

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
| ↑ | Unique Clients | 2,082 | 1,930 | 8% |
| ↑ | Admits | 628 | 491 | 28% ▲ |
| ↑ | Discharges | 418 | 598 | -30% ▼ |
| ↑ | Service Hours | 12,457 | 9,243 | 35% ▲ |
| ↑ | Bed Days | 5,082 | 5,678 | -10% |
| ↑ | S.Rehab/PHP/IOP | 1,051 | 229 | 359% |

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 338 FY24 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction | 95% 80% 92% | 95% | 80% | 92% |
| ✓ Quality and Appropriateness | 94% 80% 93% | 94% | 80% | 93% |
| ✓ Participation in Treatment | 94% 80% 92% | 94% | 80% | 92% |
| ✓ Overall | 93% 80% 91% | 93% | 80% | 91% |
| ✓ Access | 93% 80% 88% | 93% | 80% | 88% |
| ✓ Respect | 92% 80% 91% | 92% | 80% | 91% |
| ● Outcome | 79% 80% 83% | 79% | 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 | 1,428 | 54.1% |
| | Crisis Services | 300 | 11.4% |
| | Social Rehabilitation | 165 | 6.3% |
| | Case Management | 142 | 5.4% |
| | ACT | 122 | 4.6% |
| | Community Support | 94 | 3.6% |
| | Employment Services | 81 | 3.1% |
| | Residential Services | 55 | 2.1% |
| Forensic MH | | | |
| | Forensics Community-based | 112 | 4.2% |
| | Outpatient | 67 | 2.5% |
| Addiction | | | |
| | Medication Assisted Treatment | 33 | 1.3% |
| | Outpatient | 26 | 1.0% |
| | Recovery Support | 15 | 0.6% |

Client Demographics

| Age | # | % | State Avg | Gender | # | % | State Avg |
|-------------------|-------|-----|-----------|---------------------------------|-------|-----|-----------|
| 18-25 | 254 | 12% | 8% | Female | 1,050 | 50% | 42% |
| 26-34 | 397 | 19% | 18% | Male | 1,028 | 49% | 58% |
| 35-44 | 441 | 21% | 24% | Transgender/Other | 4 | 0% | 0% |
| 45-54 | 351 | 17% | 18% | | | | |
| 55-64 | 390 | 19% | 20% | | | | |
| 65+ | 233 | 11% | 12% | | | | |
| Ethnicity | # | % | State Avg | Race | # | % | State Avg |
| Non-Hispanic | 1,072 | 51% | 64% ▼ | White/Caucasian | 1,260 | 61% | 59% |
| Unknown | 496 | 24% | 14% | Unknown | 503 | 24% | 9% ▲ |
| Hispanic-Other | 295 | 14% | 11% | Black/African American | 272 | 13% | 17% |
| Hisp-Puerto Rican | 212 | 10% | 10% | Multiple Races | 26 | 1% | 1% |
| Hispanic-Mexican | 5 | 0% | 1% | Asian | 11 | 1% | 1% |
| Hispanic-Cuban | 2 | 0% | 0% | Am. Indian/Native Alaskan | 6 | 0% | 1% |
| | | | | Hawaiian/Other Pacific Islander | 4 | 0% | 0% |
| | | | | Other | | | 12% ▼ |

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | ▲ |
|----------------|--------|----------|------------|---|
| Unique Clients | 1,255 | 1,084 | 16% | ▲ |
| Admits | 244 | 235 | 4% | |
| Discharges | 100 | 267 | -63% | ▼ |
| Service Hours | 4,155 | 3,562 | 17% | ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid NOMS Data | 91% | 89% |
| On-Time Periodic | | |
| 6 Month Updates | 81% | 49% |
| Diagnosis | | |
| Valid MH/SU Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 31 | 31% | 50% | 46% | -19% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 1,263 | 100% | 60% | 59% | 40% ▲ |
| Stable Living Situation | | 1,099 | 87% | 95% | 68% | -8% |
| Improved/Maintained Function Score | | 824 | 92% | 75% | 39% | 17% ▲ |
| Employed | | 234 | 18% | 30% | 22% | -12% ▼ |

