

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,236	1,190	4%
	Admits	1,327	1,459	-9%
	Discharges	1,316	1,376	-4%
	Service Hours	24,328	23,874	2%
	Bed Days	3,476	2,793	24%

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

Consumer Satisfaction Survey

(Based on 158 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		92%	80%	88%
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Outcome		85%	80%	83%
● Recovery		76%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
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Mental Health

Crisis Services		494	25.5%
Community Support		290	14.9%
Outpatient		224	11.5%
Social Rehabilitation		198	10.2%
Other		137	7.1%
Intake		85	4.4%
ACT		78	4.0%
Case Management		74	3.8%
Employment Services		55	2.8%
Residential Services		22	1.1%

Forensic MH

Forensics Community-based		258	13.3%
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Forensic SA

Forensics Community-based		25	1.3%
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Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25		148	12%	9%	Male		715	58%	59%
26-34		255	21%	20%	Female		503	41%	40%
35-44		238	19%	25%	Transgender		16	1%	0%
45-54		179	14%	18%					
55-64		225	18%	19%					
65+		190	15%	10%					
Ethnicity	#	%	State Avg	Race	#	%	State Avg		
Non-Hispanic		980	79%	▲ 64%	White/Caucasian		814	67%	59%
Unknown		156	13%	14%	Black/African American		197	16%	17%
Hispanic-Other		66	5%	10%	Unknown		88	7%	9%
Hisp-Puerto Rican		33	3%	10%	Other		69	6%	12%
Hispanic-Cuban		1	0%	0%	Multiple Races		18	1%	1%
Hispanic-Mexican				Asian		13	1%	1%	
				Am. Indian/Native Alaskan		8	1%	1%	
				Hawaiian/Other Pacific Islander				0%	

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

ACT

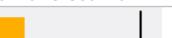
River Valley Services

Mental Health - ACT - Assertive Community Treatment

 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	78	66	18%	▲
Admits	15	66	-77%	▼
Discharges	11	6	83%	▲
Service Hours	3,475	3,082	13%	▲

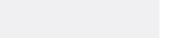
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	82%	65%	55%	17% ▲
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	87%	4% ▲
● Follow-up within 30 Days of Discharge		3	33%	90%	53%	-57% ▼

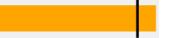
Data Submission Quality

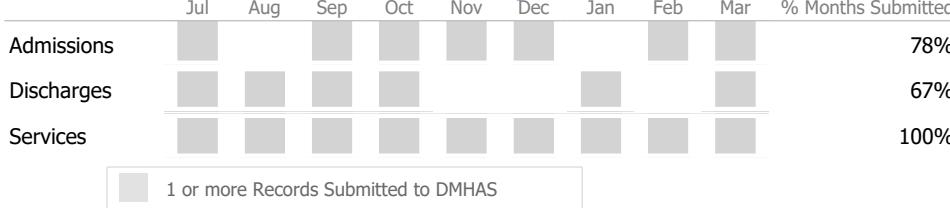
Data Entry	Actual	State Avg	
Valid NOMS Data		93%	95%
On-Time Periodic 6 Month Updates		80%	91%
Diagnosis Valid Axis I Diagnosis		96%	98%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		64	82%	60%	88%	22% ▲
● Employed		3	4%	15%	15%	-11% ▼
● Social Support		34	44%	60%	78%	-16% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	99%	90%	99%	9% ▲

Data Submitted to DMHAS by Month▲ > 10% Over ▼ < 10% Under


* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	134	-11% ▼
Admits	32	22	45% ▲
Discharges	14	37	-62% ▼
Service Hours	4,095	4,370	-6% ▼

Data Submission Quality

Category	Description	Actual	State Avg
 Valid NOMS Data	 98%	91%	
 On-Time Periodic	 96%	State Avg	
 6 Month Updates	 96%	86%	
 Diagnosis	 92%	State Avg	
 Valid Axis I Diagnosis	 98%	98%	

