

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,822	2,188	75%	▲
	Admits	2,527	1,224	106%	▲
	Discharges	2,717	1,152	136%	▲
	Service Hours	7,791	8,750	-11%	▼
	Bed Days	21,752	26,220	-17%	▼

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

Consumer Satisfaction Survey

(Based on 320 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		95%	80%	92%
✓ Overall		93%	80%	91%
✓ Respect		93%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Access		91%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		85%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	2,831	73.1%
Mental Health			
	Outpatient	262	6.8%
	Case Management	244	6.3%
	Residential Services	87	2.2%
Addiction			
	Outpatient	152	3.9%
	Residential Services	134	3.5%
	Case Management	97	2.5%
Forensic MH			
	Forensics Community-based	47	1.2%
	Residential Services	21	0.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	521	14%	9%	Male	2,535	67%	59%
26-34	1,061	28%	20%	Female	1,276	33%	40%
35-44	966	25%	25%	Transgender			0%
45-54	552	14%	18%	Race			
55-64	504	13%	19%	White/Caucasian	1,761	46%	▼ 59%
65+	207	5%	10%	Unknown	1,123	29%	▲ 9%
Ethnicity				Black/African American	648	17%	17%
Unknown	1,792	47%	▲ 14%	Other	223	6%	12%
Non-Hispanic	1,524	40%	▼ 64%	Multiple Races	23	1%	1%
Hispanic-Other	386	10%	10%	Asian	20	1%	1%
Hisp-Puerto Rican	109	3%	10%	Am. Indian/Native Alaskan	19	0%	1%
Hispanic-Mexican	10	0%	1%	Hawaiian/Other Pacific Islander	5	0%	0%
Hispanic-Cuban	1	0%	0%				

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	2	1	100% ▲
Discharges	3	1	200% ▲
Service Hours	87	148	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	86%	7%

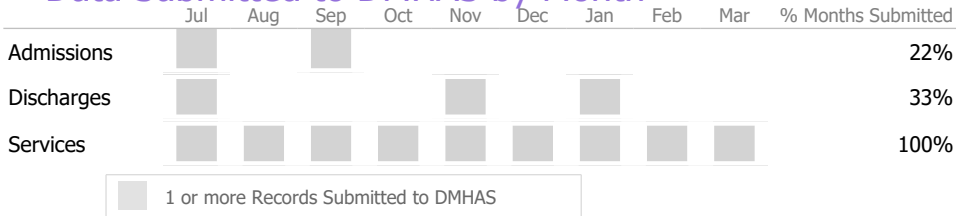
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	6	9	-33% ▼
Discharges	9	4	125% ▲
Bed Days	988	1,163	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
Valid TEDS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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		9	100%	70%	90%	30% ▲
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	95%	4%
● Follow-up within 30 Days of Discharge		4	44%	90%	33%	-46% ▼

Recovery

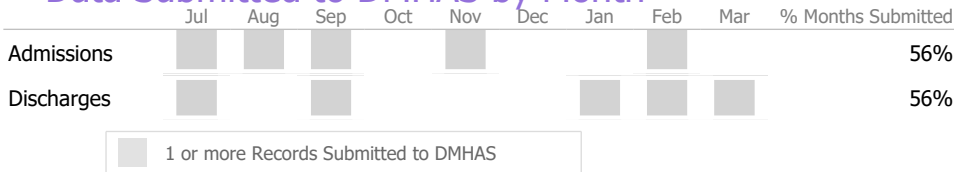
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		8	73%	70%	84%	3%
● Improved/Maintained Function Score		7	70%	95%	82%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	205 days	0.4	51%	90%	65%	-39% ▼

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 2 Active Women's Recovery Support 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	10	-10%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	2,396	2,459	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	88%	75%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	80%	88%	20% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	86%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	100%	60%	84%	40% ▲
Stable Living Situation		9	100%	90%	98%	10%
Improved/Maintained Function Score		7	78%	95%	70%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	1,981 days	0.3	109%	90%	82%	19% ▲