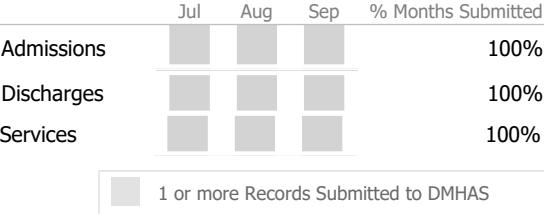
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 904 | 77% | 90% | 75% | -13% ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 207 | 86% | 75% | 81% | 11% ▲ |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 71 | 64 | 11% | ▲ |
| Admits | 8 | 5 | 60% | ▲ |
| Discharges | 9 | 2 | 350% | ▲ |
| Service Hours | 1,598 | 878 | 82% | ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| ✓ Valid NOMS Data | 98% | 93% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 96% | 95% |
| Diagnosis | Actual | State Avg |
| ✓ Valid MH/SU Diagnosis | 99% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 5 | 56% | 65% | 52% | -9% |
| ✓ 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 |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 70 | 99% | 60% | 76% | 39% ▲ |
| ✓ Stable Living Situation | | 66 | 93% | 60% | 89% | 33% ▲ |
| ✓ Improved/Maintained Function Score | | 59 | 100% | 85% | 24% | 15% ▲ |
| ● Employed | | 1 | 1% | 15% | 15% | -14% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 58 | 94% | 90% | 98% | 4% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | 1 | 1 | 1 | 100% |
| Discharges | 1 | 1 | 1 | 100% |
| Services | 1 | 1 | 1 | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 2 | 4 | -50% | ▼ |
| Admits | 1 | - | | |
| Discharges | - | - | | |
| Service Hours | - | 1 | -100% | ▼ |

Data Submission Quality

| | Actual | State Avg |
|-------------------------------------|--------|-----------|
| Valid NOMS Data | N/A | 89% |
| On-Time Periodic 6 Month Updates | 0% | 49% |
| Diagnosis Valid MH/SU Diagnosis | 50% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 46% | N/A |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Employed | | 0 | 0% | 30% | 22% | -30% ▼ |
| Social Support | | 0 | 0% | 60% | 59% | -60% ▼ |
| Improved/Maintained Function Score | | 0 | 0% | 75% | 39% | -75% ▼ |
| Stable Living Situation | | 0 | 0% | 95% | 68% | -95% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 0 | 0% | 90% | 75% | -90% ▼ |
| Service Engagement | | | | | | |
| Outpatient 2 or more Services within 30 days | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 33% |
| Discharges | | | | 0% |
| Services | | | | 0% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 10 | 30 | -67% | ▼ |
| Admits | - | 2 | -100% | ▼ |
| Discharges | - | 6 | -100% | ▼ |
| Service Hours | 8 | 10 | -17% | ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 49% | 89% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 80% | 49% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 46% | N/A |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Social Support | | 10 | 100% | 60% | 59% | 40% ▲ |
| ● Employed | | 0 | 0% | 30% | 22% | -30% ▼ |
| ● Stable Living Situation | | 1 | 10% | 95% | 68% | -85% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 7 | 70% | 90% | 75% | -20% ▼ |

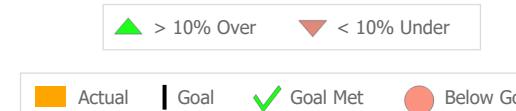
Service Engagement

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | N/A | N/A | 75% | 81% | N/A ▼ |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | 1 | 1 | 1 | 100% |

1 or more Records Submitted to DMHAS



* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|---|
| Unique Clients | 81 | 75 | 8% |
| Admits | 17 | 16 | 6% |
| Discharges | 8 | 29 | -72% ▼ |
| Service Hours | 698 | 263 | 166% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|---|--------|----------|--------|-----------|---|
| Employed | █ | 14 | 17% | 35% | 43% | -18% ▼ |
| Clients Receiving Services | ███████████ | 60 | 80% | 90% | 90% | -10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------------------|---------------------------------------|-----------|
| Valid NOMS Data | █ | 89% 91% |
| On-Time Periodic 6 Month Updates | █ | 66% 87% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|---|---|---|--------------------|
| Admissions | █ | █ | █ | 100% |
| Discharges | █ | █ | █ | 100% |
| Services | █ | █ | █ | 100% |

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 52 | 72 | -28% | ▼ |
| Admits | 4 | 11 | -64% | ▼ |
| Discharges | 3 | 2 | 50% | ▲ |
| Service Hours | 907 | 1,023 | -11% | ▼ |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |  | 2 | 67% | 65% | 52% | 2% |
| ✓ No Re-admit within 30 Days of Discharge |  | 3 | 100% | 85% | 91% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge |  | 1 | 50% | 90% | 55% | -40% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg | |
|----------------------------------|---|-----------|-----|
| Valid NOMS Data |  | 87% | 93% |
| On-Time Periodic 6 Month Updates |  | 100% | 95% |
| Diagnosis | Actual | State Avg | |
| ✓ Valid MH/SU Diagnosis |  | 100% | 97% |