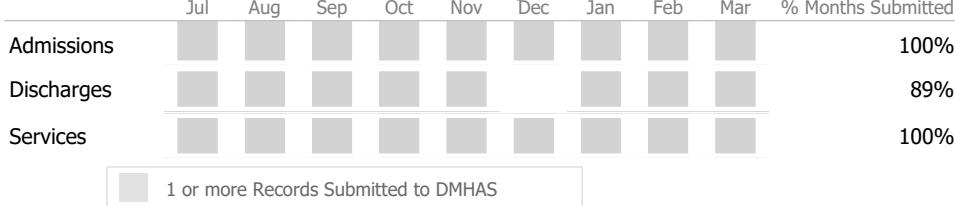
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	<div><div style="width: 86%;"></div></div>	12	86%	65%	51%	21%	▲
<h2>Recovery</h2>							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation	<div><div style="width: 95%;"></div></div>	114	95%	80%	86%	15%	▲
✓ Social Support	<div><div style="width: 68%;"></div></div>	82	68%	60%	79%	8%	
● Employed	<div><div style="width: 11%;"></div></div>	13	11%	20%	16%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 106px; height: 10px; background-color: orange;"></div>	106	100%	90%	97%	10%

Data Submitted to DMHAS by Month



* State Avg based on 35 Active CSP Programs

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

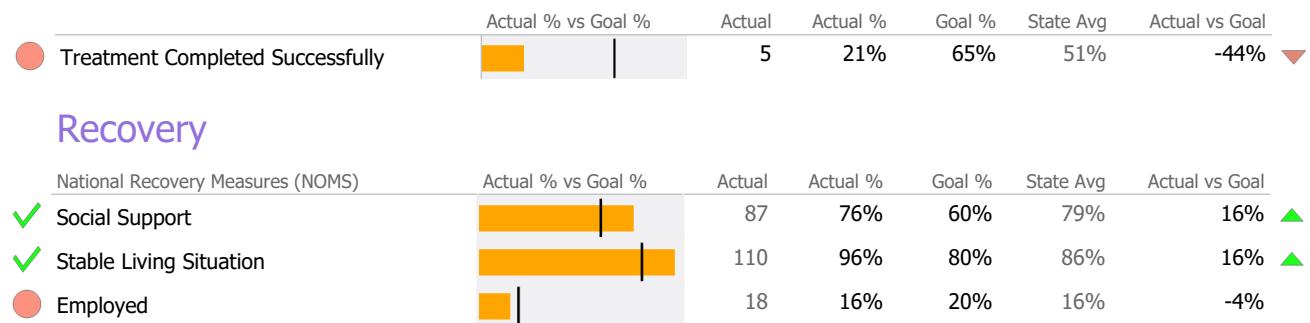
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	113	116	-3%
Admits	16	21	-24%
Discharges	24	17	41%
Service Hours	2,196	2,887	-24%

Data Submission Quality

Category	Description	Actual	State Avg
 Valid NOMS Data	 97%	91%	
 On-Time Periodic	 88%	State Avg	
 6 Month Updates	 88%	86%	
 Diagnosis	 96%	State Avg	
 Valid Axis I Diagnosis	 98%	98%	

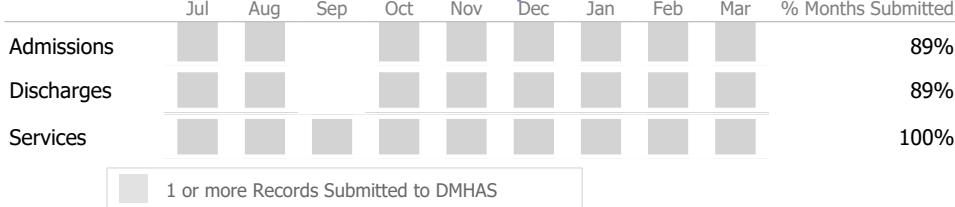
Discharge Outcomes



Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 35 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	63	-6%
Admits	13	10	30% ▲
Discharges	11	12	-8%
Service Hours	1,945	2,191	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	98%	98%

