

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,718	2,591	5%
	Admits	2,093	1,980	6%
	Discharges	2,296	1,980	16% ▲
	Service Hours	10,261	10,399	-1%
	Bed Days	9,849	13,538	-27% ▼

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

Consumer Satisfaction Survey

(Based on 294 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		88%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Respect		88%	80%	91%
✓ Participation in Treatment		87%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
● Access		79%	80%	88%
● Recovery		74%	80%	79%
● Outcome		74%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,113	30.9%
	Intake	613	17.0%
	Community Support	275	7.6%
	Employment Services	100	2.8%
	Crisis Services	96	2.7%
	Social Rehabilitation	72	2.0%
	ACT	42	1.2%
	Consultation	30	0.8%
	Case Management	26	0.7%
	Residential Services	20	0.6%
Addiction	Residential Services	593	16.5%
	Outpatient	401	11.1%
	Case Management	111	3.1%
	Employment Services	73	2.0%
Forensic SA	Forensics Community-based	37	1.0%

Client Demographics

Age	#	%	State Avg
18-25	276	10%	8%
26-34	518	19%	18%
35-44	696	26%	24%
45-54	492	18%	19%
55-64	513	19%	20%
65+	219	8%	11%

Gender	#	%	State Avg
Male	1,550	57%	58%
Female	1,165	43%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,492	55%	66%
Hispanic-Other	704	26%	10%
Unknown	470	17%	13%
Hisp-Puerto Rican	50	2%	11%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban			0%

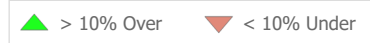
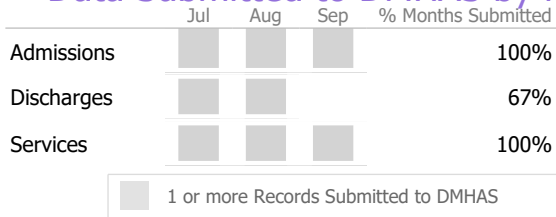
Race	#	%	State Avg
White/Caucasian	1,196	44%	60%
Unknown	684	25%	8%
Black/African American	664	24%	17%
Hawaiian/Other Pacific Islander	80	3%	0%
Multiple Races	43	2%	1%
Asian	23	1%	1%
Am. Indian/Native Alaskan	17	1%	1%
Other	11	0%	12%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	22	36% ▲
Admits	13	-	
Discharges	7	-	
Service Hours	28	-	

Data Submitted to DMHAS by Month



* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	4	2	100% ▲
Discharges	3	3	0%
Service Hours	681	596	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		2	67%	65%	61%	2%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	84%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	31%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		30	100%	60%	77%	40% ▲
✓ Stable Living Situation		29	97%	60%	89%	37% ▲
✓ Improved/Maintained Function Score		26	100%	85%	26%	15% ▲
● Employed		2	7%	15%	14%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	97%	10%

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 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	613	510	20% ▲
Admits	655	527	24% ▲
Discharges	655	528	24% ▲
Service Hours	604	497	22% ▲

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 15 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	362	351	3%
Admits	32	9	256% ▲
Discharges	30	31	-3%
Service Hours	1,458	1,411	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	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		27	90%	50%	37%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		359	99%	60%	62%	39% ▲
✓ Improved/Maintained Function Score		309	98%	75%	35%	23% ▲
● Stable Living Situation		334	92%	95%	71%	-3%
● Employed		63	17%	30%	23%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		326	98%	90%	79%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		30	94%	75%	61%	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 75 Active Standard Outpatient Programs

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

Career Opportunities

InterCommunity 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 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100	84	19% ▲
Admits	30	20	50% ▲
Discharges	16	17	-6%
Service Hours	665	690	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		27	27%	35%	41%	-8%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		63	75%	90%	88%	-15% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	23	13% ▲
Admits	15	13	15% ▲
Discharges	11	12	-8%
Service Hours	-	-	
Bed Days	1,107	2,206	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	88%
Valid TEDS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
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		4	36%	85%	66%	-49% ▼
No Re-admit within 30 Days of Discharge		10	91%	85%	86%	6%
Follow-up within 30 Days of Discharge		2	50%	90%	72%	-40% ▼

Recovery

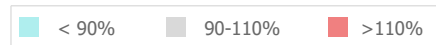
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		10	38%	60%	32%	-22% ▼
Improved/Maintained Function Score		6	55%	75%	80%	-20% ▼
Abstinence/Reduced Drug Use		0	0%	70%	74%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	93%	90%	77%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	83 days	0.5	93%	90%	71%	3%



