

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,199	2,227	-1%
	Admits	1,194	936	28% ▲
	Discharges	1,067	1,125	-5%
	Service Hours	23,625	18,372	29% ▲
	Bed Days	9,871	11,107	-11% ▼
	S.Rehab/PHP/IOP	1,512	598	153% ▲

▲ > 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%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Access		93%	80%	88%
✓ Respect		92%	80%	91%
● Outcome		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	1,398	50.0%
	Crisis Services	490	17.5%
	Social Rehabilitation	154	5.5%
	Case Management	140	5.0%
	ACT	123	4.4%
	Community Support	101	3.6%
	Employment Services	73	2.6%
	Residential Services	62	2.2%
Forensic MH	Forensics Community-based	118	4.2%
	Outpatient	61	2.2%
Addiction	Medication Assisted Treatment	35	1.3%
	Outpatient	25	0.9%
	Recovery Support	14	0.5%

Age	#	%	State Avg
18-25	277	13%	8%
26-34	433	20%	19%
35-44	449	21%	25%
45-54	364	17%	18%
55-64	396	18%	19%
65+	246	11%	11%

Ethnicity	#	%	State Avg
Non-Hispanic	1,064	48%	64% ▼
Unknown	614	28%	14% ▲
Hispanic-Other	291	13%	11%
Hisp-Puerto Rican	223	10%	10%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	3	0%	0%

Gender	#	%	State Avg
Female	1,111	51%	41%
Male	1,085	49%	59%
Transgender/Other	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,260	57%	58%
Unknown	631	29%	9% ▲
Black/African American	264	12%	18%
Multiple Races	25	1%	1%
Asian	9	0%	1%
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	1,223	1,277	-4%
Admits	451	432	4%
Discharges	372	471	-21% ▼
Service Hours	8,123	7,059	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	89%
On-Time Periodic		
6 Month Updates	100%	47%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		144	39%	50%	45%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,249	100%	60%	60%	40% ▲
Improved/Maintained Function Score		971	98%	75%	43%	23% ▲
Stable Living Situation		1,099	88%	95%	72%	-7%
Employed		229	18%	30%	24%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		850	98%	90%	76%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		377	85%	75%	81%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	74	68	9%
Admits	14	9	56% ▲
Discharges	14	10	40% ▲
Service Hours	3,166	1,639	93% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
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	64%	65%	54%	-1%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		13	93%	85%	94%	8%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		6	67%	90%	50%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		73	99%	60%	76%	39% ▲
Stable Living Situation		68	92%	60%	88%	32% ▲
Improved/Maintained Function Score		61	100%	85%	25%	15% ▲
Employed		1	1%	15%	15%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		57	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	4	-25%	▼
Admits	1	-		
Discharges	-	3	-100%	▼
Service Hours	5	2	162%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	0%	47%
Diagnosis		
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	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	67%	60%	60%	7%
● Stable Living Situation		2	67%	95%	72%	-28% ▼
● Employed		0	0%	30%	24%	-30% ▼
● Improved/Maintained Function Score		0	0%	75%	43%	-75% ▼

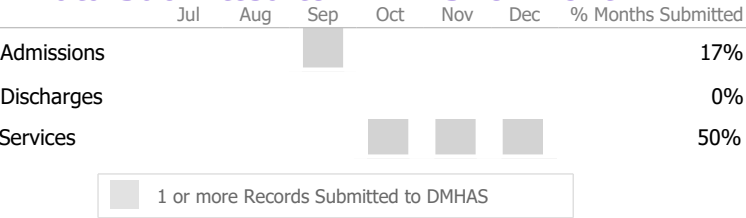
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	76%	-90% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	81%	-75% ▼

Data Submitted to DMHAS for Month



* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	30	-77%	▼
Admits	-	2	-100%	▼
Discharges	-	15	-100%	▼
Service Hours	23	27	-15%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		54% 89%
On-Time Periodic		
6 Month Updates		100% 47%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	60%	40% ▲
● Employed		0	0%	30%	24%	-30% ▼
● Stable Living Situation		1	14%	95%	72%	-81% ▼

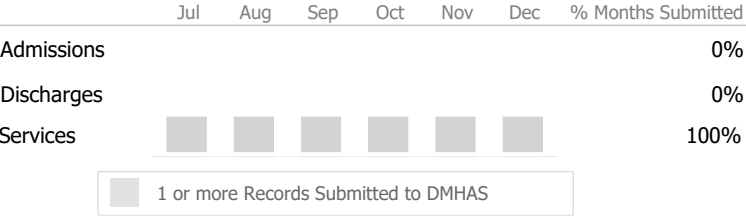
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	76%	10%

