

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	7,710	8,283	-7%
	Admits	1,633	1,948	-16% ▼
	Discharges	1,808	2,114	-14% ▼
	Service Hours	17,498	17,428	0%
	Bed Days	5,421	6,021	-10%
	S.Rehab/PHP/IOP	1,929	1,597	21% ▲

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

Consumer Satisfaction Survey

(Based on 1,151 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Overall		92%	80%	91%
✓ Access		92%	80%	88%
✓ General Satisfaction		91%	80%	92%
✓ Outcome		82%	80%	83%
● Recovery		79%	80%	79%



Clients by Level of Care

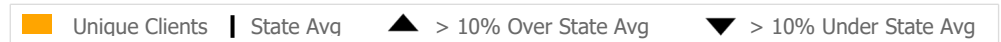
Program Type	Level of Care Type	#	%
Mental Health	Outpatient	5,242	57.1%
	Social Rehabilitation	483	5.3%
	Community Support	262	2.9%
	Crisis Services	211	2.3%
	Case Management	142	1.5%
	ACT	124	1.4%
	Employment Services	116	1.3%
	IOP	32	0.3%
	Residential Services	30	0.3%
	Addiction	Outpatient	1,006
Medication Assisted Treatment		438	4.8%
Recovery Support		170	1.9%
Residential Services		115	1.3%
Forensics Community-based		29	0.3%
Forensic SA		Forensics Community-based	523
	Forensic MH	Forensics Community-based	252

Client Demographics

Age	#	%	State Avg
18-25	809	10%	8%
26-34	1,616	21%	18%
35-44	1,727	22%	24%
45-54	1,269	16%	19%
55-64	1,414	18%	20%
65+	874	11%	11%

Gender	#	%	State Avg
Male	4,046	53%	58%
Female	3,640	47%	42%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	5,336	69%	60%
Black/African American	1,026	13%	17%
Other	661	9%	12%
Unknown	466	6%	8%
Asian	95	1%	1%
Am. Indian/Native Alaskan	93	1%	1%
Hawaiian/Other Pacific Islander	23	0%	0%
Multiple Races	10	0%	1%



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	47	-23% ▼
Admits	1	-	
Discharges	3	3	0%
Service Hours	589	538	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	28%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	65%	61%	-32% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	84%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	31%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		31	86%	60%	89%	26% ▲
Social Support		28	78%	60%	77%	18% ▲
Employed		2	6%	15%	14%	-9%
Improved/Maintained Function Score		1	3%	85%	26%	-82% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	97%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	31	3%
Admits	26	22	18% ▲
Discharges	30	24	25% ▲
Service Hours	-	1	-100% ▼
Social Rehab/PHP/IOP Days	267	212	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	94%
On-Time Periodic 6 Month Updates	N/A	0%
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		25	83%	50%	71%	33% ▲
● Follow-up within 30 Days of Discharge		20	80%	90%	66%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		13	34%	30%	29%	4%
✓ Improved/Maintained Function Score		30	100%	75%	61%	25% ▲
● Social Support		19	50%	60%	62%	-10%
● Stable Living Situation		30	79%	95%	74%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	30%	10%

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 3 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	626	627	0%
Admits	77	86	-10%
Discharges	96	100	-4%
Service Hours	1,335	1,346	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		93	97%	50%	37%	47% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		208	33%	30%	23%	3%
● Stable Living Situation		499	79%	95%	71%	-16% ▼
● Social Support		245	39%	60%	62%	-21% ▼
● Improved/Maintained Function Score		316	62%	75%	35%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		413	78%	90%	79%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		58	76%	75%	61%	1%

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 75 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,848	2,044	-10%
Admits	234	327	-28% ▼
Discharges	284	308	-8%
Service Hours	2,985	3,509	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	49%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		157	55%	50%	37%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		620	33%	30%	23%	3%
● Stable Living Situation		1,531	82%	95%	71%	-13% ▼
● Social Support		558	30%	60%	62%	-30% ▼
● Improved/Maintained Function Score		645	42%	75%	35%	-33% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1,316	84%	90%	79%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		200	86%	75%	61%	11% ▲

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 75 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,866	3,229	-11% ▼
Admits	251	358	-30% ▼
Discharges	400	365	10%
Service Hours	4,462	4,179	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	30%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		93	23%	50%	37%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		778	27%	30%	23%	-3%
Stable Living Situation		2,031	70%	95%	71%	-25% ▼
Social Support		826	29%	60%	62%	-31% ▼
Improved/Maintained Function Score		465	19%	75%	35%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,818	73%	90%	79%	-17% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		219	87%	75%	61%	12% ▲