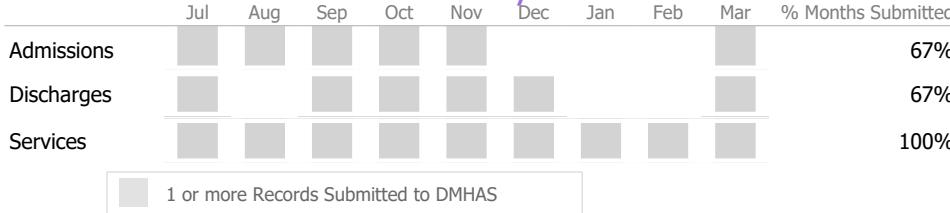
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	64%	65%	51%	-1%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		58	98%	80%	86%	18% ▲
✓ Social Support		38	64%	60%	79%	4% ▲
● Employed		8	14%	20%	16%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	94%	90%	97%	4% ▲

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under

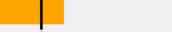
Actual	Goal	Goal Met	Below Goal
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* State Avg based on 35 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	54	2%
Admits	12	12	0%
Discharges	12	14	-14% ▼
Service Hours	559	577	-3%

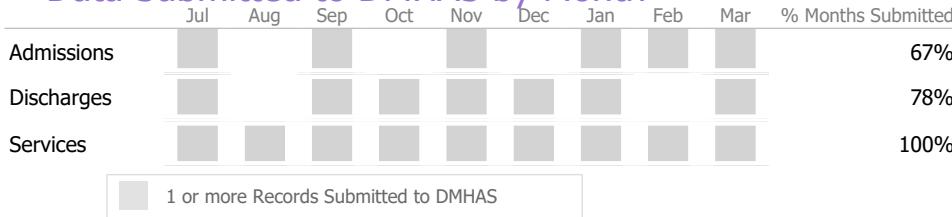
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	46%	35%	41%	11% 
● Clients Receiving Services		37	84%	90%	95%	-6% 

Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		98%	93%
✓ On-Time Periodic 6 Month Updates		81%	80%

Data Submitted to DMHAS by Month

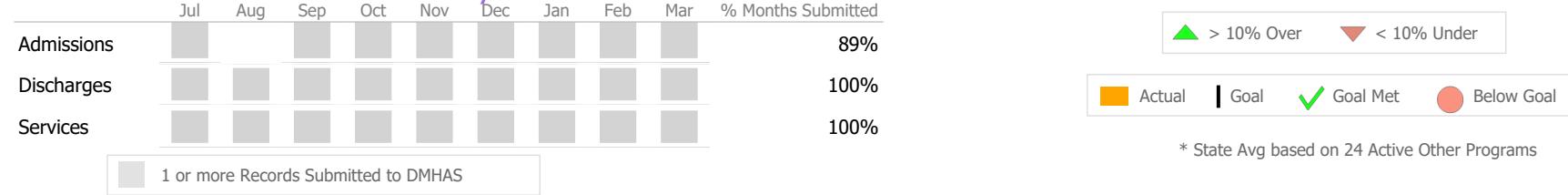
 > 10% Over  < 10% Under
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	96	-47%	▼
Admits	27	73	-63%	▼
Discharges	21	73	-71%	▼
Service Hours	280	423	-34%	▼

Data Submitted to DMHAS by Month

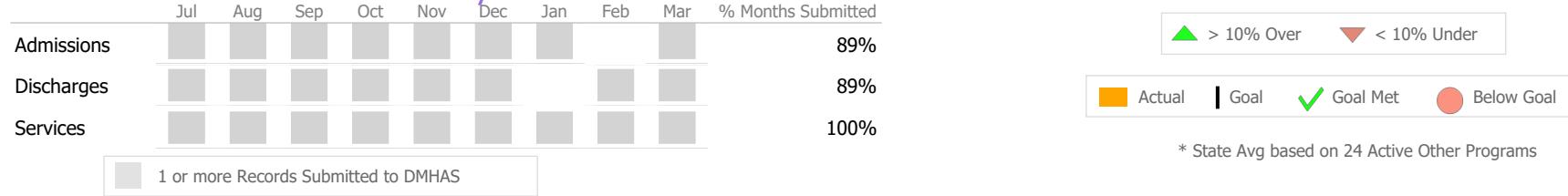


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	66	9%
Admits	47	42	12% ▲
Discharges	60	53	13% ▲
Service Hours	83	240	-65% ▼

