

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	2,445	2,228	10%
↘	Admits	542	501	8%
↗	Discharges	485	480	1%
↗	Service Hours	12,466	10,869	15% ▲
↗	Bed Days	1,488	1,357	10%
↗	S.Rehab/PHP/IOP	1,286	1,053	22% ▲

▲ > 10% Over 1 Yr Ago

▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,856	58.9%
	Community Support	365	11.6%
	Crisis Services	183	5.8%
	Social Rehabilitation	164	5.2%
	Case Management	121	3.8%
	Employment Services	87	2.8%
	Consultation	36	1.1%
	ACT	22	0.7%
	Residential Services	19	0.6%
Addiction			
	Outpatient	102	3.2%
	Medication Assisted Treatment	64	2.0%
	Employment Services	14	0.4%
Forensic MH			
	Forensics Community-based	119	3.8%

Consumer Satisfaction Survey

(Based on 465 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	94% 80% 91%	94%	80%	91%
✓ Participation in Treatment	93% 80% 92%	93%	80%	92%
✓ General Satisfaction	93% 80% 92%	93%	80%	92%
✓ Quality and Appropriateness	93% 80% 93%	93%	80%	93%
✓ Overall	93% 80% 91%	93%	80%	91%
✓ Access	90% 80% 88%	90%	80%	88%
✗ Outcome	74% 80% 83%	74%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	297	12%	8%
26-34	398	16%	18%
35-44	491	20%	24%
45-54	371	15%	18%
55-64	466	19%	20%
65+	420	17%	12%

Gender	#	%	State Avg
Female	1,407	58%	42%
Male	1,037	42%	58%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,930	79%	64% ▲
Hisp-Puerto Rican	321	13%	10%
Unknown	82	3%	14% ▼
Hispanic-Other	80	3%	11%
Hispanic-Mexican	31	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	1,884	77%	59% ▲
Other	373	15%	12%
Black/African American	76	3%	17% ▼
Unknown	54	2%	9%
Multiple Races	32	1%	1%
Asian	12	0%	1%
Am. Indian/Native Alaskan	11	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

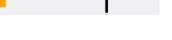
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	46	28	64%	▲
Admits	15	7	114%	▲
Discharges	12	5	140%	▲
Service Hours	185	79	133%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	92%
✓ Valid TEDS Data	96%	50%
On-Time Periodic		
✓ 6 Month Updates	94%	9%
Diagnosis		
✓ Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	50%	50%	51%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		46	100%	75%	43%	25% ▲
✓ Abstinence/Reduced Drug Use		35	76%	55%	24%	21% ▲
● Employed		19	41%	50%	22%	-9% ▼
● Stable Living Situation		39	85%	95%	44%	-10% ▼
● Self Help		13	28%	60%	12%	-32% ▼
● Improved/Maintained Function Score		12	40%	75%	29%	-35% ▼

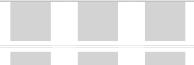
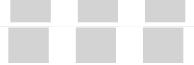
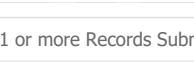
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	38%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		14	93%	75%	57%	18% ▲

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

* State Avg based on 104 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	42	33%	▲
Admits	14	6	133%	▲
Discharges	16	13	23%	▲
Service Hours	160	142	13%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	92%
✓ Valid TEDS Data	100%	50%
On-Time Periodic	Actual	State Avg
✓ 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		5	31%	50%	51%	-19% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		56	100%	75%	43%	25% ▲
✓ Abstinence/Reduced Drug Use		33	59%	55%	24%	4%
● Self Help		31	55%	60%	12%	-5%
● Employed		24	43%	50%	22%	-7%
● Stable Living Situation		47	84%	95%	44%	-11% ▼
● Improved/Maintained Function Score		19	58%	75%	29%	-17% ▼

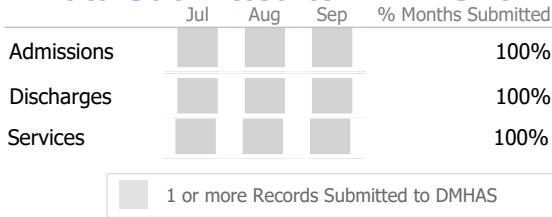
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	38%	10%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
✓ 2 or more Services within 30 days		13	93%	75%	57%	18% ▲

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	940	842	12%	▲
Admits	113	84	35%	▲
Discharges	97	83	17%	▲
Service Hours	2,419	1,748	38%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	49%