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 75 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	7	-57% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	276	521	-47% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	99%
On-Time Periodic		
6 Month Updates	67%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	76%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	67%	75%	39%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,021 days	1.7	60%	90%	88%	-30% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

> 10% Over < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 37 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	15	38	-62% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	100%	85%	91%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		8	89%	90%	94%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%

On-Time Periodic		Actual	State Avg
●	6 Month Updates		79%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	78	36	115% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	91%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		79%

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 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	38	13% ▲
Admits	6	3	100% ▲
Discharges	3	5	-40% ▼
Service Hours	1,193	692	72% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	48%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	65%	61%	35% ▲
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	84%	15% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	31%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		41	95%	60%	89%	35% ▲
✓ Social Support		35	81%	60%	77%	21% ▲
● Employed		1	2%	15%	14%	-13% ▼
● Improved/Maintained Function Score		5	17%	85%	26%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	97%	10%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Assertive Community Treatment 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
On-Time Periodic		
6 Month Updates		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

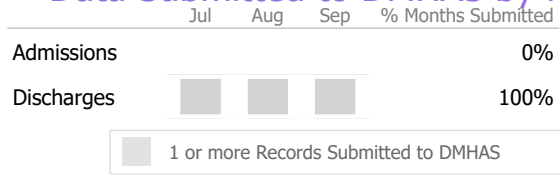
Actual Goal Goal Met Below Goal

* State Avg based on 0 Active Intensive Res. Rehabilitation 3.8 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	54	-59% ▼
Admits	-	15	-100% ▼
Discharges	15	25	-40% ▼

Data Submitted to DMHAS by Month



* State Avg based on 12 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	140	41% ▲
Admits	203	156	30% ▲
Discharges	124	156	-21% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		175	88%	75%	78%	13% ▲
✓ Community Location Evaluation		186	94%	80%	82%	14% ▲
✓ Follow-up Service within 48 hours		137	92%	90%	85%	2%

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 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	40	10%
Admits	7	3	133% ▲
Discharges	4	4	0%
Service Hours	369	221	67% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	34%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	65%	53%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		42	95%	80%	87%	15% ▲
Employed		6	14%	20%	14%	-6%
Social Support		23	52%	60%	79%	-8%
Improved/Maintained Function Score		14	39%	65%	50%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	100%	90%	93%	10%

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 35 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	182	-26% ▼
Admits	30	5	500% ▲
Discharges	27	57	-53% ▼
Service Hours	999	1,193	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	92%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	52%	65%	53%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		125	93%	80%	87%	13% ▲
Employed		12	9%	20%	14%	-11% ▼
Social Support		56	42%	60%	79%	-18% ▼
Improved/Maintained Function Score		15	16%	65%	50%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		105	98%	90%	93%	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 35 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	84	4%
Admits	21	2	950% ▲
Discharges	4	25	-84% ▼
Service Hours	978	762	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	53%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		79	90%	80%	87%	10%
Employed		15	17%	20%	14%	-3%
Social Support		33	38%	60%	79%	-22% ▼
Improved/Maintained Function Score		20	38%	65%	50%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		82	98%	90%	93%	8%

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 35 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	444	372	19% ▲
Admits	129	125	3%
Discharges	95	148	-36% ▼
Service Hours	1,155	887	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
Valid TEDS Data	75%	76%
On-Time Periodic		
6 Month Updates	63%	11%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		40	42%	50%	51%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		401	88%	75%	48%	13% ▲
Employed		214	47%	50%	25%	-3%
Stable Living Situation		383	84%	95%	49%	-11% ▼
Abstinence/Reduced Drug Use		196	43%	55%	24%	-12% ▼
Improved/Maintained Function Score		199	78%	75%	30%	3%
Self Help		60	13%	60%	14%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		286	79%	90%	32%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		117	91%	75%	49%	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 103 Active Standard Outpatient Programs

Enfield Methadone Maintenance

Community Health Resources Inc.

Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 27, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	216	232	-7%
Admits	21	31	-32% ▼
Discharges	33	27	22% ▲
Service Hours	309	300	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	81%
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		22	67%	50%	58%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		151	69%	50%	64%	19% ▲
✓ Not Arrested		195	89%	75%	90%	14% ▲
✓ Employed		99	45%	40%	39%	5%
✓ Stable Living Situation		200	92%	90%	87%	2%
✓ Improved/Maintained Function Score		146	84%	75%	46%	9%
○ Self Help		36	17%	60%	46%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		181	98%	90%	81%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		149	69%	50%	73%	19% ▲

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 37 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	3	-	
Discharges	-	-	
Bed Days	38	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	76%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		N/A	N/A	75%	39%	-75%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	12 days	2.0	7%	90%	88%	-83%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active MH Intensive Res. Rehabilitation Programs

Program Activity

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

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 52 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	34	11	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		6	86%	85%	85%	1%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		6	86%	90%	87%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	47	47	-1%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		18	100%	85%	85%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	94%	90%	87%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

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

HUD SHP - 298

Community Health Resources Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	74	61	22% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		10	100%	85%	85%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		10	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 118 Active Supportive Housing – Scattered Site Programs

Jail Diversion - Enfield 617-341

Community Health Resources Inc.

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

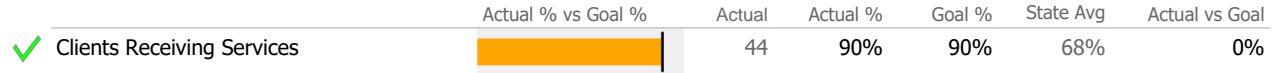
Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 27, 2023)

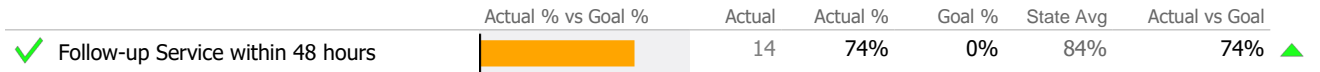
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	163	-31% ▼
Admits	62	110	-44% ▼
Discharges	72	77	-6%
Service Hours	106	230	-54% ▼

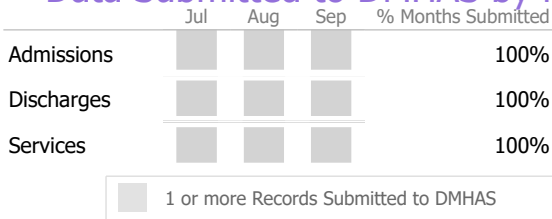
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

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

Jail Diversion - Manchester 606-341

Community Health Resources Inc.

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

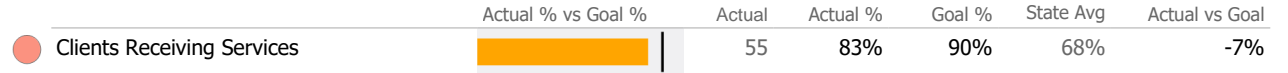
Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 27, 2023)

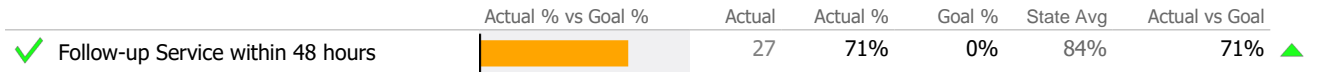
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	86	66% ▲
Admits	78	31	152% ▲
Discharges	80	34	135% ▲
Service Hours	90	53	70% ▲

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	3	8	-63% ▼
Admits	-	-	
Discharges	-	4	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 100%
Valid TEDS Data		N/A 100%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 15%
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		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	67%	75%	19%	-8%
Not Arrested		2	67%	75%	53%	-8%
Stable Living Situation		2	67%	95%	47%	-28% ▼
Employed		0	0%	50%	32%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	35%	-55% ▼
Self Help		0	0%	60%	41%	-60% ▼

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	50	38	32% ▲
Admits	1	6	-83% ▼
Discharges	1	8	-88% ▼
Service Hours	115	81	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	57%
On-Time Periodic		
6 Month Updates	29%	41%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		26	52%	55%	50%	-3%
Not Arrested		35	70%	75%	62%	-5%
Employed		15	30%	50%	28%	-20% ▼
Stable Living Situation		30	60%	95%	59%	-35% ▼
Self Help		10	20%	60%	15%	-40% ▼
Improved/Maintained Function Score		14	40%	75%	22%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		42	86%	90%	51%	-4%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Milestone

Community Health Resources Inc.

Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 27, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	55	9%
Admits	54	45	20% ▲
Discharges	49	46	7%
Bed Days	904	1,080	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
Valid TEDS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
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		39	80%	50%	83%	30% ▲
✓ No Re-admit within 30 Days of Discharge		44	90%	85%	90%	5%
● Follow-up within 30 Days of Discharge		15	38%	90%	55%	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		48	98%	75%	99%	23% ▲
✓ Abstinence/Reduced Drug Use		42	70%	70%	61%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	19 days	0.3	61%	90%	84%	-29% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

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 3 Active SA Intensive Residential - Enhanced Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	7	5	40% ▲
Discharges	4	2	100% ▲
Bed Days	299	387	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
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		2	50%	70%	70%	-20% ▼
No Re-admit within 30 Days of Discharge		3	75%	85%	90%	-10%
Follow-up within 30 Days of Discharge		1	50%	90%	60%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		3	30%	70%	61%	-40% ▼
Improved/Maintained Function Score		4	100%	95%	86%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	64 days	0.8	41%	90%	68%	-49% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

Next Steps Manchester

Community Health Resources Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 27, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	26	4%
Admits	-	1	-100% ▼
Discharges	3	-	
Service Hours	119	205	-42% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		23	85%	85%	85%	0%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		24	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	58%	76%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	4	275% ▲
Admits	6	2	200% ▲
Discharges	1	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	69%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	80%	82%	20% ▲
● Employed		0	0%	20%	17%	-20% ▼
● Social Support		3	20%	60%	74%	-40% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	-	
Discharges	-	-	
Bed Days	672	736	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	78%
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		N/A	N/A	80%	79%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	88%	60%	86%	28% ▲
Stable Living Situation		8	100%	90%	96%	10%
Improved/Maintained Function Score		3	75%	95%	46%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	496 days	1.0	91%	90%	80%	1%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 22 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	16	18	-11% ▼
Discharges	15	15	0%
Bed Days	658	588	12% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	80%	85%	77%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	53 days	0.5	72%	90%	64%	-18% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	186	-36% ▼
Admits	51	69	-26% ▼
Discharges	43	77	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
Valid TEDS Data	82%	76%
On-Time Periodic		
6 Month Updates	41%	11%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	84%	50%	51%	34% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		93	77%	75%	48%	2%
✓ Employed		64	53%	50%	25%	3%
● Stable Living Situation		104	86%	95%	49%	-9%
● Abstinence/Reduced Drug Use		50	41%	55%	24%	-14% ▼
● Improved/Maintained Function Score		43	66%	75%	30%	-9%
● Self Help		15	12%	60%	14%	-48% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		39	80%	75%	49%	5%

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

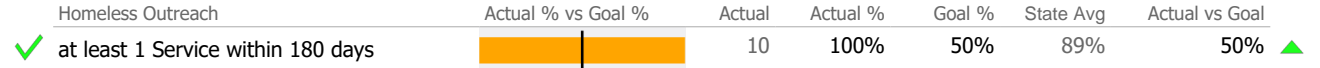
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 103 Active Standard Outpatient Programs

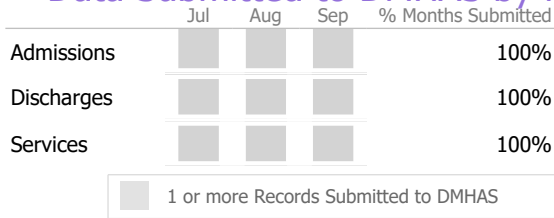
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	26	-8%
Admits	10	13	-23% ▼
Discharges	4	5	-20% ▼
Service Hours	144	58	151% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 52 Active Outreach & Engagement Programs

Peer Navigators

Community Health Resources Inc.