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%



1 or more Records Submitted to DMHAS



* State Avg based on 22 Active Group Home Programs

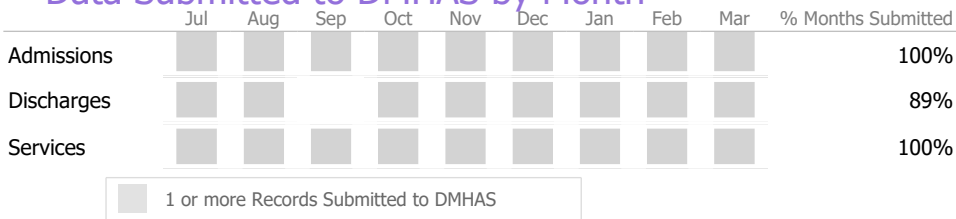
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	35	34% ▲
Admits	30	18	67% ▲
Discharges	22	16	38% ▲
Service Hours	2,679	2,901	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

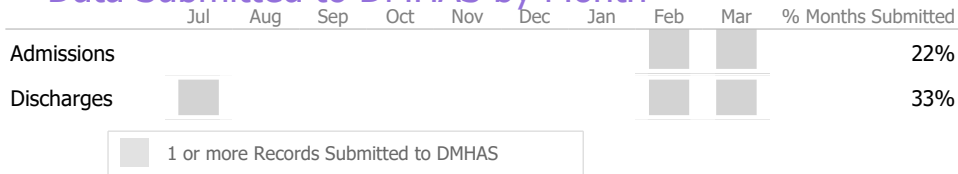
* State Avg based on 1 Active Day Reporting Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	66	-79% ▼
Admits	12	48	-75% ▼
Discharges	6	40	-85% ▼
Bed Days	631	6,587	-90% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Shelter Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	114	142	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	86%	9%

Service Utilization

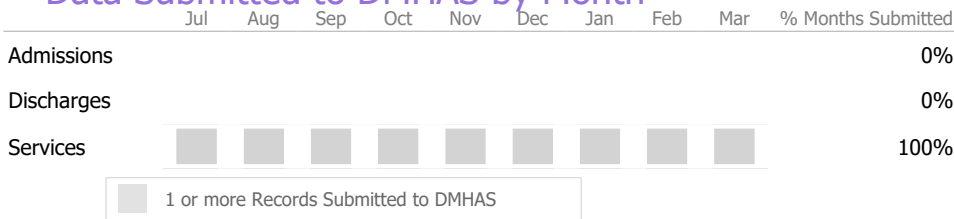
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

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	14	17	-18% ▼
Admits	5	13	-62% ▼
Discharges	11	8	38% ▲
Bed Days	1,678	2,035	-18% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	82%	70%	90%	12% ▲
✓ No Re-admit within 30 Days of Discharge		11	100%	85%	95%	15% ▲
● Follow-up within 30 Days of Discharge		2	22%	90%	33%	-68% ▼

Recovery

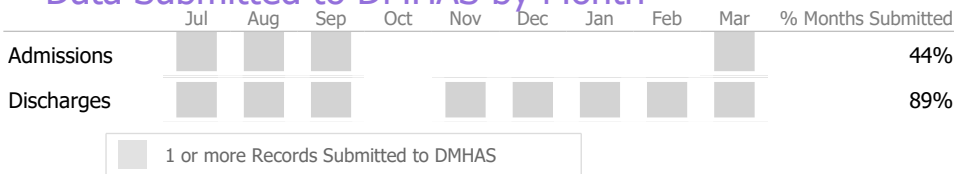
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		13	93%	70%	84%	23% ▲
● Improved/Maintained Function Score		11	92%	95%	82%	-3%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	356 days	0.3	76%	90%	65%	-14% ▼		

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

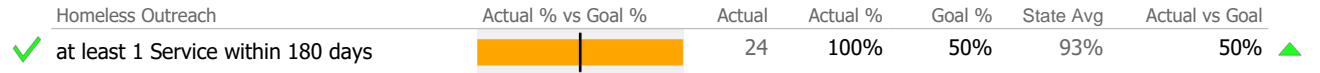
* State Avg based on 2 Active Women's Recovery Support Programs