Service Engagement

Outpatient	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



* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	87	-16% ▼
Admits	23	29	-21% ▼
Discharges	27	45	-40% ▼
Service Hours	1,158	541	114% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		8	11%	35%	42%	-24% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		57	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	91%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	84%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	76	-32% ▼
Admits	8	15	-47% ▼
Discharges	11	7	57% ▲
Service Hours	1,737	1,999	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	92%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	97%

Discharge Outcomes

✓	Treatment Completed Successfully		Actual	Actual %	Goal %	State Avg	Actual vs Goal
			8	73%	65%	54%	8%
✓	No Re-admit within 30 Days of Discharge		Actual	Actual %	Goal %	State Avg	Actual vs Goal
			10	91%	85%	94%	6%
●	Follow-up within 30 Days of Discharge		Actual	Actual %	Goal %	State Avg	Actual vs Goal
			3	38%	90%	50%	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	98%	60%	76%	38% ▲
✓ Stable Living Situation		45	87%	60%	88%	27% ▲
✓ Employed		12	23%	15%	15%	8%
✓ Improved/Maintained Function Score		44	98%	85%	25%	13% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		43	98%	90%	99%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	484	230	110% ▲
Admits	499	232	115% ▲
Discharges	425	232	83% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Evaluation within 1.5 hours of Request		241	97%	90%	79%	7%
● Community Location Evaluation		14	6%	80%	83%	-74% ▼
✔ Follow-up Service within 48 hours		35	100%	90%	89%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✔ Goal Met

● Below Goal

* State Avg based on 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 93%
On-Time Periodic		
6 Month Updates		N/A 82%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	22%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	18%	-20% ▼
Self Help		N/A	N/A	60%	100%	-60% ▼
Social Support		N/A	N/A	60%	88%	-60% ▼
Stable Living Situation		N/A	N/A	80%	78%	-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	Oct	Nov	Dec	% 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	10		
Admits	9	-	
Discharges	5	-	
Service Hours	81	-	
Bed Days	605	-	

Data Submission Quality

Data Entry	Actual	State Avg
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Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		4	100%	90%	58%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	90 days	0.3	82%	90%	60%	-8%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 13 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	112	-10%
Admits	13	19	-32% ▼
Discharges	21	15	40% ▲
Service Hours	1,778	1,172	52% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	91%
On-Time Periodic		
6 Month Updates	100%	87%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	90%	65%	60%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		102	100%	60%	80%	40% ▲
Improved/Maintained Function Score		89	98%	65%	53%	33% ▲
Stable Living Situation		90	88%	80%	88%	8%
Employed		9	9%	20%	16%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		85	99%	90%	95%	9%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	33	46	-28% ▼
Admits	6	20	-70% ▼
Discharges	13	11	18% ▲
Service Hours	755	823	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	47%
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		9	69%	50%	45%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		33	100%	60%	60%	40% ▲
Improved/Maintained Function Score		26	93%	75%	43%	18% ▲
Stable Living Situation		30	91%	95%	72%	-4%
Employed		6	18%	30%	24%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	91%	90%	76%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	100%	75%	81%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
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	7	8	-13% ▼
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	39	34	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	21%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	8%
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%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		7	100%	75%	38%	25% ▲
Not Arrested		6	86%	75%	47%	11% ▲
Stable Living Situation		7	100%	95%	48%	5%
Abstinence/Reduced Drug Use		4	57%	55%	27%	2%
Employed		3	43%	50%	25%	-7%
Self Help		0	0%	60%	13%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	86%	90%	39%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		N/A	N/A	75%	63%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

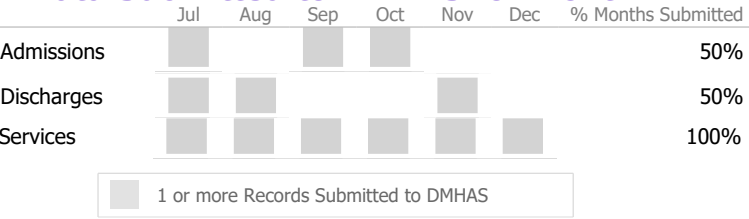
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20		
Admits	6	-	
Discharges	4	-	
Service Hours	93	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		6	100%	50%	91%	50% ▲