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		26	27%	50%	46%	-23% ▼
Recovery						
✓ Social Support		805	85%	60%	59%	25% ▲
✓ Employed		333	35%	30%	22%	5%
✓ Stable Living Situation		892	95%	95%	68%	0%
● Improved/Maintained Function Score		173	23%	75%	39%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		813	96%	90%	75%	6%
Service Engagement						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		95	84%	75%	81%	9%

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 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	827	728	14%	▲
Admits	110	112	-2%	
Discharges	95	92	3%	
Service Hours	2,114	1,909	11%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	89%
On-Time Periodic		
✓ 6 Month Updates	100%	49%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		46	48%	50%	46%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		766	93%	60%	59%	33% ▲
✓ Employed		282	34%	30%	22%	4% ▲
✓ Stable Living Situation		808	98%	95%	68%	3% ▲
● Improved/Maintained Function Score		144	23%	75%	39%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		727	99%	90%	75%	9% ▲

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		84	76%	75%	81%	1% ▲

▲ > 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	118	102	16%	▲
Admits	11	4	175%	▲
Discharges	4	3	33%	▲
Service Hours	251	233	8%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	49%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	46%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		102	86%	60%	59%	26%
✓ Stable Living Situation		113	96%	95%	68%	1%
● Employed		16	14%	30%	22%	-16%
● Improved/Maintained Function Score		5	5%	75%	39%	-70%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		108	95%	90%	75%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		5	45%	75%	81%	-30%

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	1	1	-26% 

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	80%	-50% 

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		0%
Discharges		0%
Services	 	67%

 1 or more Records Submitted to DMHAS > 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	25	24	4%
Admits	1	3	-67% ▼
Discharges	5	1	400% ▲
Service Hours	277	182	52% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	23	23	88%	85%	91%	3%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	20	20	95%	90%	89%	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic ✓ 6 Month Updates	100%	76%

Data Submitted to DMHAS for Month



* State Avg based on 67 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	-	-		
Discharges	1	-		
Service Hours	63	40	57%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	9	100%	85%	84%	15%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	8	100%	90%	86%	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	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	3	2	50%	▲
Admits	1	-		
Discharges	-	-		
Bed Days	231	184	26%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	58%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	85%	40% ▲
✓ Stable Living Situation		3	100%	85%	96%	15% ▲
✓ Employed		1	33%	25%	16%	8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	212 days	1.0	84%	90%	70%	-6%
█ < 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 23 Active Residential Support 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	93%
On-Time Periodic 6 Month Updates	N/A	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	52%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	15%	15%	-15% ▼
Improved/Maintained Function Score		N/A	N/A	85%	24%	-85% ▼
Social Support		N/A	N/A	60%	76%	-60% ▼
Stable Living Situation		N/A	N/A	60%	89%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	98%	N/A

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted



* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	185	162	14%	▲
Admits	8	49	-84%	▼
Discharges	27	18	50%	▲
Service Hours	1,441	1,584	-9%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	91%
On-Time Periodic		
✓ 6 Month Updates	98%	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		9	33%	65%	61%	-32% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		164	89%	60%	79%	29% ▲
✓ Stable Living Situation		161	87%	80%	86%	7%
✓ Employed		43	23%	20%	15%	3%
● Improved/Maintained Function Score		39	25%	65%	51%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		157	99%	90%	94%	9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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	180	206	-13%	▼
Admits	23	18	28%	▲
Discharges	21	30	-30%	▼
Service Hours	1,756	1,857	-5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	91%
On-Time Periodic 6 Month Updates	98%	86%
Diagnosis Valid MH/SU Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		12	57%	65%	61%	-8%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		163	91%	60%	79%	31% ▲
✓ Stable Living Situation		165	92%	80%	86%	12% ▲
● Employed		26	14%	20%	15%	-6%
● Improved/Maintained Function Score		22	16%	65%	51%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		159	100%	90%	94%	10%

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 33 Active CSP Programs

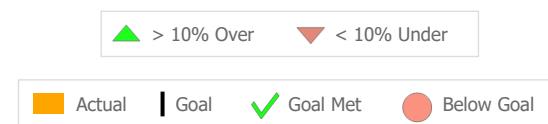
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	40	115%	▲
Admits	67	20	235%	▲
Discharges	58	38	53%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div style="width: 92%;"><div style="width: 100%;"></div></div>	24	92%	90%	78%	2%
● Community Location Evaluation	<div style="width: 73%;"><div style="width: 100%;"></div></div>	19	73%	80%	81%	-7%
✓ Follow-up Service within 48 hours	<div style="width: 100%;"><div style="width: 100%;"></div></div>	17	100%	90%	88%	10%