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

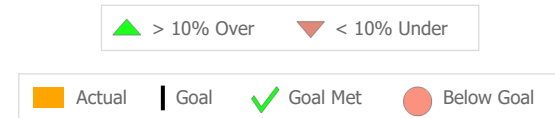
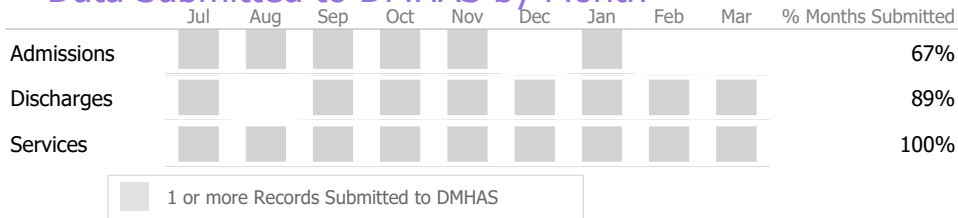
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	40	38% ▲
Admits	24	18	33% ▲
Discharges	19	13	46% ▲
Service Hours	405	395	2%

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 58 Active Outreach & Engagement Programs

Housing Supportive Services

Connection Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	13	15% ▲
Admits	2	6	-67% ▼
Discharges	1	-	
Service Hours	328	241	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	87%	85%	86%	2%

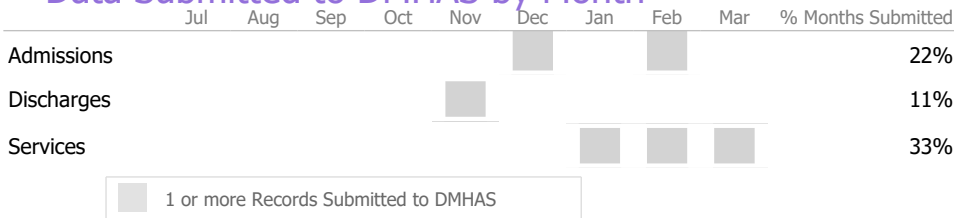
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		54%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	33	64	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	93%	15% ▲

Service Utilization

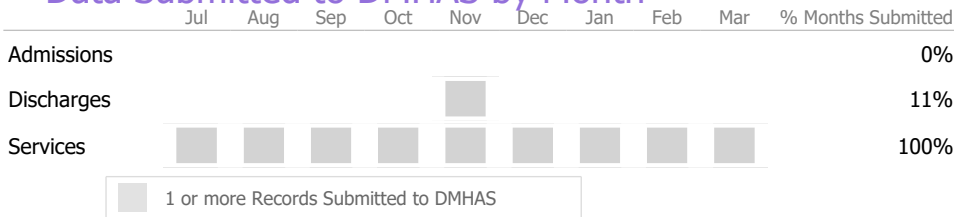
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	24	-25% ▼
Admits	3	12	-75% ▼
Discharges	9	8	13% ▲
Service Hours	76	114	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	22%	50%	62%	-28% ▼

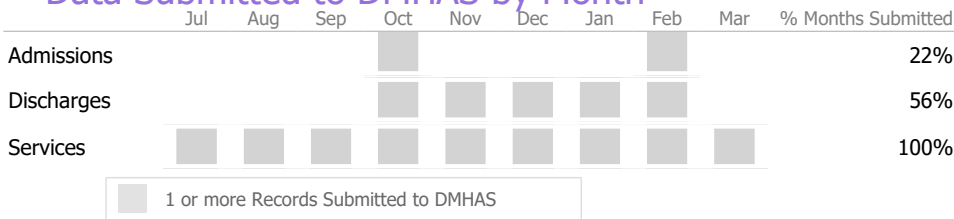
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	94%	60%	74%	34% ▲
Stable Living Situation		13	72%	80%	82%	-8%
Employed		2	11%	20%	17%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	89%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	88	112	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	86%	15% ▲

Service Utilization

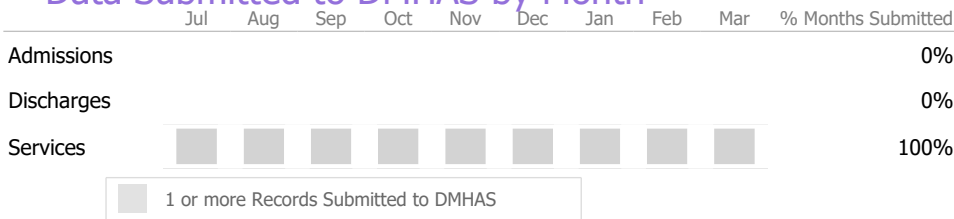
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		84%

