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	159	-10% ▼
Admits	25	24	4%
Discharges	37	40	-8%
Service Hours	3,719	4,898	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	76%	83%
Diagnosis		
Valid Axis I Diagnosis	94%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	46%	65%	53%	-19% ▼

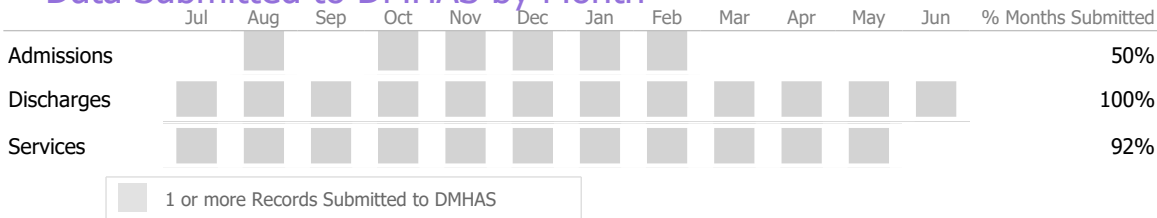
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		125	87%	60%	79%	27% ▲
Improved/Maintained Function Score		109	81%	65%	44%	16% ▲
Stable Living Situation		127	88%	80%	88%	8%
Employed		7	5%	20%	15%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		99	93%	90%	97%	3%

Data Submitted to DMHAS by Month



▲ > 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	72	55	31% ▲
Admits	34	38	-11% ▼
Discharges	31	18	72% ▲
Service Hours	1,993	2,013	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	48%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	58%	50%	40%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		69	96%	60%	66%	36% ▲
✓ Employed		25	35%	30%	28%	5%
● Stable Living Situation		64	89%	95%	78%	-6%
✓ Improved/Maintained Function Score		41	76%	75%	33%	1% ▼

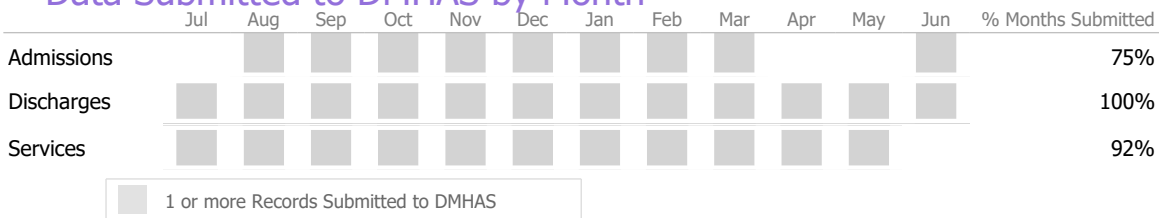
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	93%	90%	90%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		31	91%	75%	74%	16% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	7	9	-22% ▼
Admits	-	2	-100% ▼
Discharges	5	2	150% ▲
Bed Days	1,577	2,641	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	66%
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		5	100%	80%	78%	20% ▲
● No Re-admit within 30 Days of Discharge		3	60%	85%	86%	-25% ▼
● Follow-up within 30 Days of Discharge		4	80%	90%	77%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	90%	100%	10%
✓ Improved/Maintained Function Score		7	100%	95%	43%	5%
● Social Support		4	57%	60%	89%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	1,059 days	0.4	54%	90%	85%	-36% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													33%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under





■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Group Home Programs


Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	63	85	-25% ▼





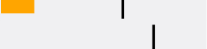

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A 85%	85%
Valid TEDS Data	 N/A 74%	74%
On-Time Periodic		
6 Month Updates	 0% 14%	14%
Diagnosis		
Valid Axis I Diagnosis	 100% 99%	99%


Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

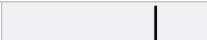
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		6	100%	75%	66%	25% ▲
✓ Abstinence/Reduced Drug Use		4	67%	55%	35%	12% ▲
✓ Stable Living Situation		6	100%	95%	68%	5%
✓ Employed		3	50%	50%	35%	0%
● Self Help		1	17%	60%	18%	-43% ▼
● Improved/Maintained Function Score		0	0%	75%	42%	-75% ▼