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	70	17%	▲
Admits	14	27	-48%	▼
Discharges	28	19	47%	▲
Service Hours	1,255	743	69%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	54%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		24	86%	50%	42%	36% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		65	77%	60%	65%	17% ▲
● Stable Living Situation		76	90%	95%	74%	-5%
● Employed		19	23%	30%	26%	-7%

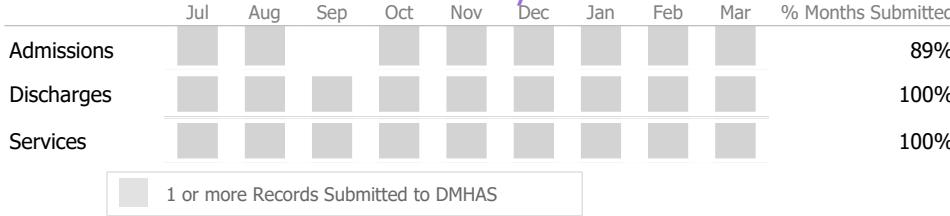
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	98%	90%	89%	8%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		13	93%	75%	66%	18% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	74	-3%
Admits	15	19	-21% ▼
Discharges	13	13	0%
Service Hours	808	1,027	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	93%	54%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 20%;"></div>	4	31%	50%	42%	-19% ▼
Recovery						
✓ Social Support	<div style="width: 73%;"></div>	53	73%	60%	65%	13% ▲
✓ Stable Living Situation	<div style="width: 99%;"></div>	72	99%	95%	74%	4% ▲
● Employed	<div style="width: 18%;"></div>	13	18%	30%	26%	-12% ▼

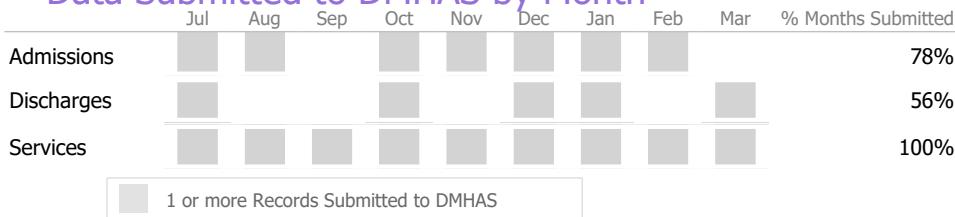
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 98%;"></div>	59	98%	90%	89%	8% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 73%;"></div>	11	73%	75%	66%	-2% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	59	19%
Admits	14	13	8%
Discharges	13	10	30%
Service Hours	864	833	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Treatment Completed Successfully		11	85%	50%	42%	35%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div style="width: 60%;"></div></div>	60	83%	60%	65%	23%
✓ Stable Living Situation	<div><div style="width: 69%;"></div></div>	69	96%	95%	74%	1%
● Employed	<div><div style="width: 21%;"></div></div>	21	29%	30%	26%	-1%

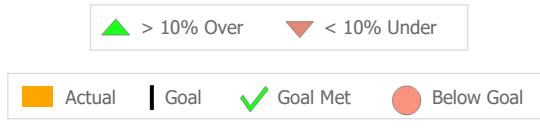
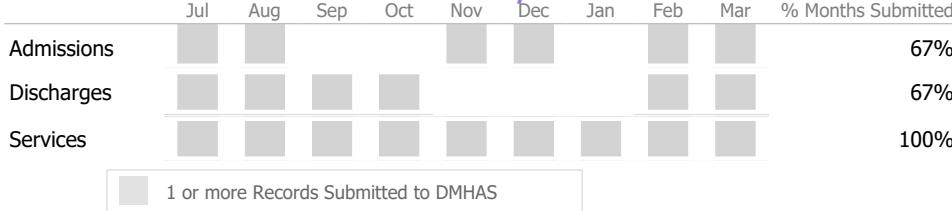
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 59%; background-color: #FFA500; height: 10px;"></div>	59	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 93%;"> </div>	13	93%	75%	66%	18%

Data Submitted to DMHAS by Month



* State Avg based on 77 Active Standard Outpatient 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	19	-21%	▼
Admits	5	9	-44%	▼
Discharges	8	10	-20%	▼