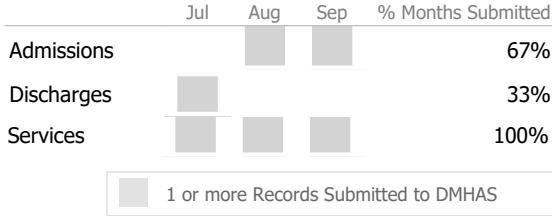
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Social Support |  | 52 | 100% | 60% | 76% | 40% ▲ |
| ✓ Stable Living Situation |  | 46 | 88% | 60% | 89% | 28% ▲ |
| ✓ Employed |  | 12 | 23% | 15% | 15% | 8% |
| ✓ Improved/Maintained Function Score |  | 43 | 100% | 85% | 24% | 15% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |  | 44 | 90% | 90% | 98% | 0% |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

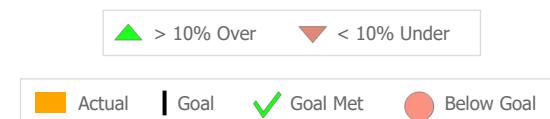
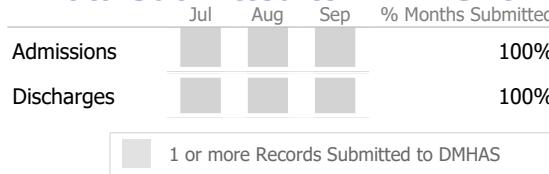
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 297 | 119 | 150% | ▲ |
| Admits | 263 | 112 | 135% | ▲ |
| Discharges | 213 | 113 | 88% | ▲ |

Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request | <div style="width: 97%;"><div style="width: 97%; background-color: orange;"></div></div> | 193 | 97% | 90% | 78% | 7% |
| ● Community Location Evaluation | <div style="width: 0%;"><div style="width: 0%; background-color: grey;"></div></div> | 0 | 0% | 80% | 81% | -80% ▼ |
| ✓ Follow-up Service within 48 hours | <div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> | 22 | 100% | 90% | 88% | 10% |

Data Submitted to DMHAS for Month



* State Avg based on 26 Active Mobile Crisis Team Programs

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 | 92% |
| On-Time Periodic | | |
| 6 Month Updates | N/A | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 31% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|---|
| Employed | | N/A | N/A | 20% | 20% | -20% ▼ |
| Self Help | | N/A | N/A | 60% | 97% | -60% ▼ |
| Social Support | | N/A | N/A | 60% | 89% | -60% ▼ |
| Stable Living Situation | | N/A | N/A | 80% | 80% | -80% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|--|
| Clients Receiving Services | | N/A | N/A | 90% | 100% | N/A ▼ |

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

| | |
|------------|----|
| Admissions | 0% |
| Discharges | 0% |

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 5 | | |
| Admits | 3 | - | |
| Discharges | - | - | |
| Service Hours | 47 | - | |
| Bed Days | 413 | - | |

Data Submission Quality

Data Entry Actual State Avg

| Diagnosis | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid MH/SU Diagnosis | 100% | 7% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 95% | N/A |
| Follow-up within 30 Days of Discharge | 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 |
|------------------------|---|------|----------|----------|----------|--------|-----------|---|
| ✓ Avg Utilization Rate |   | 4 | 100 days | 0.8 | 112% | 90% | 77% | 22%  |

 < 90% 90-110% >110%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

| | | |
|------------|---|------|
| Admissions |  | 67% |
| Discharges |  | 0% |
| Services |   | 100% |

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 11 Active Respite Bed Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 94 | 97 | -3% |
| Admits | 4 | 4 | 0% |
| Discharges | 6 | 5 | 20% ▲ |
| Service Hours | 1,003 | 560 | 79% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | 95% | 91% |
| On-Time Periodic | | |
| ✓ 6 Month Updates | 100% | 86% |

| Diagnosis | Actual | State Avg |
|-------------------------|--------|-----------|
| ✓ Valid MH/SU Diagnosis | 99% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--|--------|----------|--------|-----------|--|
| ✓ Treatment Completed Successfully | <div style="width: 83%;"><div style="width: 100%;"></div></div> | 5 | 83% | 65% | 61% | 18% ▲ |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Social Support | <div style="width: 99%;"><div style="width: 100%;"></div></div> | 93 | 99% | 60% | 79% | 39% ▲ |
| ✓ Improved/Maintained Function Score | <div style="width: 100%;"><div style="width: 100%;"></div></div> | 82 | 100% | 65% | 51% | 35% ▲ |
| ✓ Stable Living Situation | <div style="width: 89%;"><div style="width: 100%;"></div></div> | 84 | 89% | 80% | 86% | 9% ▲ |
| ● Employed | <div style="width: 10%;"><div style="width: 100%;"></div></div> | 8 | 9% | 20% | 15% | -11% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|---|
| ✓ Clients Receiving Services | <div style="width: 98%;"><div style="width: 100%;"></div></div> | 86 | 98% | 90% | 94% | 8% ▲ |