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	30	32	-6%
Admits	-	-	
Discharges	2	3	-33% ▼
Service Hours	339	269	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	87%	85%	86%	2%

Service Utilization

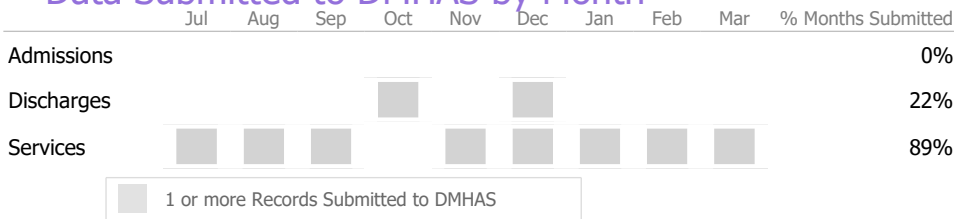
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	96%	90%	94%	6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		84%

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	15	15	0%
Admits	1	-	
Discharges	1	-	
Service Hours	119	74	60% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	100%	85%	93%	15% ▲

Service Utilization

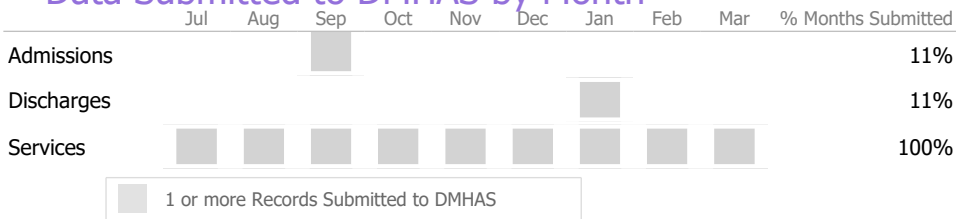
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	47	6%
Admits	18	13	38% ▲
Discharges	23	14	64% ▲
Service Hours	557	1,071	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	81%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	70%	50%	70%	20% ▲

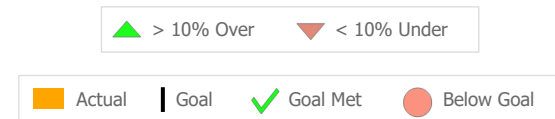
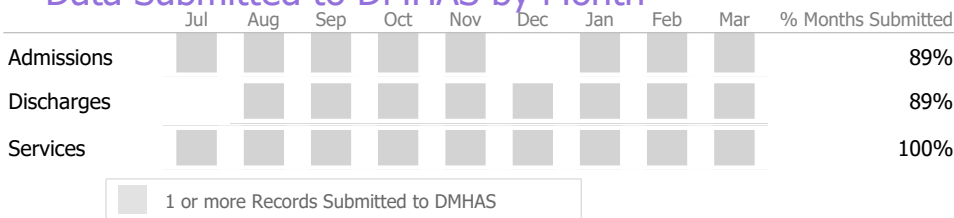
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		47	94%	60%	85%	34% ▲
Stable Living Situation		49	98%	85%	96%	13% ▲
Employed		11	22%	25%	15%	-3%
Improved/Maintained Function Score		39	89%	95%	49%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	100%	90%	98%	10%

Data Submitted to DMHAS by Month



* State Avg based on 23 Active Residential Support Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	262	221	19% ▲
Admits	146	131	11% ▲
Discharges	145	104	39% ▲
Service Hours	993	750	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	17%	54%
Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		66	46%	50%	42%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		205	75%	60%	65%	15% ▲
Employed		105	38%	30%	26%	8%
Stable Living Situation		219	80%	95%	74%	-15% ▼
Improved/Maintained Function Score		145	64%	75%	46%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		66	51%	90%	89%	-39% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		95	66%	75%	66%	-9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■		■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 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	86	70	23% ▲
Admits	52	36	44% ▲
Discharges	46	28	64% ▲
Service Hours	301	267	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Valid TEDS Data	100%	67%
On-Time Periodic		
6 Month Updates	16%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		18	39%	50%	52%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinance/Reduced Drug Use		59	65%	55%	32%	10%
✓ Not Arrested		73	80%	75%	58%	5%
● Employed		33	36%	50%	30%	-14% ▼
● Self Help		39	43%	60%	16%	-17% ▼
● Stable Living Situation		71	78%	95%	59%	-17% ▼
● Improved/Maintained Function Score		46	65%	75%	46%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		26	58%	90%	41%	-32% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		39	78%	75%	45%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■		■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 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	8	8	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	46	50	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	93%	15% ▲