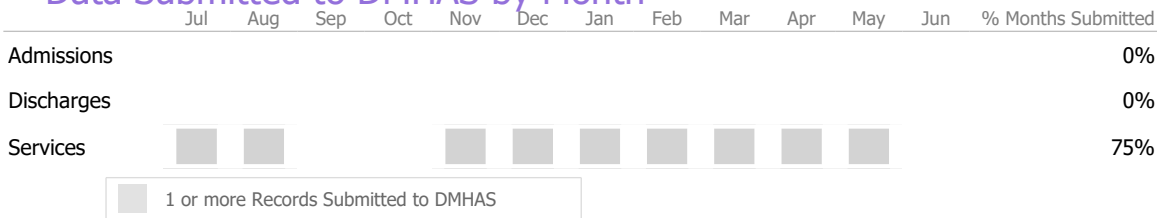
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	64%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	57%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 105 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	14	14	0%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Bed Days	4,407	4,204	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	82%	85%
Diagnosis		
Valid Axis I Diagnosis	86%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	67%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	77%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	86%	60%	85%	26% ▲
✓ Improved/Maintained Function Score		12	100%	95%	47%	5%
● Stable Living Situation		11	79%	95%	94%	-16% ▼
● Employed		0	0%	25%	14%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,266 days	0.2	101%	90%	95%	11% ▲

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												1	8%
Discharges												1	8%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

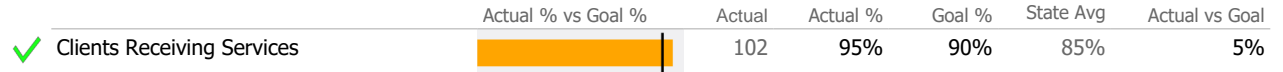
* State Avg based on 85 Active Supervised Apartments Programs

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

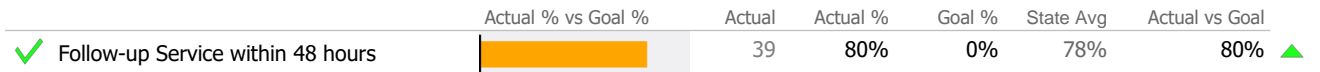
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	214	333	-36% ▼
Admits	87	143	-39% ▼
Discharges	109	213	-49% ▼
Service Hours	797	1,332	-40% ▼

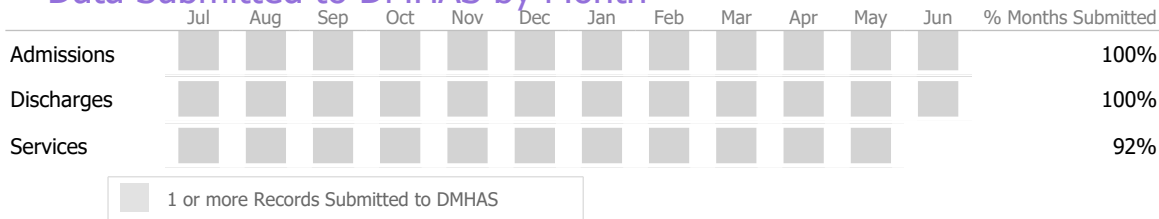
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

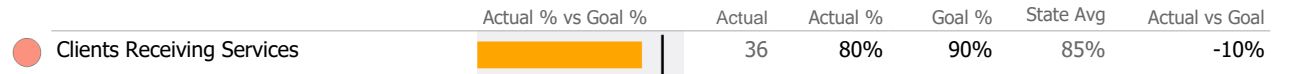
* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

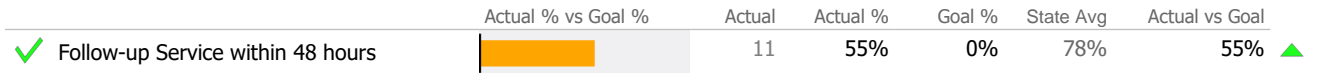
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	84	-10%
Admits	44	57	-23% ▼
Discharges	37	53	-30% ▼
Service Hours	1,243	1,631	-24% ▼