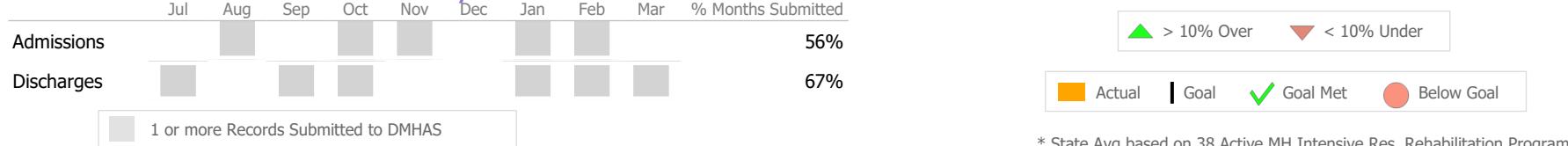
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
							Actual % vs Goal %
● Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	

Data Submission Quality

	Actual	State Avg
Data Entry		
Valid NOMS Data	93%	97%
On-Time Periodic		
6 Month Updates	75%	81%
Diagnosis		
Valid Axis I Diagnosis	93%	94%

Data Submitted to DMHAS by Month



* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

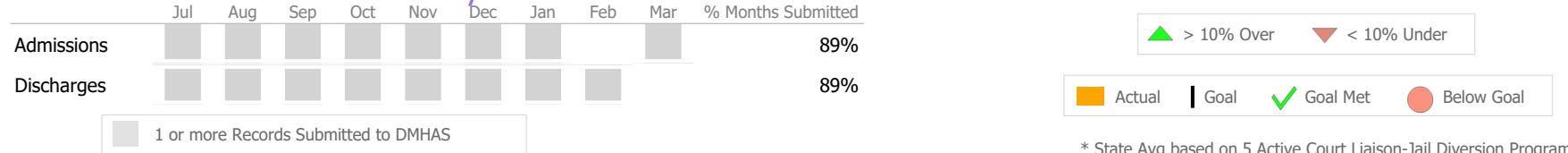
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	31	-19% ▼
Admits	15	14	7%
Discharges	12	17	-29% ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	6	100%	0%	100%	100%	100% ▲

Data Submitted to DMHAS by Month

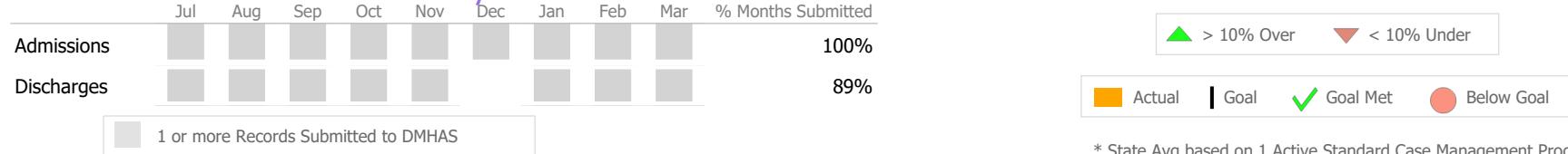


Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	64	-16% ▼
Admits	25	23	9%
Discharges	41	36	14% ▲

Data Submitted to DMHAS by Month



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

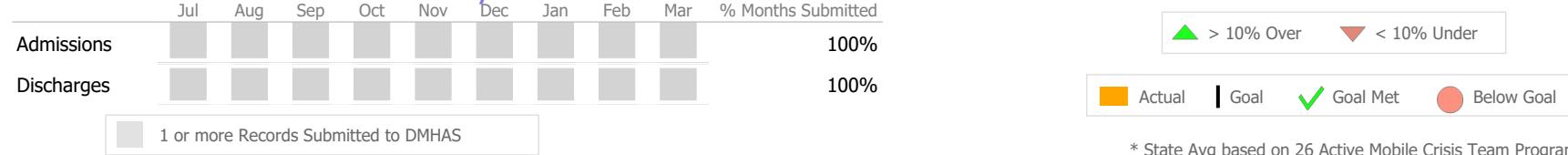
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	483	461	5%
Admits	804	765	5%
Discharges	793	763	4%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		621	79%	75%	74%	4%
✓ Community Location Evaluation		776	98%	80%	78%	18% 
✓ Follow-up Service within 48 hours		92	100%	90%	87%	10%