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 27, 2023)

Program Activity

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

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 24 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	-	-	
Discharges	1	-	
Service Hours	73	110	-34% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		14	93%	85%	85%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		14	100%	90%	87%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

Data Submitted to DMHAS by Month

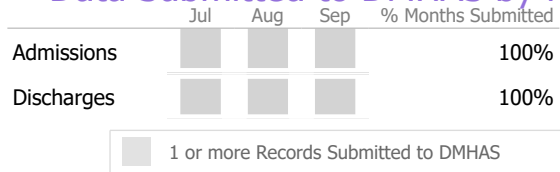


* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	503	391	29% ▲
Admits	57	113	-50% ▼
Discharges	45	18	150% ▲

Data Submitted to DMHAS by Month

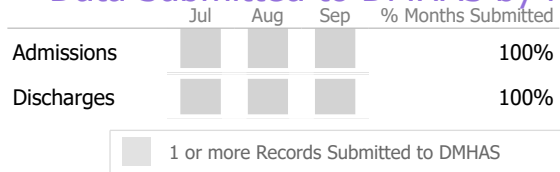


* State Avg based on 12 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	170	209	-19% ▼
Admits	8	27	-70% ▼
Discharges	20	19	5%

Data Submitted to DMHAS by Month



* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	19	-26% ▼
Admits	12	22	-45% ▼
Discharges	12	19	-37% ▼
Bed Days	288	202	43% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		11	92%	85%	86%	7%
✓ Follow-up within 30 Days of Discharge		11	100%	90%	70%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	59 days	0.4	52%	90%	52%	-38% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on 11 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	29	-3%
Admits	18	15	20% ▲
Discharges	17	18	-6%
Bed Days	955	995	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%
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		15	88%	70%	70%	18% ▲
✓ No Re-admit within 30 Days of Discharge		15	88%	85%	90%	3%
● Follow-up within 30 Days of Discharge		5	33%	90%	60%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		25	89%	70%	61%	19% ▲
● Improved/Maintained Function Score		16	94%	95%	86%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		13	54 days	0.5	80%	90%	68%	-10%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

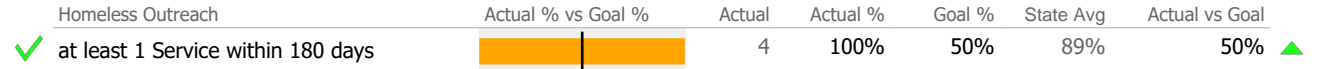
▲ > 10% Over ▼ < 10% Under

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

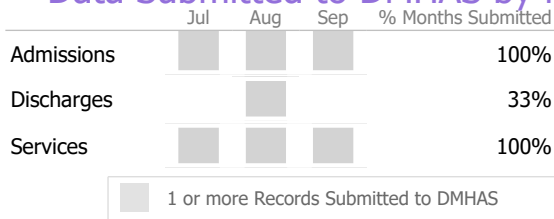
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	17	-18% ▼
Admits	4	1	300% ▲
Discharges	1	3	-67% ▼
Service Hours	20	8	137% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 52 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	170	163	4%
Admits	69	64	8%
Discharges	72	68	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	99%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	43%	81%
Diagnosis		
Valid Axis I Diagnosis	98%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	65%	50%	58%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		135	78%	50%	64%	28% ▲
● Not Arrested		108	63%	75%	90%	-12% ▼
● Improved/Maintained Function Score		73	72%	75%	46%	-3%
● Self Help		37	22%	60%	46%	-38% ▼
● Employed		0	0%	40%	39%	-40% ▼
● Stable Living Situation		4	2%	90%	87%	-88% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Length of Stay over 1 Year		15	9%	50%	73%	-41% ▼

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 37 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	76%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	39%	-75%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				6	3,536 days	1.0	100%	90%	88%	10%

■ < 90%
 ■ 90-110%
 ■ >110%

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 37 Active MH Intensive Res. Rehabilitation Programs

Supported Employment Enfield

Community Health Resources Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 27, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	49	8%
Admits	15	14	7%
Discharges	14	16	-13% ▼
Service Hours	193	187	3%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		22	42%	35%	41%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		38	97%	90%	88%	7%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data		99% 94%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates		78% 76%

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 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	43	47% ▲
Admits	18	2	800% ▲
Discharges	11	4	175% ▲
Service Hours	201	159	26% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		30	48%	35%	41%	13% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		49	94%	90%	88%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

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

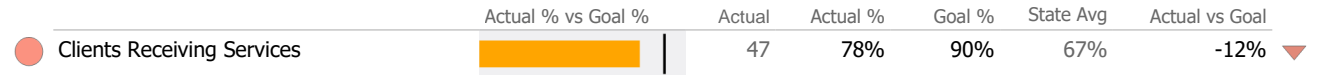
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