Data Submitted to DMHAS for Month

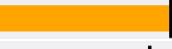


* State Avg based on 26 Active Mobile Crisis Team Programs

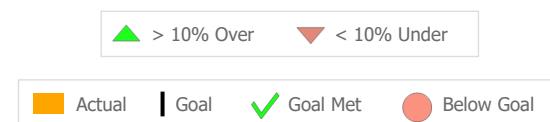
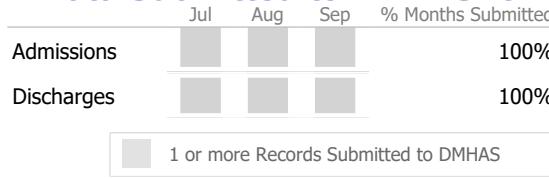
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	46	111%	▲
Admits	73	35	109%	▲
Discharges	50	43	16%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		19	100%	90%	78%	10%
✓ Community Location Evaluation		16	84%	80%	81%	4%
✓ Follow-up Service within 48 hours		12	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	41	38	8%
Admits	16	12	33% ▲
Discharges	10	15	-33% ▼
Service Hours	222	77	187% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 16%;"><div style="width: 39%; background-color: orange;"></div></div>	16	39%	35%	43%	4%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 31%;"><div style="width: 100%; background-color: orange;"></div></div>	31	100%	90%	90%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 93%;"><div style="width: 91%; background-color: orange;"></div></div>	93% 91%
✓ On-Time Periodic 6 Month Updates	<div style="width: 100%;"><div style="width: 87%; background-color: orange;"></div></div>	100% 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	119	151	-21% ▼
Admits	28	85	-67% ▼
Discharges	36	87	-59% ▼
Service Hours	156	149	4%

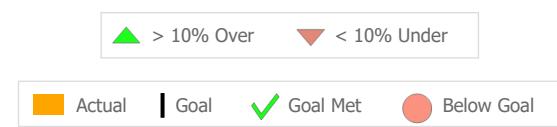
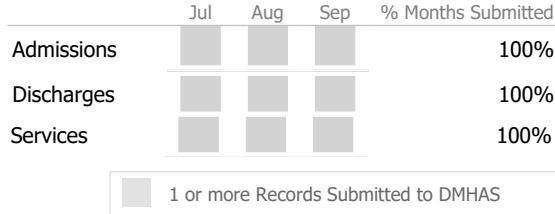
Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	82	98%	90%	75%	8%	

Jail Diversion

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	17	94%	0%	87%	94%	▲

Data Submitted to DMHAS for Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	14	57% ▲
Admits	4	-	
Discharges	2	3	-33% ▼
Service Hours	190	48	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%
✓ Valid TEDS Data		98%	65%
On-Time Periodic			
✓ 6 Month Updates		100%	35%
Diagnosis			
✓ Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	█	1	50%	50%	59%	0%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use	█	21	95%	55%	45%	40% ▲
✓ Not Arrested	█	22	100%	75%	55%	25% ▲
● Stable Living Situation	█	18	82%	95%	52%	-13% ▼
● Employed	█	8	36%	50%	26%	-14% ▼
● Self Help	█	7	32%	60%	20%	-28% ▼
● Improved/Maintained Function Score	█	4	31%	75%	21%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	█	20	100%	90%	54%	10%

Data Submitted to DMHAS for Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 20 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	-	1	-100% ▼
Discharges	2	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	25	96%	85%	91%	11%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
On-Time Periodic		
✓ 6 Month Updates	100%	76%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	1	1	1	33%

▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	723	707	2%

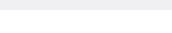
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	96%
On-Time Periodic 6 Month Updates	100%	91%
Diagnosis Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

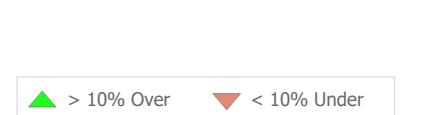
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	82%	20% 
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	70%	15% 
● Follow-up within 30 Days of Discharge		0	0%	90%	56%	-90% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	100%	60%	82%	40% 
✓ Stable Living Situation		9	100%	90%	98%	10% 
● Improved/Maintained Function Score		0	0%	95%	67%	-95% 