Data Submitted to DMHAS by Month



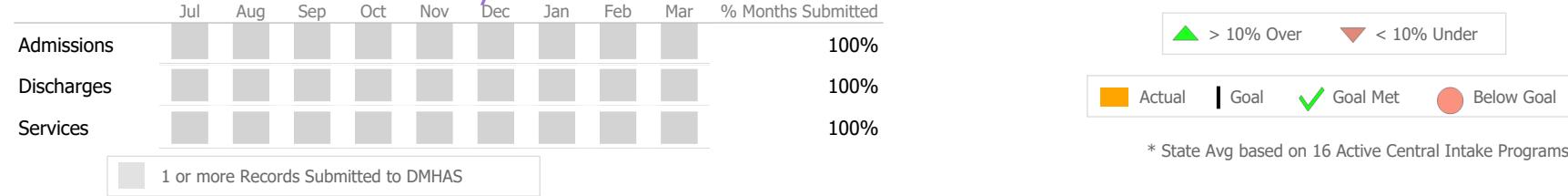
* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	139	-39% ▼
Admits	81	127	-36% ▼
Discharges	79	137	-42% ▼
Service Hours	172	246	-30% ▼

Data Submitted to DMHAS by Month



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

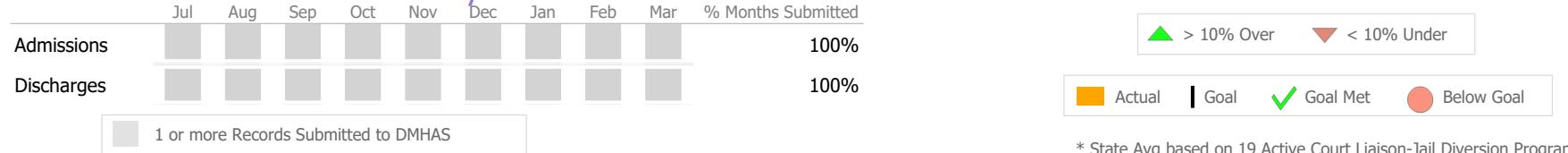
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	221	202	9%
Admits	119	133	-11% ▼
Discharges	116	99	17% ▲

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div style="width: 33%;"><div style="width: 100%; background-color: orange;"></div></div>	33	94%	0%	84%	94% ▲

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	27	24	13%	▲
Admits	22	22	0%	
Discharges	22	22	0%	
Service Hours	1,351	1,090	24%	▲
Bed Days	2,080	1,666	25%	▲

Discharge Outcomes

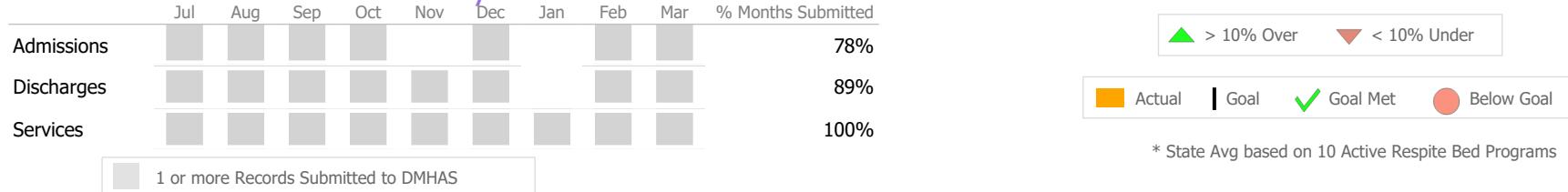
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual % vs Goal %	Actual
No Re-admit within 30 Days of Discharge	95%	21	85%	89%	10%		
Follow-up within 30 Days of Discharge	100%	15	90%	81%	10%		

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
								Actual % vs Goal %	Actual
Avg Utilization Rate	8	152 days	0.2	95%	90%	55%	5%		