Data Submitted to DMHAS for Month



* State Avg based on 49 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	15	-20% ▼
Admits	4	2	100% ▲
Discharges	1	5	-80% ▼
Bed Days	1,689	2,244	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	65%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	79%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	60%	85%	40% ▲
Stable Living Situation		12	100%	95%	97%	5%
Employed		0	0%	25%	12%	-25% ▼
Improved/Maintained Function Score		8	100%	95%	72%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	983 days	0.6	76%	90%	89%	-14% ▼

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

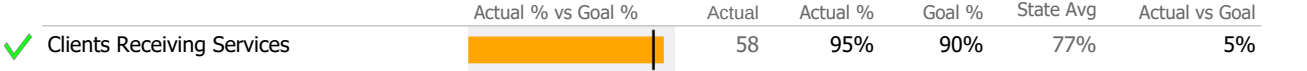
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 82 Active Supervised Apartments Programs

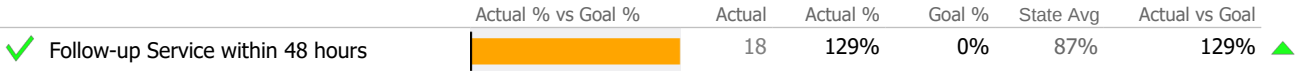
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	114	-20% ▼
Admits	32	38	-16% ▼
Discharges	33	51	-35% ▼
Service Hours	330	56	

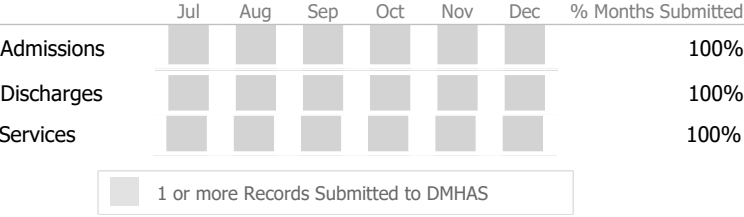
Service Utilization



Jail Diversion



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	30	40	-25% ▼
Admits	8	9	-11% ▼
Discharges	9	14	-36% ▼
Service Hours	236	377	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	77%	10%

Jail Diversion

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 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	61	112	-46% ▼
Admits	12	25	-52% ▼
Discharges	14	42	-67% ▼
Service Hours	578	837	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic		
6 Month Updates	100%	94%
Diagnosis		
Valid MH/SU Diagnosis	100%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
Discharges	■	■	■	■	■	■	100%
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		6	43%	50%	24%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		62	100%	60%	68%	40% ▲
Improved/Maintained Function Score		51	100%	75%	32%	25% ▲
Employed		14	23%	30%	12%	-7%
Stable Living Situation		50	81%	95%	79%	-14% ▼
Self Help		4	6%	60%	70%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	91%	90%	95%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	83%	75%	93%	8%

▲ > 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	18	23	-22% ▼
Admits	-	-	
Discharges	2	3	-33% ▼
Service Hours	185	213	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	0%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	8%
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		2	100%	50%	53%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		18	100%	75%	47%	25% ▲
Improved/Maintained Function Score		17	94%	75%	38%	19% ▲
Stable Living Situation		15	83%	95%	48%	-12% ▼
Employed		0	0%	50%	25%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	27%	-55% ▼
Self Help		0	0%	60%	13%	-60% ▼

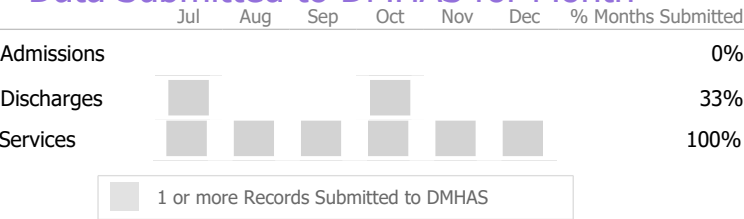
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	39%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		N/A	N/A	75%	63%	N/A ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 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 19%

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	Oct	Nov	Dec	% 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	35	52	-33% ▼
Admits	1	-	
Discharges	1	19	-95% ▼
Service Hours	273	392	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
Valid TEDS Data	14%	64%
On-Time Periodic		
6 Month Updates	94%	37%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	61%	-50% ▼