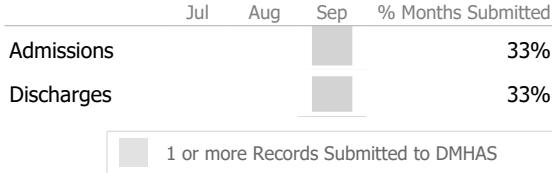
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	  	8	194 days	0.9	98%	90%	85%	8%



* State Avg based on 22 Active Group Home Programs

Data Submitted to DMHAS for Month



Next Steps

United Services Inc.

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	13	9	44%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	49	100	-51%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 12px; height: 10px; background-color: orange; border: 1px solid black;"></div>	12	92%	85%	84%	7%

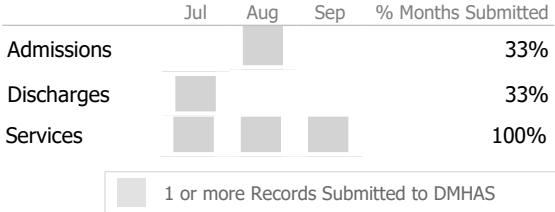
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 12px; height: 10px; background-color: orange; border: 1px solid black;"></div>	12	100%	90%	86%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 98px; height: 10px; background-color: orange; border: 1px solid black;"></div>	98%
On-Time Periodic		
✓ 6 Month Updates	<div style="width: 100px; height: 10px; background-color: orange; border: 1px solid black;"></div>	100%
		77%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

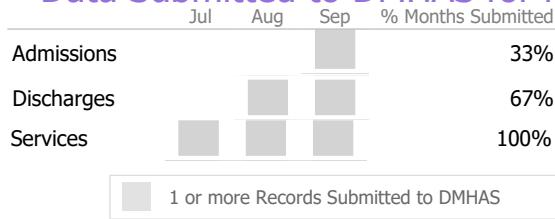
* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	60	-23% ▼
Admits	2	6	-67% ▼
Discharges	2	15	-87% ▼
Service Hours	388	357	8%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	2	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

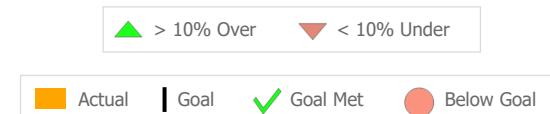
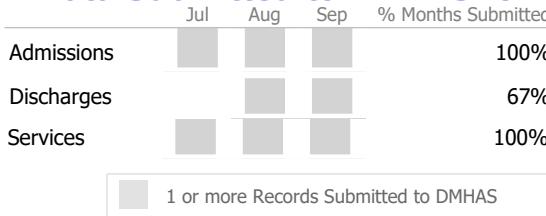
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	65	5%
Admits	9	8	13% ▲
Discharges	6	6	0%
Service Hours	17	6	175% ▲
Social Rehab/PHP/IOP Days	765	616	24% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 79%; background-color: orange;"></div>	49	79%	90%	66%	-11% ▼

Data Submitted to DMHAS for Month



* State Avg based on 34 Active Social Rehabilitation Programs

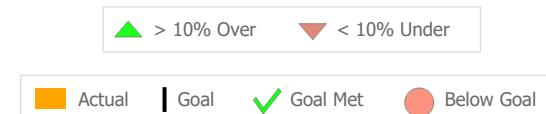
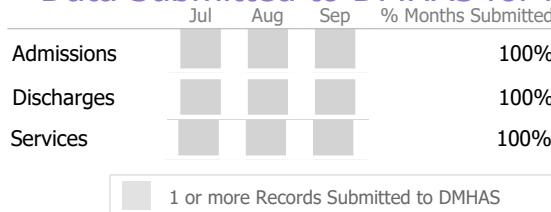
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	82	17%	▲
Admits	13	19	-32%	▼
Discharges	10	6	67%	▲
Service Hours	416	422	-1%	
Social Rehab/PHP/IOP Days	521	437	19%	▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		75	87%	90%	66%	-3%

Data Submitted to DMHAS for Month

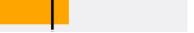


* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	17	-18%	▼
Admits	3	6	-50%	▼
Discharges	10	3	233%	▲
Service Hours	93	159	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	43%	35%	26%	8%