Service Utilization

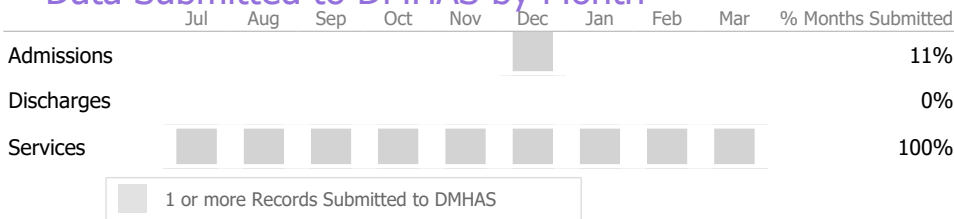
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	2	-	
Discharges	2	2	0%
Bed Days	3,903	3,809	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	69%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	59%	-75% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	76%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

Recovery

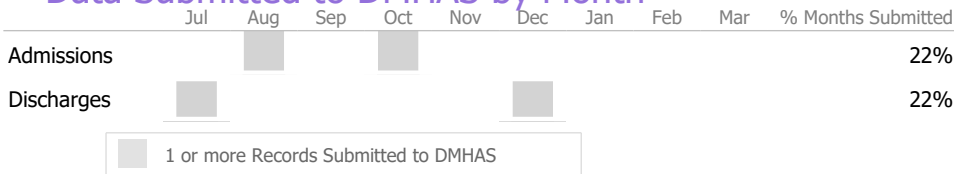
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	7%	75%	50%	-68% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	2,052 days	0.3	95%	90%	86%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 38 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	13	12	8%
Admits	2	2	0%
Discharges	2	2	0%
Bed Days	3,213	2,656	21% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	60%	66%	40% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%

Recovery

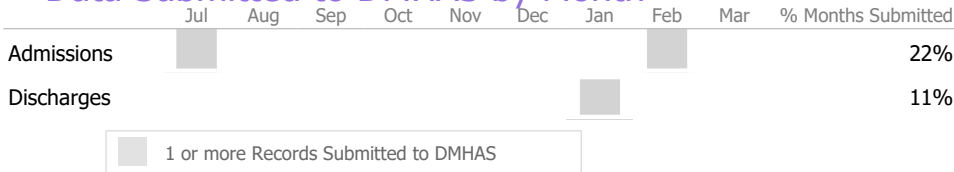
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	77%	60%	86%	17% ▲
✓ Stable Living Situation		13	100%	95%	95%	5%
○ Improved/Maintained Function Score		11	92%	95%	63%	-3%
○ Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,061 days	0.3	97%	90%	90%	7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 83 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	13	11	18% ▲
Admits	2	2	0%
Discharges	1	-	
Service Hours	257	209	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	93%	15% ▲

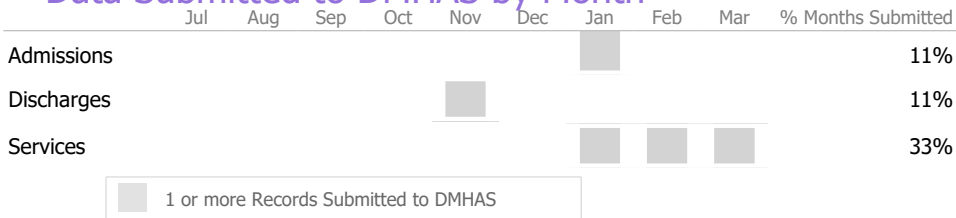
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		70%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