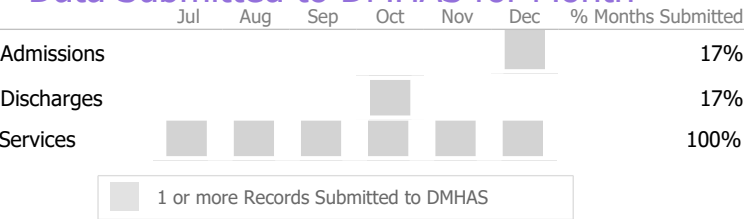
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		33	97%	75%	27%	22% ▲
Not Arrested		33	94%	75%	62%	19% ▲
Stable Living Situation		33	94%	95%	58%	-1%
Employed		4	11%	50%	28%	-39% ▼
Abstinence/Reduced Drug Use		3	9%	55%	50%	-46% ▼
Self Help		0	0%	60%	26%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	85%	90%	57%	-5%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

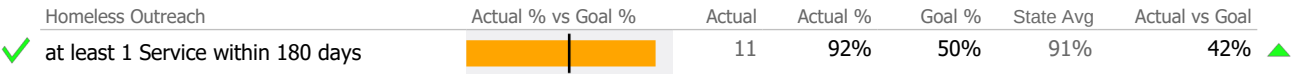
Below Goal

* State Avg based on 20 Active Buprenorphine Maintenance Programs

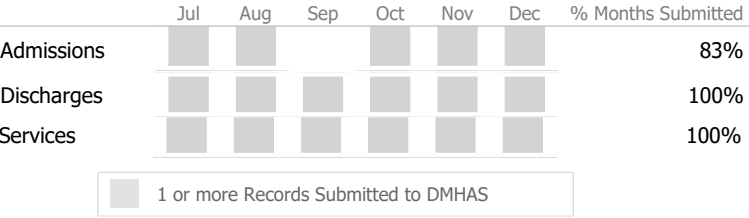
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	74	-34%	▼
Admits	12	31	-61%	▼
Discharges	15	28	-46%	▼
Service Hours	795	584	36%	▲

Service Engagement



Data Submitted to DMHAS for Month



* State Avg based on 49 Active Outreach & Engagement Programs

Next Steps

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	13	-23% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	195	71	173% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	83%	5%

Service Utilization

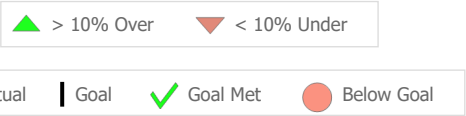
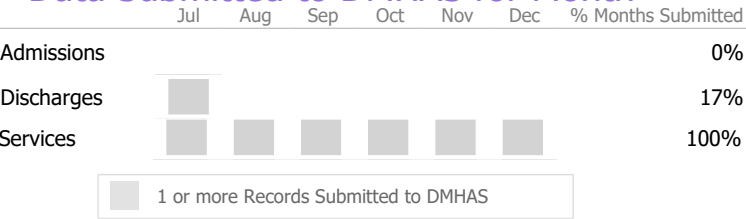
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	80%

Data Submitted to DMHAS for Month



* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	180	-19% ▼
Admits	50	43	16% ▲
Discharges	49	89	-45% ▼
Service Hours	1,154	1,071	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	98%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
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		20	41%	50%	45%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		147	99%	60%	60%	39% ▲
✓ Improved/Maintained Function Score		113	100%	75%	43%	25% ▲
● Stable Living Situation		137	93%	95%	72%	-2%
● Employed		23	16%	30%	24%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		96	95%	90%	76%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		46	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	18	20	-10%
Admits	2	4	-50% ▼
Discharges	2	4	-50% ▼
Bed Days	2,945	2,971	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic		
6 Month Updates	100%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	76%	25% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		1	50%	85%	66%	-35% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		0	0%	90%	62%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		16	100%	75%	53%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	2,243 days	0.5	100%	90%	90%	10%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							33%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 39 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	6	33% ▲
Admits	3	-	
Discharges	3	1	200% ▲
Bed Days	823	1,048	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic		
6 Month Updates	100%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	100%	75%	76%	25% ▲
No Re-admit within 30 Days of Discharge		2	67%	85%	66%	-18% ▼
Follow-up within 30 Days of Discharge		0	0%	90%	62%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		5	100%	75%	53%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	1,338 days	0.5	75%	90%	90%	-15% ▼

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							33%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