Legend:
 < 90% 90-110% >110%

Data Submitted to DMHAS by Month



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

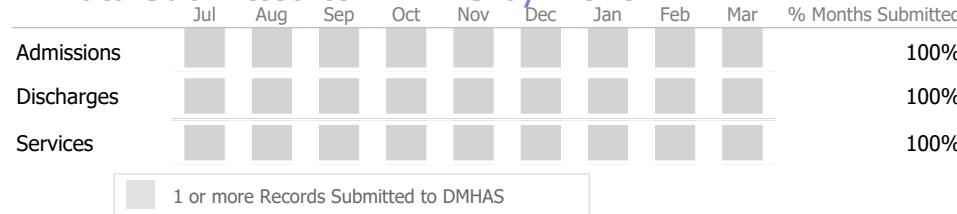
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	162	22% ▲
Admits	29	39	-26% ▼
Discharges	21	15	40% ▲
Service Hours	2,814	1,993	41% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		117	66%	90%	79%	-24%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	2	2	0%	
Discharges	2	3	-33%	▼
Bed Days	1,396	1,127	24%	▲

Discharge Outcomes

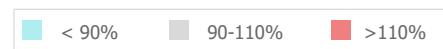
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
									Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

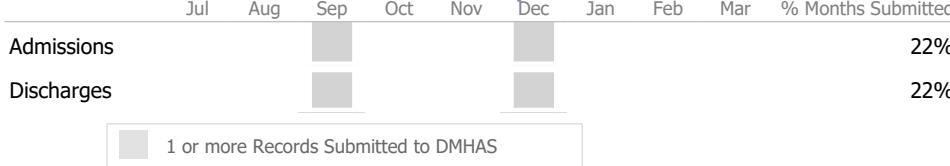


< 90% 90-110% >110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	Actual	State Avg
✓ Valid NOMS Data	97%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	57%	98%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

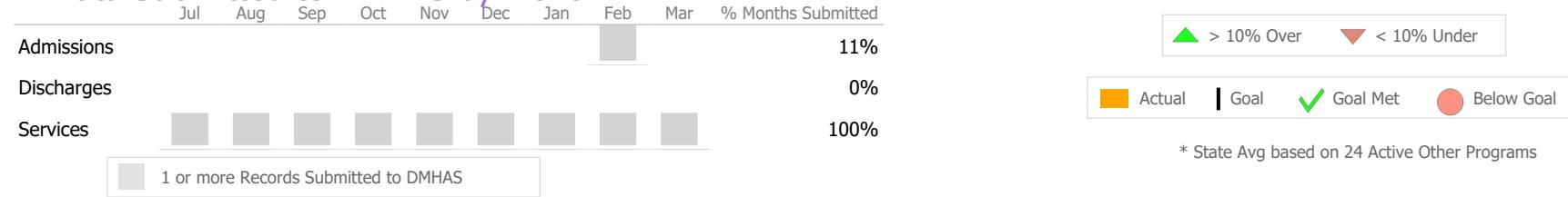
* State Avg based on 83 Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	24	4%
Admits	1	3	-67% ▼
Discharges	-	1	-100% ▼
Service Hours	996	871	14% ▲

Data Submitted to DMHAS by Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	71	4%
Admits	19	17	12% ▲
Discharges	15	19	-21% ▼
Service Hours	3,435	3,300	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	94%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	83%	75%

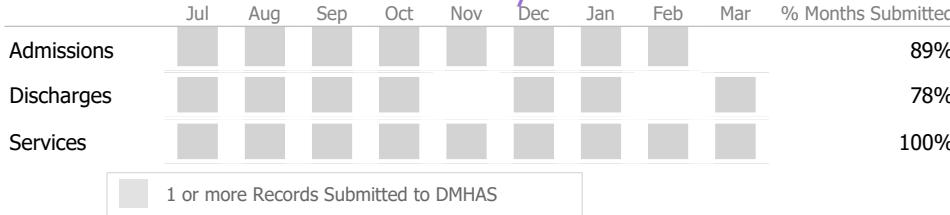
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 67%;"><div style="width: 50%;"></div></div>	10	67%	50%	62%	17% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 41%;"><div style="width: 20%;"></div></div>	30	41%	20%	17%	21% ▲
✓ Stable Living Situation	<div style="width: 96%;"><div style="width: 80%;"></div></div>	71	96%	80%	82%	16% ▲
✓ Social Support	<div style="width: 70%;"><div style="width: 60%;"></div></div>	52	70%	60%	74%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 90%;"></div></div>	59	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