Data Submitted to DMHAS for 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 33 Active CSP Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 37 | 33 | 12% | ▲ |
| Admits | 1 | 7 | -86% | ▼ |
| Discharges | 2 | 6 | -67% | ▼ |
| Service Hours | 480 | 336 | 43% | ▲ |

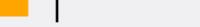
Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid NOMS Data | 86% | 89% |
| On-Time Periodic | | |
| 6 Month Updates | 87% | 49% |
| Diagnosis | Actual | State Avg |
| Valid MH/SU Diagnosis | 97% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |  | 1 | 50% | 50% | 46% | 0% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Social Support |  | 36 | 97% | 60% | 59% | 37% ▲ |
| ✓ Improved/Maintained Function Score |  | 31 | 97% | 75% | 39% | 22% ▲ |
| ● Employed |  | 6 | 16% | 30% | 22% | -14% ▼ |
| ● Stable Living Situation |  | 30 | 81% | 95% | 68% | -14% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services |  | 24 | 69% | 90% | 75% | -21% ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days |  | 1 | 100% | 75% | 81% | 25% ▲ |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | 1 | 1 | 1 | 33% |
| Discharges | 1 | 1 | 1 | 67% |
| Services | 1 | 1 | 1 | 100% |

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 6 | 6 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 26 | 19 | 43% ▲ |

Data Submission Quality

| Data Entry | | Actual | State Avg |
|-------------------------|--|--------|-----------|
| ✓ Valid NOMS Data | | 100% | 92% |
| ✓ Valid TEDS Data | | 30% | 50% |
| On-Time Periodic | | | |
| ✓ 6 Month Updates | | 100% | 9% |
| Diagnosis | | Actual | State Avg |
| ✓ Valid MH/SU Diagnosis | | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|--|
| Treatment Completed Successfully | | N/A | N/A | 50% | 51% | N/A |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Abstinence/Reduced Drug Use | | 4 | 67% | 55% | 24% | 12% ▲ |
| ✓ Improved/Maintained Function Score | | 5 | 83% | 75% | 29% | 8% |
| ✓ Not Arrested | | 5 | 83% | 75% | 43% | 8% |
| ✓ Stable Living Situation | | 6 | 100% | 95% | 44% | 5% |
| ✓ Employed | | 3 | 50% | 50% | 22% | 0% |
| ● Self Help | | 0 | 0% | 60% | 12% | -60% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 6 | 100% | 90% | 38% | 10% |

Service Engagement

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|--|
| ● 2 or more Services within 30 days | | N/A | N/A | 75% | 57% | N/A ▼ |

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

| | | |
|------------|--|------|
| Admissions | | 0% |
| Discharges | | 0% |
| Services | | 100% |

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

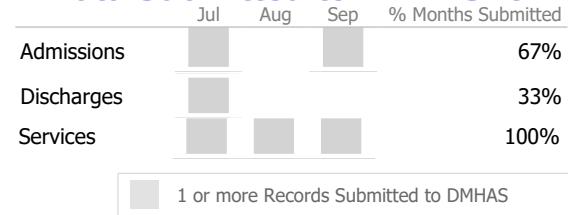
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 21 | | |
| Admits | 5 | - | |
| Discharges | 1 | - | |
| Service Hours | 43 | - | |

Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|---|
| ✓ at least 1 Service within 180 days |  | 4 | 80% | 50% | 80% | 30%  |

Data Submitted to DMHAS for Month


 > 10% Over

 < 10% Under

 Actual
  Goal
  Goal Met
  Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 9 | 14 | -36% | ▼ |
| Admits | 1 | 1 | 0% | |
| Discharges | - | 1 | -100% | ▼ |
| Bed Days | 750 | 1,196 | -37% | ▼ |

Data Submission Quality

| | Actual | State Avg |
|------------------------------------|--------|-----------|
| ✓ Valid NOMS Data | 97% | 87% |
| ✓ On-Time Periodic 6 Month Updates | 100% | 88% |
| ✓ Valid MH/SU Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 60% | 72% | N/A |
| Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 78% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 9 | 100% | 60% | 86% | 40% ▲ |
| ✓ Stable Living Situation | | 9 | 100% | 95% | 97% | 5% |
| ✓ Improved/Maintained Function Score | | 7 | 100% | 95% | 63% | 5% |
| ● Employed | | 0 | 0% | 25% | 11% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | | 12 | 1,026 days | 1.3 | 68% | 90% | 88% | -22% ▼ |