Service Utilization

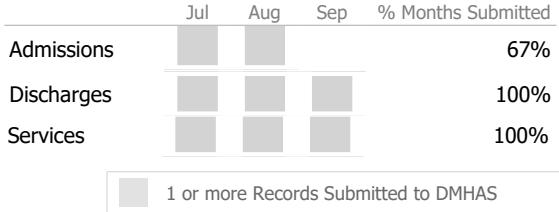
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	79%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		84%	91%

On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		100%	77%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	27	56%	▲
Admits	8	3	167%	▲
Discharges	7	1	600%	▲
Service Hours	109	127	-14%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
✓ Valid TEDS Data	100%	65%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	35%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	100%

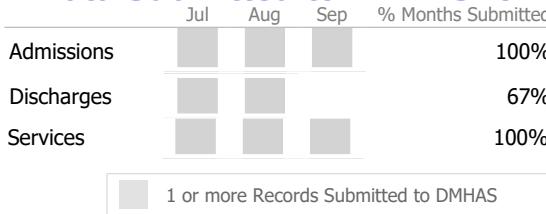
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	50%	59%	21%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		38	90%	55%	45%	35%
✓ Not Arrested		41	98%	75%	55%	23%
✓ Stable Living Situation		40	95%	95%	52%	0%
● Employed		13	31%	50%	26%	-19% ▼
● Self Help		8	19%	60%	20%	-41% ▼
● Improved/Maintained Function Score		6	19%	75%	21%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	97%	90%	54%	7%

Data Submitted to DMHAS for Month



▲ > 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	22%	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 5 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	40	-10%
Admits	7	7	0%
Discharges	-	2	-100% ▼
Service Hours	9	6	41% ▲

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	45	2%
Admits	9	10	-10%
Discharges	9	10	-10%
Service Hours	588	312	88% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 27%;"><div style="width: 59%; background-color: orange;"></div></div>	27	59%	35%	43%	24% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 37%;"><div style="width: 100%; background-color: orange;"></div></div>	37	100%	90%	90%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 96%;"><div style="width: 91%; background-color: orange;"></div></div>	96% 91%
✓ On-Time Periodic 6 Month Updates	<div style="width: 100%;"><div style="width: 87%; background-color: orange;"></div></div>	100% 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	22	20	10%
Admits	3	3	0%
Discharges	1	3	-67% ▼
Service Hours	1,563	1,317	19% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> 100%	93%
	On-Time Periodic		
✓	6 Month Updates	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> 100%	95%
	Diagnosis		
✓	Valid MH/SU Diagnosis	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> 100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 0%;"><div style="width: 0%; background-color: grey;"></div></div> 0	0	0%	65%	52%	-65% ▼
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> 1	1	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		N/A	N/A	90%	55%	N/A

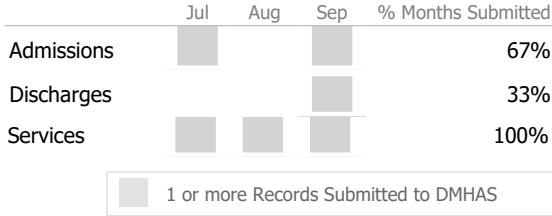
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> 20	20	91%	60%	76%	31% ▲
✓ Stable Living Situation	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> 20	20	91%	60%	89%	31% ▲
✓ Employed	<div style="width: 25%;"><div style="width: 25%; background-color: orange;"></div></div> 5	5	23%	15%	15%	8% ▲
● Improved/Maintained Function Score	<div style="width: 40%;"><div style="width: 40%; background-color: orange;"></div></div> 8	8	44%	85%	24%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"><div style="width: 100%; background-color: orange;"></div></div> 21	21	100%	90%	98%	10% ▲

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	8	6	33% ▲
Admits	2	2	0% 0%
Discharges	2	1	100% ▲
Bed Days	534	466	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	▼
							Actual % vs Goal %
Treatment Completed Successfully		0	0%	60%	72%	-60%	▼
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		7	88%	60%	86%	28% ▲
✓ Stable Living Situation		8	100%	95%	97%	5% 0%
● Employed		1	12%	25%	11%	-13% ▼

Bed Utilization

Avg Utilization Rate	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	< 90%	90-110%	> 110%							
✓ Avg Utilization Rate				6	252 days	0.8	97%	90%	88%	7% 0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	67%
Discharges	1	1	0	33%

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