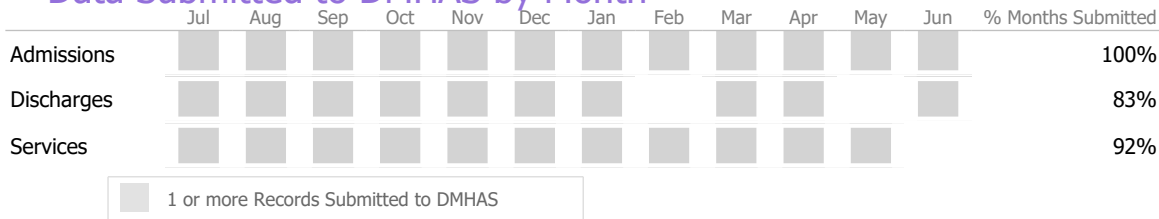
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	211	292	-28% ▼
Admits	83	153	-46% ▼
Discharges	110	177	-38% ▼
Service Hours	3,210	5,690	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	72%	83%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	29%	50%	23%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		152	70%	60%	67%	10%
Employed		67	31%	30%	22%	1%
Improved/Maintained Function Score		155	78%	75%	49%	3%
Stable Living Situation		170	78%	95%	78%	-17% ▼
Self Help		4	2%	60%	41%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		97	90%	90%	95%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		73	89%	75%	92%	14% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 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	32	38	-16% ▼
Admits	3	4	-25% ▼
Discharges	9	8	13% ▲
Service Hours	744	904	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
Valid TEDS Data	33%	74%
On-Time Periodic		
6 Month Updates	96%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	22%	50%	42%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	76%	55%	35%	21% ▲
Not Arrested		31	94%	75%	66%	19% ▲
Improved/Maintained Function Score		28	88%	75%	42%	13%
Stable Living Situation		31	94%	95%	68%	-1%
Employed		2	6%	50%	35%	-44% ▼
Self Help		0	0%	60%	18%	-60% ▼

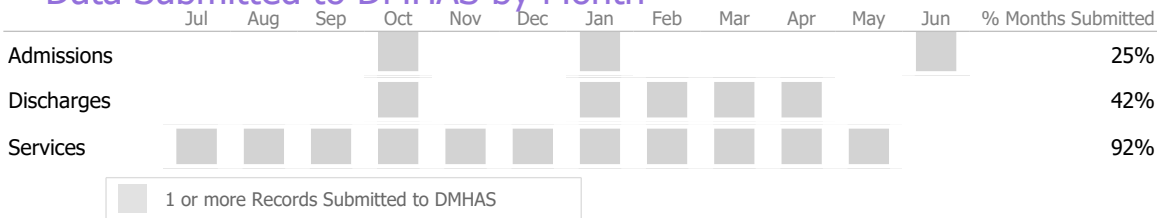
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		24	100%	90%	64%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	67%	75%	57%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 105 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	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
Valid TEDS Data	N/A	94%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	23%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	37%	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%	61%	-55% ▼
Employed		N/A	N/A	50%	41%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	11%	-75% ▼
Not Arrested		N/A	N/A	75%	85%	-75% ▼
Self Help		N/A	N/A	60%	43%	-60% ▼
Stable Living Situation		N/A	N/A	95%	70%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	102	-25% ▼
Admits	14	26	-46% ▼
Discharges	19	39	-51% ▼
Service Hours	1,092	1,308	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
Valid TEDS Data	48%	81%
On-Time Periodic		
6 Month Updates	74%	41%
Diagnosis		
Valid Axis I Diagnosis	97%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	42%	50%	37%	-8%