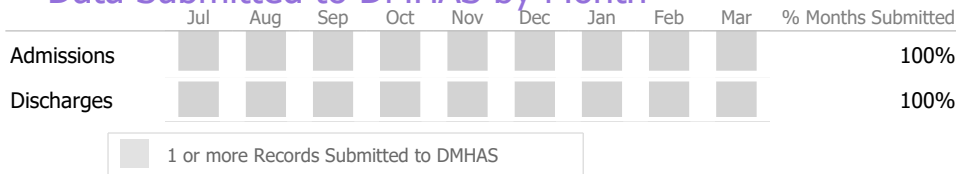
* State Avg based on 68 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,831	1,198	136% ▲
Admits	2,041	705	190% ▲
Discharges	2,207	735	200% ▲

Data Submitted to DMHAS by Month



* State Avg based on 11 Active Pre-trial Intervention Programs Programs

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

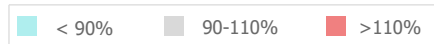
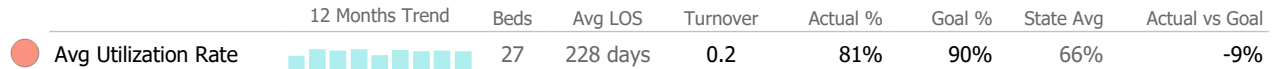
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	92	3%
Admits	75	74	1%
Discharges	73	72	1%
Bed Days	6,040	5,577	8%

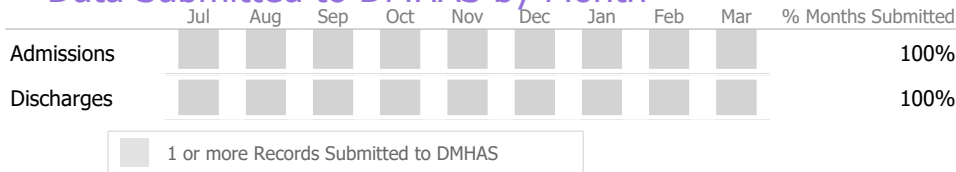
Discharge Outcomes



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	14	14	0%
Admits	3	1	200% ▲
Discharges	-	3	-100% ▼
Service Hours	87	50	75% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	93%	85%	93%	8%

Service Utilization

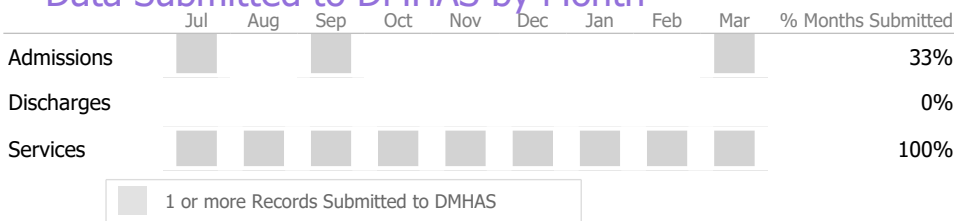
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	86%	90%	98%	-4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

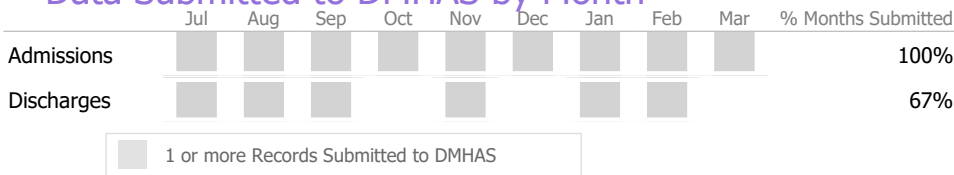
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	16	31% ▲
Admits	14	9	56% ▲
Discharges	14	11	27% ▲
Bed Days	1,803	1,574	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	92%
On-Time Periodic		
6 Month Updates	N/A	N/A

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Transitional Programs

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

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	90%	55%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	N/A	N/A	0%	90%	41%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 7 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	27	57	-53% ▼
Bed Days	1,100	360	206% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	82%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	100%	85%	93%	15% ▲