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

| | |
|------------|-----|
| Admissions | 33% |
| Discharges | 0% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ■ Goal Met ■ Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 85 | 106 | -20%  |
| Admits | 19 | 29 | -34%  |
| Discharges | 15 | 29 | -48%  |
| Service Hours | 204 | 40 | |

Service Utilization

| | Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | | | | | | | |

Clients Receiving Services

Actual % vs Goal %

Actual

Actual %

Goal %

State Avg

Actual vs Goal

60

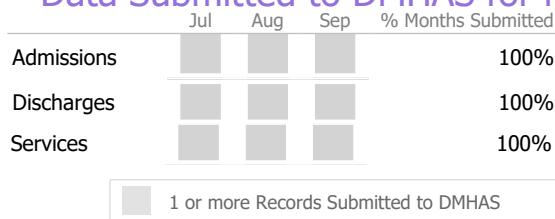
86%

90%

75%

-4%

Data Submitted to DMHAS for Month



Jail Diversion

| | Follow-up Service within 48 hours | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|-----------------------------------|---|--------|----------|--------|-----------|---|
| | | | | | | | |
| ✓ | Follow-up Service within 48 hours |  | 10 | 83% | 0% | 87% | 83%  |

Follow-up Service within 48 hours

Actual % vs Goal %

Actual

Actual %

Goal %

State Avg

Actual vs Goal

10

83%

0%

87%

83%

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

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 32 | 39 | -18% | ▼ |
| Admits | 3 | 8 | -63% | ▼ |
| Discharges | 5 | 12 | -58% | ▼ |
| Service Hours | 101 | 184 | -45% | ▼ |

Service Utilization

| | Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | | | | | | | |

Clients Receiving Services

Actual % vs Goal %

Actual

Actual %

Goal %

State Avg

Actual vs Goal

21 78% 90% 75% -12% ▼

Data Submitted to DMHAS for Month



Jail Diversion

| Follow-up Service within 48 hours | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | | | | | | |
| Follow-up Service within 48 hours | | 0 | 0% | 0% | 87% | 0% |

Follow-up Service within 48 hours

Actual % vs Goal %

Actual

Actual %

Goal %

State Avg

Actual vs Goal

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 67 | 106 | -37% | ▼ |
| Admits | 2 | 18 | -89% | ▼ |
| Discharges | 2 | 26 | -92% | ▼ |
| Service Hours | 300 | 443 | -32% | ▼ |

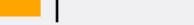
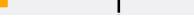
Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid NOMS Data | 96% | 96% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 74% | 84% |
| Diagnosis | Actual | State Avg |
| Valid MH/SU Diagnosis | 99% | 93% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |  | 1 | 50% | 50% | 29% | 0% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|---------------------|
| ✓ Social Support |  | 65 | 97% | 60% | 70% | 37% ▲ |
| ✓ Improved/Maintained Function Score |  | 58 | 97% | 75% | 39% | 22% ▲ |
| ● Employed |  | 15 | 22% | 30% | 14% | -8% ▼ |
| ● Stable Living Situation |  | 54 | 81% | 95% | 80% | -14% ▼ |
| ● Self Help |  | 4 | 6% | 60% | 65% | -54% ▼ |

Service Utilization

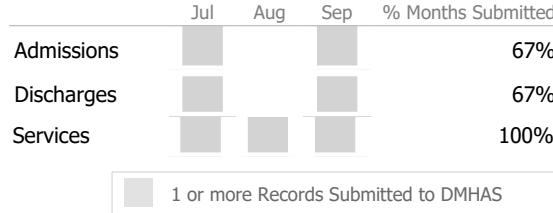
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|---|--------|----------|--------|-----------|---------------------|
| ● Clients Receiving Services |  | 44 | 68% | 90% | 85% | -22% ▼ |

Service Engagement

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------|---|--------|----------|--------|-----------|--------------------|
| ✓ Outpatient |  | 2 | 100% | 75% | 95% | 25% ▲ |

| |
|-------------------------------------|
| ✓ 2 or more Services within 30 days |
|-------------------------------------|

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 20 | 23 | -13% | ▼ |
| Admits | - | - | | |
| Discharges | 1 | 1 | 0% | |
| Service Hours | 93 | 115 | -19% | ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| ✓ Valid NOMS Data | 98% | 92% |
| Valid TEDS Data | 0% | 50% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 89% | 9% |
| Diagnosis | Actual | State Avg |
| ✓ Valid MH/SU Diagnosis | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 1 | 100% | 50% | 51% | 50% |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Improved/Maintained Function Score | | 20 | 100% | 75% | 29% | 25% |
| ✓ Not Arrested | | 20 | 100% | 75% | 43% | 25% |
| ● Stable Living Situation | | 17 | 85% | 95% | 44% | -10% |
| ● Employed | | 0 | 0% | 50% | 22% | -50% |
| ● Abstinence/Reduced Drug Use | | 0 | 0% | 55% | 24% | -55% |
| ● Self Help | | 0 | 0% | 60% | 12% | -60% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 17 | 89% | 90% | 38% | -1% |