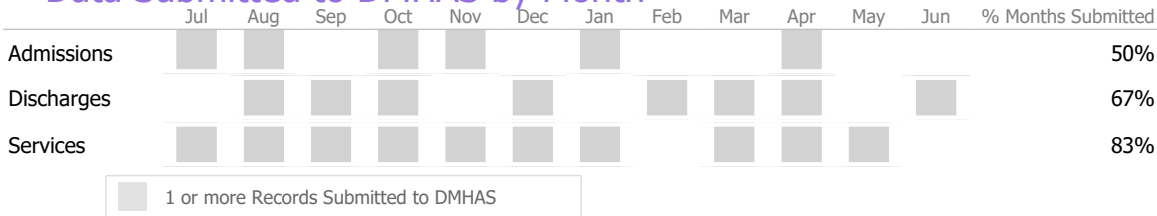
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		57	74%	55%	52%	19% ▲
Not Arrested		68	88%	75%	75%	13% ▲
Improved/Maintained Function Score		68	89%	75%	26%	14% ▲
Stable Living Situation		70	91%	95%	71%	-4%
Employed		9	12%	50%	32%	-38% ▼
Self Help		1	1%	60%	18%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		56	97%	90%	62%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

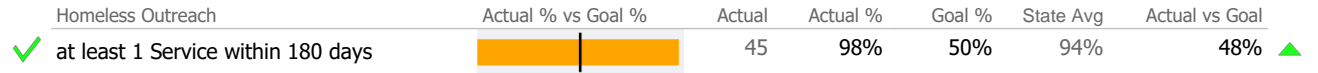
* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

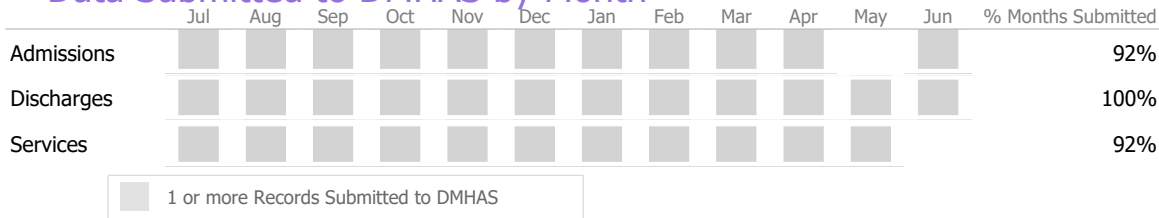
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	79	10% ▲
Admits	46	44	5%
Discharges	32	39	-18% ▼
Service Hours	1,764	1,051	68% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Next Steps

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	28	-39% ▼
Admits	2	10	-80% ▼
Discharges	2	13	-85% ▼
Service Hours	214	245	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	86%	3%

Service Utilization

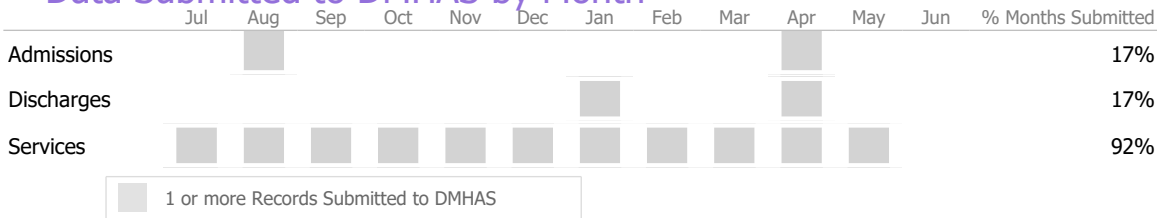
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	97%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		81% vs 97%

On-Time Periodic	Actual	State Avg
6 Month Updates		50% vs 81%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	252	240	5%
Admits	120	116	3%
Discharges	98	113	-13% ▼
Service Hours	2,734	2,543	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	31%	50%	40%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		228	90%	60%	66%	30% ▲
Employed		77	30%	30%	28%	0%
Stable Living Situation		229	90%	95%	78%	-5%
Improved/Maintained Function Score		158	76%	75%	33%	1% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		149	96%	90%	90%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		101	84%	75%	74%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 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	22	18	22% ▲
Admits	5	2	150% ▲
Discharges	3	1	200% ▲
Bed Days	5,970	5,970	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	75%	68%	-42% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	80%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	75%	-90% ▼