* State Avg based on 7 Active Transitional/Halfway House 3.1 Programs

Data Submitted to DMHAS by Month

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

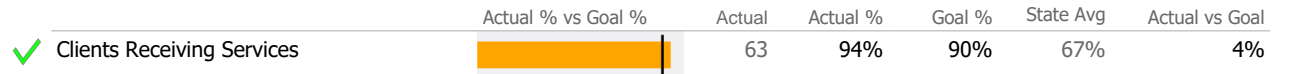
1 or more Records Submitted to DMHAS

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

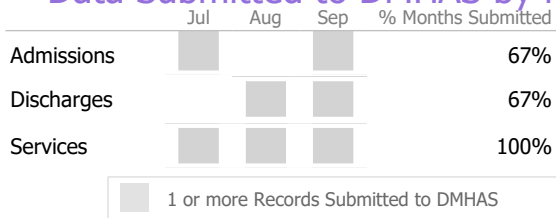
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	96	-25% ▼
Admits	3	5	-40% ▼
Discharges	5	-	
Service Hours	238	213	12% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	19	-11% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	1,564	1,564	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

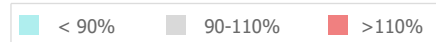
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	84%	40% ▲
✓ Improved/Maintained Function Score		16	100%	95%	51%	5%
● Stable Living Situation		16	94%	95%	93%	-1%
● Employed		1	6%	25%	13%	-19% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,330 days	1.0	100%	90%	95%	10%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on 84 Active Supervised Apartments Programs

Variances 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	11	5	120% ▲
Discharges	10	9	11% ▲
Service Hours	-	-	
Bed Days	659	585	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	94%
Valid TEDS Data	90%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	30%	70%	70%	-40% ▼
● No Re-admit within 30 Days of Discharge		3	30%	85%	90%	-55% ▼
✓ Follow-up within 30 Days of Discharge		3	100%	90%	60%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		3	18%	70%	61%	-52% ▼
● Improved/Maintained Function Score		8	80%	95%	86%	-15% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate				10	87 days	0.7	72%	90%	68%	-18% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	57	68% ▲
Admits	115	61	89% ▲
Discharges	115	61	89% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		101	90%	75%	78%	15% ▲
✓ Community Location Evaluation		112	100%	80%	82%	20% ▲
✓ Follow-up Service within 48 hours		96	99%	90%	85%	9%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	275	296	-7%
Admits	36	39	-8%
Discharges	59	46	28% ▲
Service Hours	2,415	3,088	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	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		48	81%	65%	53%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		275	99%	60%	79%	39% ▲
✓ Improved/Maintained Function Score		216	97%	65%	50%	32% ▲
✓ Stable Living Situation		243	88%	80%	87%	8%
● Employed		48	17%	20%	14%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		213	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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	66	-8%
Admits	8	17	-53% ▼
Discharges	10	16	-38% ▼
Service Hours	481	525	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	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		5	50%	50%	37%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		60	98%	60%	62%	38% ▲
✓ Employed		25	41%	30%	23%	11% ▲
● Stable Living Situation		52	85%	95%	71%	-10%
✓ Improved/Maintained Function Score		34	92%	75%	35%	17% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	98%	90%	79%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	100%	75%	61%	25% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

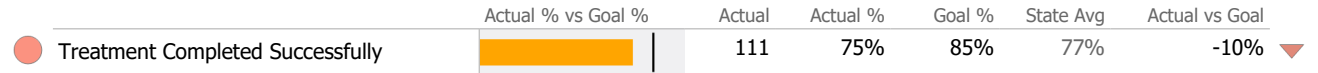
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 75 Active Standard Outpatient Programs

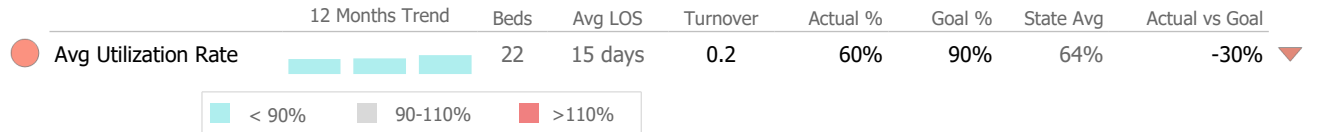
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	133	8%
Admits	148	140	6%
Discharges	148	140	6%
Bed Days	1,218	1,069	14% ▲