Service Utilization

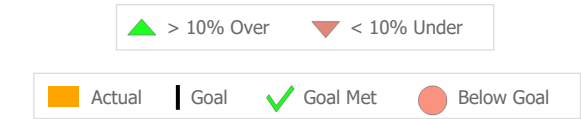
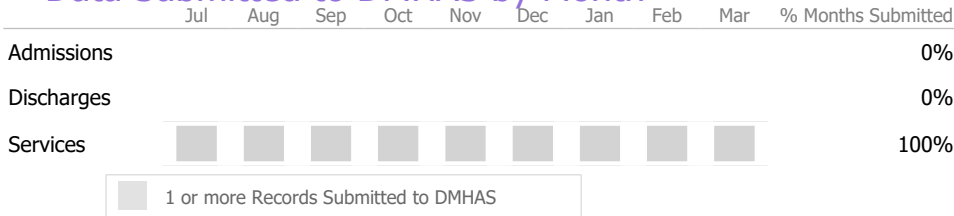
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	870 days	0.4	80%	90%	80%	-10%

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

Data Submitted to DMHAS by Month



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	35	-11% ▼
Admits	-	5	-100% ▼
Discharges	2	4	-50% ▼
Service Hours	291	274	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	100%	85%	93%	15% ▲

Service Utilization

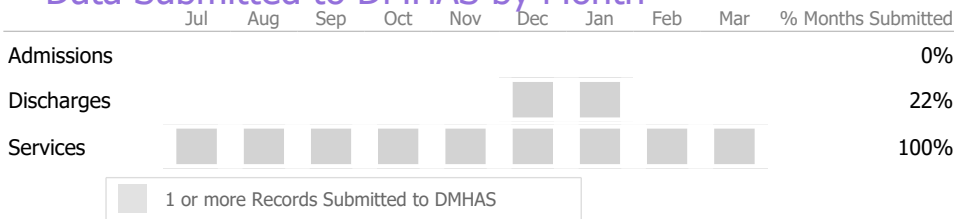
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	98%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

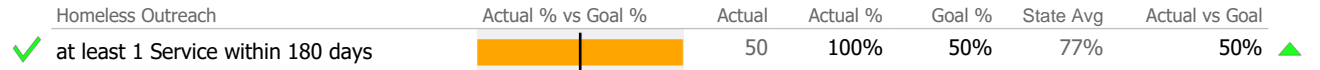
* State Avg based on 68 Active Supportive Housing – Development Programs

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

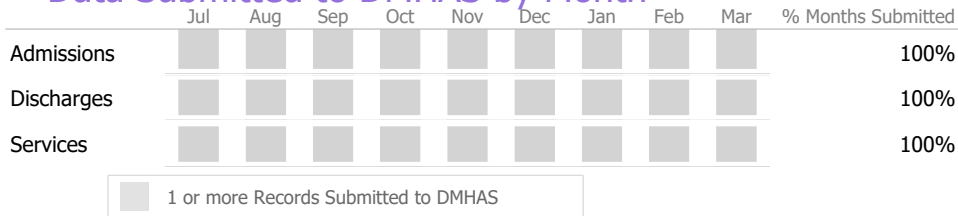
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	121	-20% ▼
Admits	50	79	-37% ▼
Discharges	80	55	45% ▲
Service Hours	733	775	-5%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	55	20% ▲
Admits	35	31	13% ▲
Discharges	37	18	106% ▲
Service Hours	231	238	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Valid TEDS Data	100%	67%
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	9%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	22%	50%	52%	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		45	64%	55%	32%	9%
Not Arrested		49	70%	75%	58%	-5%
Self Help		35	50%	60%	16%	-10%
Employed		18	26%	50%	30%	-24% ▼
Improved/Maintained Function Score		37	60%	75%	46%	-15% ▼
Stable Living Situation		49	70%	95%	59%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	27%	90%	41%	-63% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		20	63%	75%	45%	-13% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■		■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal



* State Avg based on 101 Active Standard Outpatient Programs

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

Program Activity




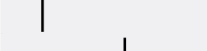

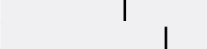


Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality


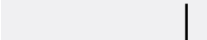
Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	89%
On-Time Periodic		
6 Month Updates	 N/A	70%

Recovery

National Recovery Measures (NOMS)



	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Abstinence/Reduced Drug Use		N/A	N/A	50%	86%	-50% ▼
 Employed		N/A	N/A	20%	32%	-20% ▼
 Self Help		N/A	N/A	60%	67%	-60% ▼
 Stable Living Situation		N/A	N/A	80%	77%	-80% ▼

Service Utilization


	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		N/A	N/A	90%	91%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

 1 or more Records Submitted to DMHAS

* State Avg based on 1 Active Intensive Case Management Programs

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