Service Engagement

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | N/A | N/A | 75% | 57% | N/A |

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

Program Activity

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

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | N/A | 100% |
| Valid TEDS Data | N/A | 100% |
| On-Time Periodic | | |
| 6 Month Updates | N/A | 30% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|---|
| Treatment Completed Successfully | | N/A | N/A | 50% | 0% | N/A |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Abstinence/Reduced Drug Use | | N/A | N/A | 55% | 30% | -55% ▼ |
| Employed | | N/A | N/A | 50% | 22% | -50% ▼ |
| Improved/Maintained Function Score | | N/A | N/A | 75% | 11% | -75% ▼ |
| Not Arrested | | N/A | N/A | 75% | 44% | -75% ▼ |
| Self Help | | N/A | N/A | 60% | 19% | -60% ▼ |
| Stable Living Situation | | N/A | N/A | 95% | 44% | -95% ▼ |

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Naltrexone Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 33 | 51 | -35% | ▼ |
| Admits | - | - | | |
| Discharges | - | 13 | -100% | ▼ |
| Service Hours | 135 | 214 | -37% | ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data | 96% | 97% |
| Valid TEDS Data | 22% | 65% |
| On-Time Periodic | Actual | State Avg |
| ✓ 6 Month Updates | 94% | 35% |
| Diagnosis | Actual | State Avg |
| ✓ Valid MH/SU Diagnosis | 100% | 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 59% | N/A |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Improved/Maintained Function Score | | 32 | 97% | 75% | 21% | 22% ▲ |
| ✓ Not Arrested | | 32 | 97% | 75% | 55% | 22% ▲ |
| ✓ Stable Living Situation | | 32 | 97% | 95% | 52% | 2% ▲ |
| ● Employed | | 4 | 12% | 50% | 26% | -38% ▼ |
| ● Abstinence/Reduced Drug Use | | 2 | 6% | 55% | 45% | -49% ▼ |
| ● Self Help | | 0 | 0% | 60% | 20% | -60% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 29 | 88% | 90% | 54% | -2% |

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

| | |
|------------|------|
| Admissions | 0% |
| Discharges | 0% |
| Services | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 20 Active Buprenorphine Maintenance Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|--|
| Unique Clients | 52 | 55 | -5% |
| Admits | 5 | 10 | -50% ▼ |
| Discharges | 8 | 13 | -38% ▼ |
| Service Hours | 443 | 248 | 79% ▲ |

Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|--|
| ✓ at least 1 Service within 180 days | <div style="width: 100%;"><div style="width: 50%; background-color: orange;"></div></div> | 5 | 100% | 50% | 80% | 50% ▲ |

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under

█ Actual Goal ✓ Goal Met Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Next Steps

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 10 | 13 | -23% | ▼ |
| Admits | - | - | | |
| Discharges | 1 | - | | |
| Service Hours | 104 | 36 | 193% | ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | 90% | 9 | 90% | 85% | 84% | 5% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | 100% | 9 | 100% | 90% | 86% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|---------------------------------------|--------|-----------|
| Valid NOMS Data | 95% | 98% |
| On-Time Periodic ✓ 6 Month Updates | 100% | 77% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | 1 | 1 | 1 | 33% |
| Services | 1 | 1 | 1 | 100% |

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

1 or more Records Submitted to DMHAS

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 146 | 163 | -10% | ▼ |
| Admits | 31 | 26 | 19% | ▲ |
| Discharges | 20 | 42 | -52% | ▼ |
| Service Hours | 576 | 625 | -8% | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid NOMS Data | 76% | 89% |
| On-Time Periodic | | |
| 6 Month Updates | 86% | 49% |
| Diagnosis | Actual | State Avg |
| Valid MH/SU Diagnosis | 97% | 98% |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | 1 | 1 | 1 | 100% |
| Discharges | 1 | 1 | 1 | 67% |
| Services | 1 | 1 | 1 | 100% |

1 or more Records Submitted to DMHAS

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 7 | 35% | 50% | 46% | -15% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 142 | 97% | 60% | 59% | 37% ▲ |
| ● Stable Living Situation | | 132 | 90% | 95% | 68% | -5% |
| ● Employed | | 23 | 16% | 30% | 22% | -14% ▼ |
| ✓ Improved/Maintained Function Score | | 87 | 94% | 75% | 39% | 19% ▲ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 101 | 80% | 90% | 75% | -10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days | | 29 | 94% | 75% | 81% | 19% ▲ |