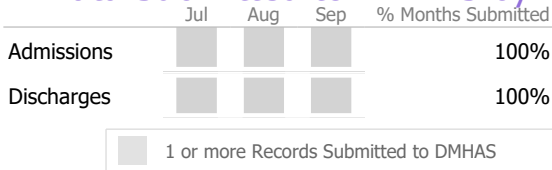
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26		
Admits	10	-	
Discharges	8	-	
Service Hours	38	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	75%	50%	69%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	96%	60%	74%	36% ▲
✓ Stable Living Situation		25	96%	80%	82%	16% ▲
● Employed		0	0%	20%	17%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	83%	90%	78%	-7%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 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	311	270	15% ▲
Admits	65	99	-34% ▼
Discharges	144	71	103% ▲
Service Hours	351	452	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	89%
Valid TEDS Data	64%	76%
On-Time Periodic		
6 Month Updates	48%	11%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		114	79%	50%	51%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		215	68%	75%	48%	-7%
● Stable Living Situation		248	79%	95%	49%	-16% ▼
● Employed		74	24%	50%	25%	-26% ▼
● Self Help		81	26%	60%	14%	-34% ▼
● Improved/Maintained Function Score		102	46%	75%	30%	-29% ▼
● Abstinence/Reduced Drug Use		13	4%	55%	24%	-51% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		120	71%	90%	32%	-19% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		31	48%	75%	49%	-27% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	747	818	-9%
Admits	243	265	-8%
Discharges	320	287	11% ▲
Service Hours	2,184	1,935	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	63%	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		212	66%	50%	37%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		761	99%	60%	62%	39% ▲
✓ Employed		273	36%	30%	23%	6%
● Stable Living Situation		683	89%	95%	71%	-6%
● Improved/Maintained Function Score		295	70%	75%	35%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		331	74%	90%	79%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		170	71%	75%	61%	-4%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 75 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	95	78	22% ▲
Admits	6	19	-68% ▼
Discharges	51	3	1600% ▲
Service Hours	411	291	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	89%
Valid TEDS Data	88%	76%
On-Time Periodic		
6 Month Updates	94%	11%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	10%	50%	51%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		62	65%	75%	48%	-10%
Stable Living Situation		79	83%	95%	49%	-12% ▼
Improved/Maintained Function Score		49	59%	75%	30%	-16% ▼
Employed		18	19%	50%	25%	-31% ▼
Self Help		25	26%	60%	14%	-34% ▼
Abstinence/Reduced Drug Use		11	12%	55%	24%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	93%	90%	32%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	83%	75%	49%	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

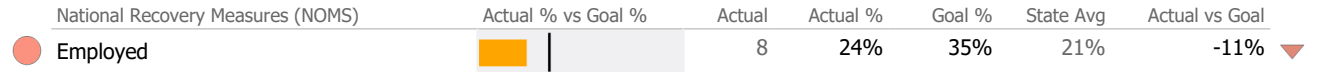
* State Avg based on 103 Active Standard Outpatient Programs

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

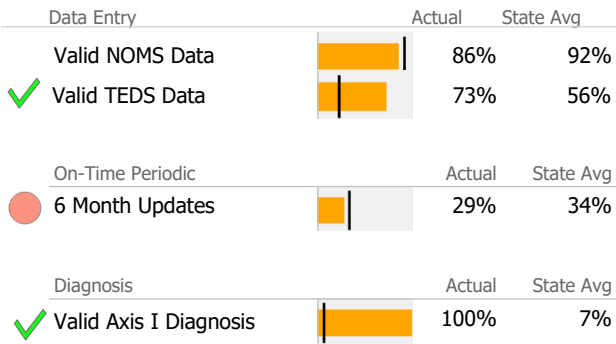
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	37	-14% ▼
Admits	11	7	57% ▲
Discharges	9	13	-31% ▼

Recovery



Data Submission Quality



Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 9 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	448	457	-2%
Admits	505	517	-2%
Discharges	502	523	-4%
Bed Days	1,953	2,169	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	92%
Valid TEDS Data	97%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		294	59%	80%	74%	-21% ▼
No Re-admit within 30 Days of Discharge		371	74%	85%	77%	-11% ▼
Follow-up within 30 Days of Discharge		141	48%	90%	49%	-42% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				24	4 days	0.1	88%	90%	127%	-2%

■ < 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

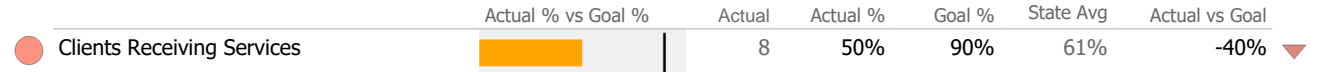
* State Avg based on 6 Active Medically Monitored Detox 3.7D Programs