Recovery

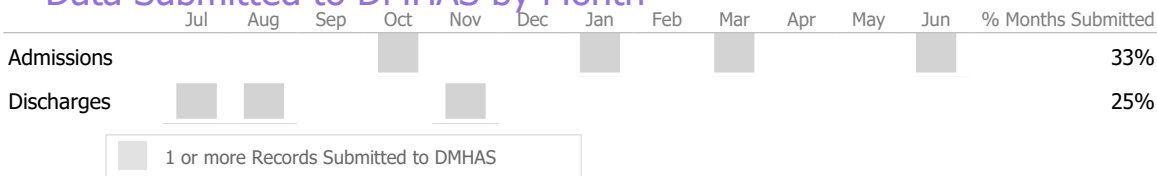
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		14	78%	75%	37%	3% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	2,204 days	0.2	102%	90%	92%	12% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active MH Intensive Res. Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	6	33% ▲
Admits	2	-	
Discharges	2	-	
Bed Days	2,148	2,190	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	68%	25% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	80%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	75%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		6	100%	75%	37%	25%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	2,107 days	0.2	98%	90%	92%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										■		■	17%
Discharges										■			8%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal



* State Avg based on 35 Active MH Intensive Res. Rehabilitation Programs

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

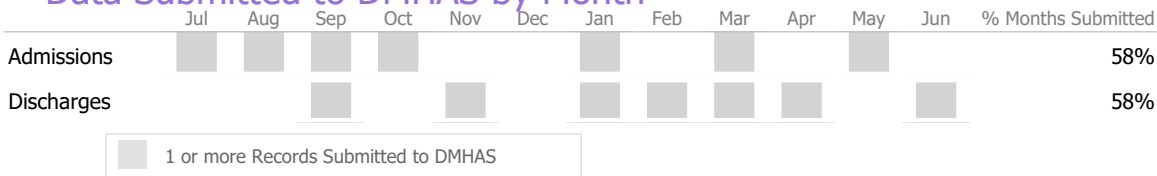
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	19	42% ▲
Admits	14	8	75% ▲
Discharges	14	6	133% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	2	100% ▲
Admits	2	-	
Discharges	1	-	
Service Hours	5	1	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	65%	-50% ▼

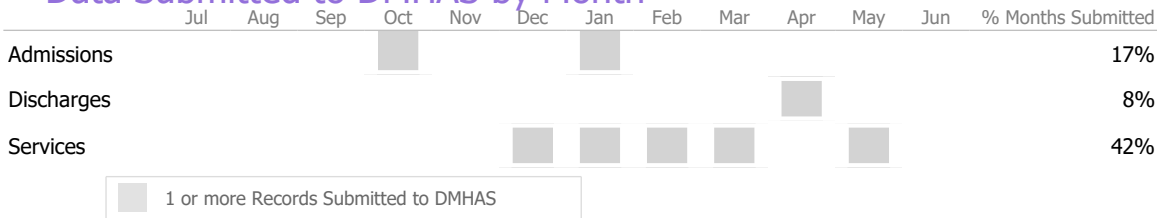
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	100%	80%	79%	20% ▲
Employed		0	0%	20%	22%	-20% ▼
Social Support		1	25%	60%	74%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	67%	90%	89%	-23% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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

Supportive Housing Scattered Sites

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	78	0%
Admits	9	12	-25% ▼
Discharges	7	9	-22% ▼
Service Hours	829	1,290	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		63	81%	85%	86%	-4%

Service Utilization

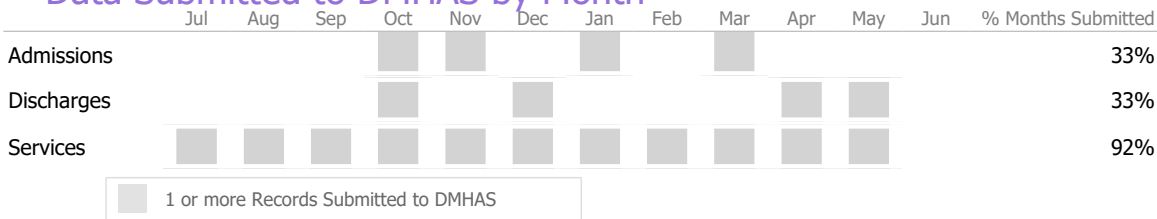
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	93%	90%	97%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