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 17 | 18 | -6% |
| Admits | 1 | 2 | -50% ▼ |
| Discharges | 1 | 2 | -50% ▼ |
| Bed Days | 1,475 | 1,471 | 0% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid NOMS Data | 93% | 95% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 93% |
| Diagnosis | | |
| Valid MH/SU Diagnosis | 100% | 92% |

Discharge Outcomes

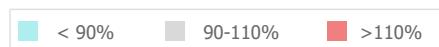
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | <div style="width: 75%; background-color: orange; height: 10px;"></div> | 1 | 100% | 75% | 71% | 25% ▲ |
| ✓ No Re-admit within 30 Days of Discharge | <div style="width: 85%; background-color: orange; height: 10px;"></div> | 1 | 100% | 85% | 65% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge | <div style="width: 0%; background-color: lightgray; height: 10px;"></div> | 0 | 0% | 90% | 58% | -90% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Improved/Maintained Function Score | <div style="width: 75%; background-color: orange; height: 10px;"></div> | 16 | 100% | 75% | 47% | 25% ▲ |

Bed Utilization

| Avg Utilization Rate | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|---|------|------------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | <div style="width: 100%; background-color: lightgray; height: 10px;"></div> | 16 | 2,185 days | 0.9 | 100% | 90% | 90% | 10% |



Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|--|-----|-----|--------------------|
| Admissions | <div style="width: 33%; background-color: lightgray; height: 10px;"></div> | | | 33% |
| Discharges | <div style="width: 33%; background-color: lightgray; height: 10px;"></div> | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6 | 6 | 0% |
| Admits | 1 | - | |
| Discharges | 1 | - | |
| Bed Days | 387 | 552 | -30% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------------------|--------|-----------|
| Valid NOMS Data | 99% | 95% |
| On-Time Periodic 6 Month Updates | 100% | 93% |
| Diagnosis | Actual | State Avg |
| Valid MH/SU Diagnosis | 83% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | <div style="width: 100%;"><div style="width: 75%;"></div></div> | 1 | 100% | 75% | 71% | 25% ▲ |
| ✓ No Re-admit within 30 Days of Discharge | <div style="width: 100%;"><div style="width: 85%;"></div></div> | 1 | 100% | 85% | 65% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge | <div style="width: 100%;"><div style="width: 0%;"></div></div> | 0 | 0% | 90% | 58% | -90% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Improved/Maintained Function Score | <div style="width: 100%;"><div style="width: 75%;"></div></div> | 5 | 100% | 75% | 47% | 25% ▲ |

Bed Utilization

| Avg Utilization Rate | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|---|------|------------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate | <div style="width: 100%;"><div style="width: 90%;"></div></div> | 6 | 1,735 days | 1.0 | 70% | 90% | 90% | -20% ▼ |



< 90% 90-110% > 110%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

| | | |
|------------|---------------------------------|-----|
| Admissions | <div style="width: 33%;"></div> | 33% |
| Discharges | <div style="width: 33%;"></div> | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 15 | 11 | 36% | ▲ |
| Admits | - | 2 | -100% | ▼ |
| Discharges | 9 | 1 | 800% | ▲ |

Data Submission Quality

Data Entry Actual State Avg

Valid TEDS Data  N/A N/A

Diagnosis Actual State Avg

✓ Valid MH/SU Diagnosis  100% 9%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges  100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 1 | 3 | -67% | ▼ |
| Admits | - | - | | |
| Discharges | - | 1 | -100% | ▼ |
| Service Hours | - | 1 | -100% | ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg | |
|------------------|--------|-----------|--|
| Valid NOMS Data | N/A | 94% | |
| On-Time Periodic | Actual | State Avg | |
| 6 Month Updates | N/A | 69% | |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 65% | N/A |
| Recovery | | | | | | |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| ✓ Social Support | | 1 | 100% | 60% | 71% | 40% ▲ |
| ● Employed | | 0 | 0% | 20% | 14% | -20% ▼ |
| ● Stable Living Situation | | 0 | 0% | 80% | 78% | -80% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 0 | 0% | 90% | 77% | -90% ▼ |

Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 0% |

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|---|
| Unique Clients | 65 | 69 | -6% |
| Admits | - | 1 | -100%  |
| Discharges | - | - | |
| Service Hours | 633 | 170 | |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|--------|----------|--------|-----------|----------------|
|  Stable Living Situation |  | 54 | 83% | 85% | 84% | -2% |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|---|--------|----------|--------|-----------|----------------|
|  Clients Receiving Services |  | 63 | 97% | 90% | 86% | 7% |