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

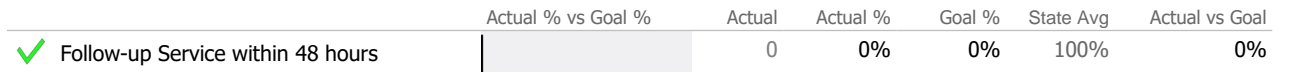
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	46	-20% ▼
Admits	20	34	-41% ▼
Discharges	21	29	-28% ▼
Service Hours	21	34	-40% ▼

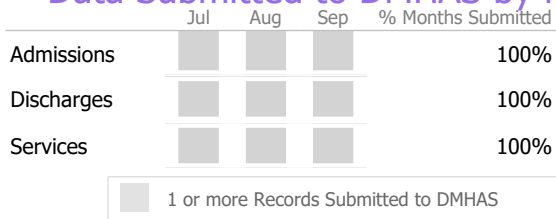
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 5 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	124	146	-15% ▼
Admits	101	123	-18% ▼
Discharges	104	128	-19% ▼
Bed Days	2,237	4,871	-54% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	93%
Valid TEDS Data	94%	95%
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		81	78%	80%	79%	-2%
✓ No Re-admit within 30 Days of Discharge		97	93%	85%	90%	8%
● Follow-up within 30 Days of Discharge		60	74%	90%	63%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		94	73%	60%	72%	13% ▲
● Improved/Maintained Function Score		74	71%	75%	86%	-4%
● Abstinence/Reduced Drug Use		38	30%	70%	31%	-40% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		22	24 days	0.2	111%	90%	94%	21% ▲

■ < 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 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	25	20% ▲
Admits	20	15	33% ▲
Discharges	20	15	33% ▲
Bed Days	928	919	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
Valid TEDS Data	89%	94%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	60%	70%	70%	-10% ▼
No Re-admit within 30 Days of Discharge		18	90%	85%	90%	5%
Follow-up within 30 Days of Discharge		10	83%	90%	60%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		15	75%	95%	86%	-20% ▼
Abstinence/Reduced Drug Use		4	13%	70%	61%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	50 days	0.3	101%	90%	68%	11% ▲

■ < 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 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	84	-51% ▼
Admits	1	24	-96% ▼
Discharges	1	20	-95% ▼
Service Hours	2	63	-96% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		9	22%	35%	21%	-13% ▼

Service Utilization

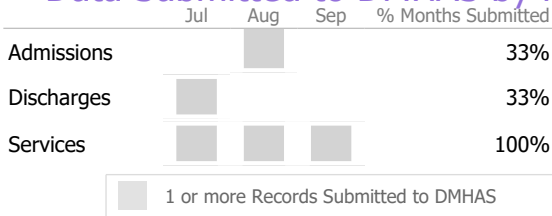
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		2	5%	90%	57%	-85% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	52%	92%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	5%	34%

Data Submitted to DMHAS by Month



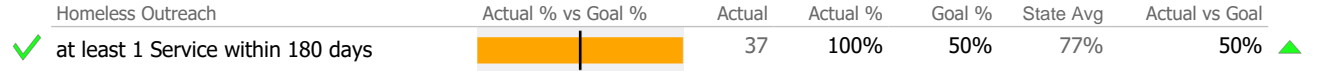
▲ > 10% Over ▼ < 10% Under

* State Avg based on 9 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	88	26% ▲
Admits	37	35	6%
Discharges	46	23	100% ▲
Service Hours	118	133	-11% ▼

Service Engagement



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 24 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	2	2	0%
Discharges	-	2	-100% ▼
Service Hours	375	259	45% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%

Discharge Outcomes

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

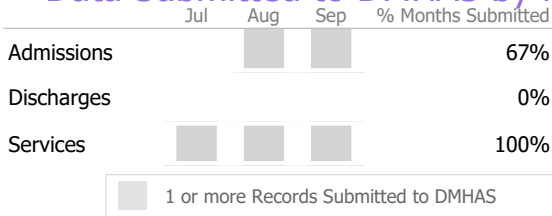
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	77%	40% ▲
✓ Stable Living Situation		12	100%	60%	89%	40% ▲
✓ Employed		6	50%	15%	14%	35% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	97%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	2	-	
Discharges	1	1	0%
Service Hours	191	212	-10%
Bed Days	183	155	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	89%
On-Time Periodic 6 Month Updates	N/A	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	70%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	67%	25%	13%	42% ▲
✓ Social Support		3	100%	60%	84%	40% ▲
✓ Stable Living Situation		3	100%	95%	93%	5%
✓ Improved/Maintained Function Score		1	100%	95%	51%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	362 days	0.7	99%	90%	95%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 84 Active Supervised Apartments Programs

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