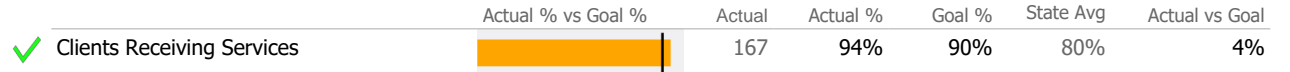
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

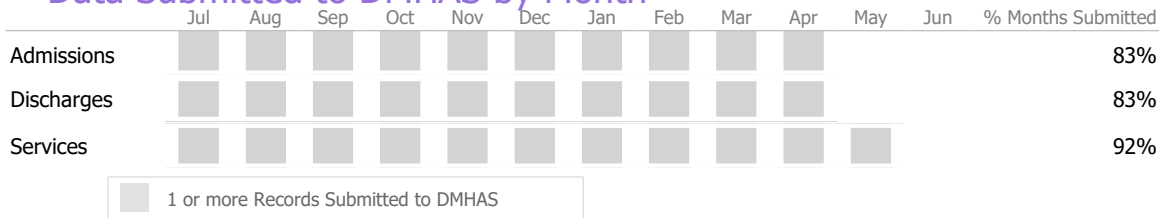
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	266	250	6%
Admits	98	90	9%
Discharges	94	81	16% ▲
Service Hours	7,657	7,984	-4%
Social Rehab/PHP/IOP Days	5,204	4,923	6%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	9	12	-25% ▼
Discharges	8	9	-11% ▼
Bed Days	7,381	7,072	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic		
6 Month Updates	82%	77%
Diagnosis		
Valid Axis I Diagnosis	87%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	75%	68%	13% ▲
● No Re-admit within 30 Days of Discharge		6	75%	85%	80%	-10%
● Follow-up within 30 Days of Discharge		3	43%	90%	75%	-47% ▼

Recovery

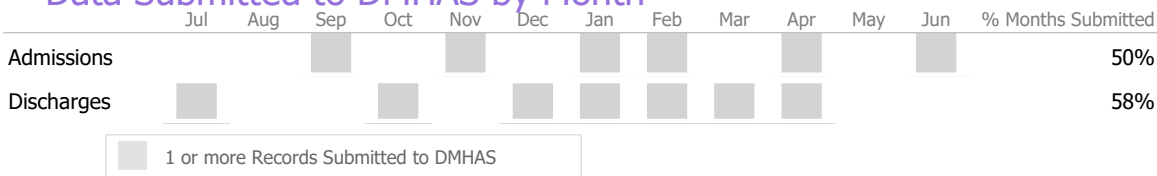
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		19	76%	75%	37%	1% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	913 days	0.2	135%	90%	92%	45% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 35 Active MH Intensive Res. Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	17	18% ▲
Admits	12	10	20% ▲
Discharges	6	10	-40% ▼
Bed Days	4,019	3,083	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	60%	67%	-10% ▼
Follow-up within 30 Days of Discharge		3	100%	90%	77%	10%

Recovery

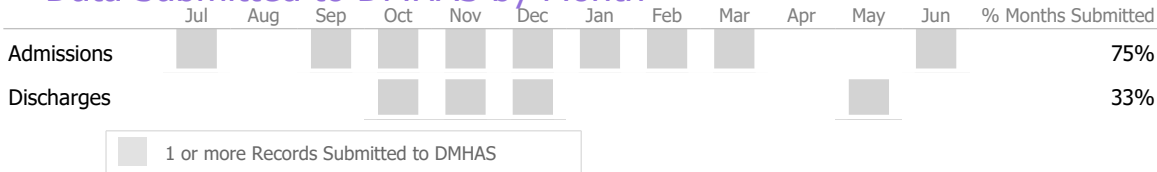
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	95%	60%	85%	35% ▲
Employed		7	35%	25%	14%	10%
Stable Living Situation		18	90%	95%	94%	-5%
Improved/Maintained Function Score		8	53%	95%	47%	-42% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	503 days	0.1	138%	90%	95%	48% ▲

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Supervised Apartments Programs

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