Data Submission Quality

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

Data Submitted to DMHAS for Month

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

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

 1 or more Records Submitted to DMHAS

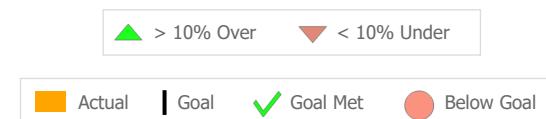
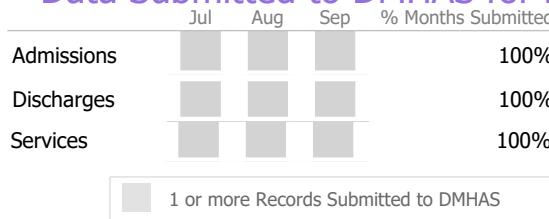
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 165 | 157 | 5% |
| Admits | 13 | - | |
| Discharges | 10 | 25 | -60% ▼ |
| Service Hours | 903 | 517 | 75% ▲ |
| Social Rehab/PHP/IOP Days | 1,051 | 229 | 359% ▲ |

Service Utilization

| Clients Receiving Services | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| | | 118 | 76% | 90% | 66% | -14% |

Data Submitted to DMHAS for Month



* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 17 | 19 | -11% | ▼ |
| Admits | 1 | 1 | 0% | |
| Discharges | 1 | 2 | -50% | ▼ |
| Bed Days | 1,472 | 1,625 | -9% | |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---------------------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | <div style="width: 75%;"></div> | 1 | 100% | 75% | 71% | 25% |
| ✓ No Re-admit within 30 Days of Discharge | <div style="width: 85%;"></div> | 1 | 100% | 85% | 65% | 15% |
| ✓ Follow-up within 30 Days of Discharge | <div style="width: 90%;"></div> | 1 | 100% | 90% | 58% | 10% |

Data Submission Quality

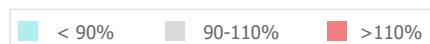
| Data Entry | Actual | State Avg |
|-------------------------|----------------------------------|-----------|
| ✓ Valid NOMS Data | <div style="width: 96%;"></div> | 96% |
| On-Time Periodic | | |
| ✓ 6 Month Updates | <div style="width: 100%;"></div> | 100% |
| Diagnosis | | |
| ✓ Valid MH/SU Diagnosis | <div style="width: 100%;"></div> | 100% |
| | | 95% |
| | | 93% |
| | | 92% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---------------------------------|--------|----------|--------|-----------|----------------|
| ✓ Improved/Maintained Function Score | <div style="width: 75%;"></div> | 15 | 100% | 75% | 47% | 25% |

Bed Utilization

| Avg Utilization Rate | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|----------------------------------|------|------------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | <div style="width: 107%;"></div> | 15 | 1,118 days | 0.9 | 107% | 90% | 90% | 17% |



Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|---------------------------------|-----|-----|--------------------|
| Admissions | <div style="width: 33%;"></div> | | | 33% |
| Discharges | <div style="width: 33%;"></div> | | | 33% |

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|----------------|--------|----------|------------|---|
| Unique Clients | 8 | 10 | -20% | ▼ |
| Admits | 1 | 1 | 0% | |
| Discharges | 2 | - | | |
| Bed Days | 585 | 834 | -30% | ▼ |

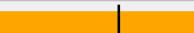
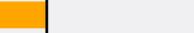
Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------------|--------|-----------|
| Valid NOMS Data | 75% | 87% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 88% |
| Diagnosis | Actual | State Avg |
| Valid MH/SU Diagnosis | 100% | 98% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |  | 2 | 100% | 60% | 72% | 40% |
| ✓ Follow-up within 30 Days of Discharge |  | 2 | 100% | 90% | 78% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|---|--------|----------|--------|-----------|----------------|
| ✓ Social Support |  | 8 | 100% | 60% | 86% | 40% |
| ✓ Stable Living Situation |  | 8 | 100% | 95% | 97% | 5% |
| ✓ Employed |  | 2 | 25% | 25% | 11% | 0% |
| ✓ Improved/Maintained Function Score |  | 6 | 100% | 95% | 63% | 5% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|---|------|----------|----------|----------|--------|-----------|----------------|
| ● Avg Utilization Rate |  | 8 | 304 days | 1.0 | 79% | 90% | 88% | -11% |



Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | % Months Submitted |
|------------|---|---|---|--------------------|
| Admissions |  |  |  | 33% |
| Discharges |  |  |  | 33% |





* State Avg based on 83 Active Supervised Apartments Programs