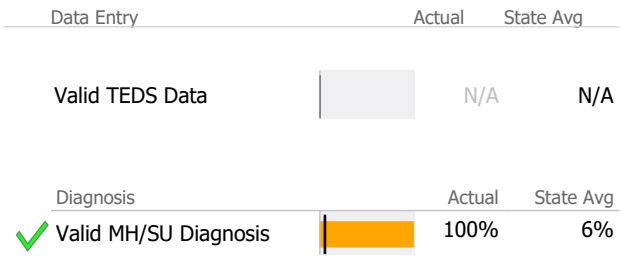
Below Goal

* State Avg based on 39 Active MH Intensive Res. Rehabilitation Programs

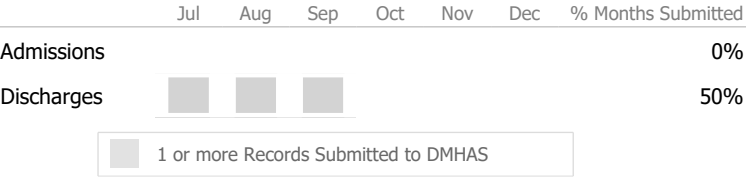
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	-	5	-100% ▼
Discharges	14	2	600% ▲

Data Submission Quality



Data Submitted to DMHAS for Month



▲ > 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	2	3	-33% ▼
Admits	1	-	
Discharges	1	3	-67% ▼
Service Hours		1	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	40%	94%
On-Time Periodic		
6 Month Updates	N/A	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	63%	50% ▲

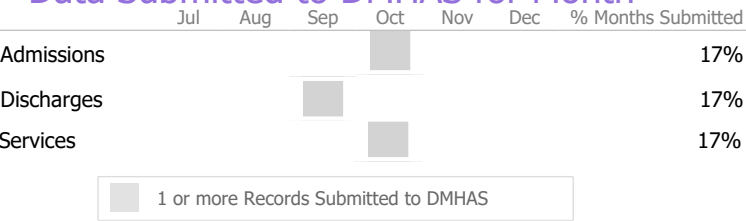
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	73%	40% ▲
● Employed		0	0%	20%	14%	-20% ▼
● Stable Living Situation		1	50%	80%	81%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	78%	N/A ▼

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

Supportive Housing Scattered Sites

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 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	72	-8%
Admits	1	5	-80% ▼
Discharges	-	3	-100% ▼
Service Hours	1,090	377	189% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Stable Living Situation		55	83%	85%	83%	-2%

Service Utilization

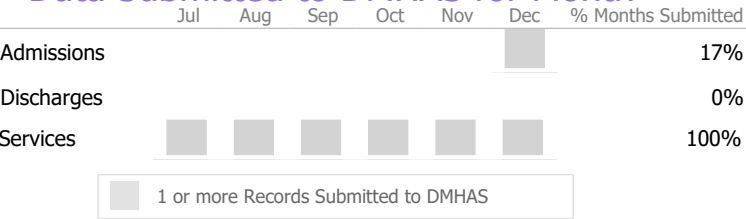
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		63	97%	90%	88%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	80%

Data Submitted to DMHAS for Month



* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity				Service Utilization						
Measure	Actual	1 Yr Ago	Variance %	Actual % vs Goal %		Actual	Actual %	Goal %	State Avg	Actual vs Goal
Unique Clients	154	169	-9%	✓		116	95%	90%	67%	5%
Admits	32	12	167% ▲							
Discharges	21	45	-53% ▼							
Service Hours	1,832	1,099	67% ▲							
Social Rehab/PHP/IOP Days	1,512	598	153% ▲							

Data Submitted to DMHAS for Month							% Months Submitted
	Jul	Aug	Sep	Oct	Nov	Dec	
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■		83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

■ Actual

| Goal

✓ Goal Met

● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	3	1	200% ▲
Discharges	4	5	-20% ▼
Bed Days	2,773	3,070	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	75%	76%	25% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	66%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		3	75%	90%	62%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		15	94%	75%	53%	19% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	1,195 days	0.4	100%	90%	90%	10%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 39 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	3	2	50% ▲
Discharges	5	1	400% ▲
Bed Days	1,036	1,774	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	88%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid MH/SU Diagnosis	82%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	60%	65%	40% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		4	80%	90%	79%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	82%	60%	85%	22% ▲
● Employed		2	18%	25%	12%	-7%
● Stable Living Situation		9	82%	95%	97%	-13% ▼
✓ Improved/Maintained Function Score		8	100%	95%	72%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	282 days	0.5	70%	90%	89%	-20% ▼

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							50%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 82 Active Supervised Apartments Programs