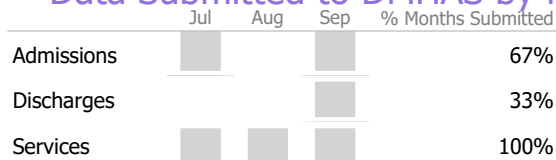
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	73	-15% ▼
Admits	6	6	0%
Discharges	2	1	100% ▲
Service Hours	44	21	114% ▲
Social Rehab/PHP/IOP Days	668	505	32% ▲

Service Utilization



Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

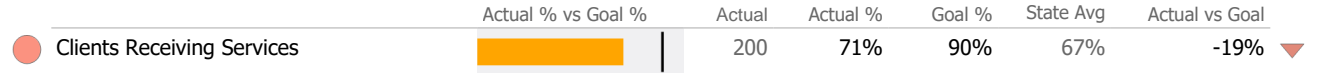
Actual | Goal Goal Met Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	422	458	-8%
Admits	48	56	-14% ▼
Discharges	153	174	-12% ▼
Service Hours	1	3	-79% ▼
Social Rehab/PHP/IOP Days	994	880	13% ▲

Service Utilization



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

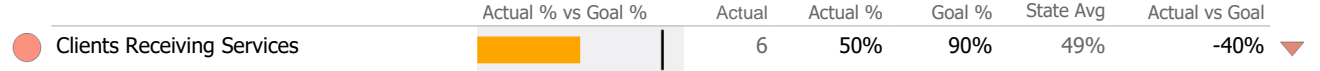
Actual | Goal Goal Met Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	1	2000% ▲
Admits	9	1	800% ▲
Discharges	9	-	
Service Hours	3	-	

Service Utilization

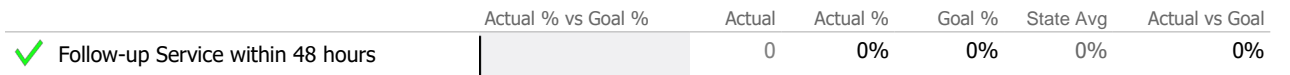


Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%

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 4 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	5	-	
Discharges	4	-	
Service Hours		-	

Data Submission Quality

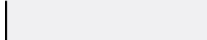
Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100%






Service Utilization


	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	80%	90%	49%	-10%

Jail Diversion

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

Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	1	1	0%
Discharges	2	-	-
Bed Days	775	838	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	60%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	50%	60%	71%	-10% ▼
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
Employed		4	40%	25%	13%	15% ▲
Social Support		6	60%	60%	84%	0%
Stable Living Situation		9	90%	95%	93%	-5%
Improved/Maintained Function Score		2	29%	95%	51%	-66% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				9	370 days	0.9	94%	90%	94%	4%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 84 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	454	475	-4%
Admits	56	93	-40% ▼
Discharges	33	119	-72% ▼
Service Hours	501	744	-33% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	89%
Valid TEDS Data	61%	76%
On-Time Periodic		
6 Month Updates	24%	11%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	15%	50%	51%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		367	81%	75%	48%	6%
Employed		152	33%	50%	25%	-17% ▼
Stable Living Situation		342	75%	95%	49%	-20% ▼
Abstinence/Reduced Drug Use		143	31%	55%	24%	-24% ▼
Self Help		95	21%	60%	14%	-39% ▼
Improved/Maintained Function Score		130	40%	75%	30%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		231	55%	90%	32%	-35% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		51	91%	75%	49%	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 103 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	39	-38% ▼
Admits	8	2	300% ▲
Discharges	1	10	-90% ▼
Service Hours	603	684	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	83%	88%
Diagnosis		
Valid Axis I Diagnosis	96%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	65%	61%	35% ▲
● No Re-admit within 30 Days of Discharge		0	0%	85%	84%	-85% ▼
● Follow-up within 30 Days of Discharge		0	0%	90%	31%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		13	52%	15%	14%	37% ▲
✓ Stable Living Situation		22	88%	60%	89%	28% ▲
✓ Social Support		20	80%	60%	77%	20% ▲
● Improved/Maintained Function Score		5	38%	85%	26%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	97%	6%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	3	-	
Discharges	4	1	300% ▲
Service Hours	662	669	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	47%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	61%	-65% ▼
No Re-admit within 30 Days of Discharge		3	75%	85%	84%	-10%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	31%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		20	91%	60%	89%	31% ▲
Social Support		18	82%	60%	77%	22% ▲
Employed		4	18%	15%	14%	3%
Improved/Maintained Function Score		6	32%	85%	26%	-53% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	94%	90%	97%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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