

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,553	2,524	1%
	Admits	1,834	1,499	22% ▲
	Discharges	1,395	1,749	-20% ▼
	Service Hours	35,586	27,529	29% ▲
	Bed Days	15,331	15,942	-4%
	S.Rehab/PHP/IOP	2,275	1,884	21% ▲

▲ > 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	1,613	48.3%
	Crisis Services	655	19.6%
	Social Rehabilitation	174	5.2%
	Case Management	155	4.6%
	ACT	141	4.2%
	Community Support	124	3.7%
	Employment Services	113	3.4%
	Residential Services	65	1.9%
Forensic MH			
	Forensics Community-based	145	4.3%
	Outpatient	81	2.4%
Addiction			
	Medication Assisted Treatment	35	1.0%
	Outpatient	28	0.8%
	Recovery Support	14	0.4%

Age	#	%	State Avg
18-25	356	14%	8%
26-34	506	20%	19%
35-44	524	21%	25%
45-54	409	16%	18%
55-64	443	18%	18%
65+	279	11%	11%

Ethnicity	#	%	State Avg
Non-Hispanic	1,181	46%	64% ▼
Unknown	799	31%	14% ▲
Hispanic-Other	315	12%	11%
Hisp-Puerto Rican	260	10%	10%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	3	0%	0%

Gender	#	%	State Avg
Male	1,286	50%	59%
Female	1,273	50%	40%
Transgender/Other	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,397	55%	58%
Unknown	818	32%	9% ▲
Black/African American	298	12%	17%
Multiple Races	29	1%	1%
Asian	9	0%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	5	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	1,420	1,502	-5%
Admits	670	699	-4%
Discharges	486	759	-36% ▼
Service Hours	12,403	10,721	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	89%
On-Time Periodic		
6 Month Updates	95%	47%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	190	39%	50%	44%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	1,474	100%	60%	61%	40% ▲
Improved/Maintained Function Score	<div><div></div></div>	1,165	98%	75%	47%	23% ▲
Stable Living Situation	<div><div></div></div>	1,274	86%	95%	74%	-9%
Employed	<div><div></div></div>	273	18%	30%	26%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	986	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	560	87%	75%	79%	12% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	88	72	22% ▲
Admits	28	15	87% ▲
Discharges	19	17	12% ▲
Service Hours	4,766	2,427	96% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
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	<div><div></div></div>	12	63%	65%	58%	-2%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div><div></div></div>	18	95%	85%	93%	10%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	7	58%	90%	50%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	88	100%	60%	76%	40% ▲
Stable Living Situation	<div><div></div></div>	83	94%	60%	88%	34% ▲
Improved/Maintained Function Score	<div><div></div></div>	70	100%	85%	26%	15% ▲
Employed	<div><div></div></div>	2	2%	15%	16%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	69	100%	90%	99%	10%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	2	1	100% ▲
Discharges	-	3	-100% ▼
Service Hours	11	2	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	33%	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%	44%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	61%	15% ▲
● Stable Living Situation		3	75%	95%	74%	-20% ▼
● Employed		0	0%	30%	26%	-30% ▼
● Improved/Maintained Function Score		1	33%	75%	47%	-42% ▼

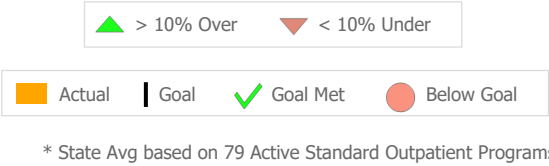
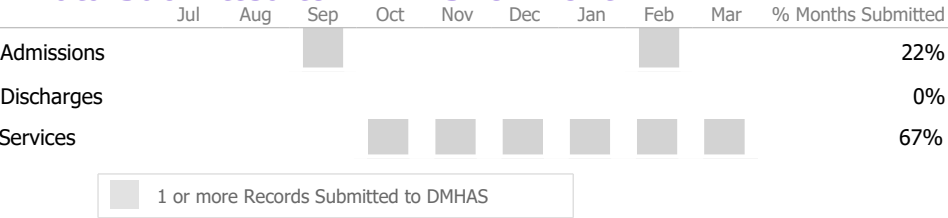
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	50%	90%	86%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	50%	75%	79%	-25% ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	30	-77% ▼
Admits	-	2	-100% ▼
Discharges	1	19	-95% ▼
Service Hours	35	39	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	55%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	47%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	1	100%	50%	44%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div></div>	7	100%	60%	61%	40% ▲
Employed	<div></div>	0	0%	30%	26%	-30% ▼
Stable Living Situation	<div></div>	1	14%	95%	74%	-81% ▼

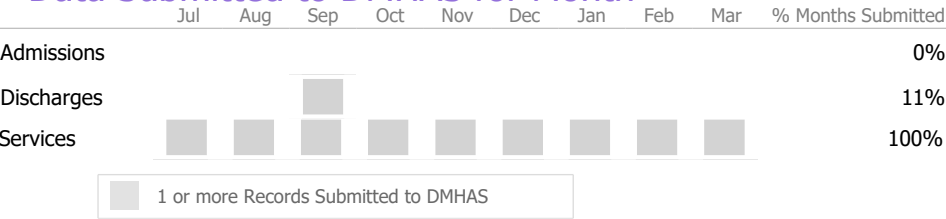
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	6	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div></div>	N/A	N/A	75%	79%	N/A ▼

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	94	19% ▲
Admits	65	38	71% ▲
Discharges	33	66	-50% ▼
Service Hours	1,624	757	115% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	92%
On-Time Periodic		
6 Month Updates	100%	92%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div><div></div></div>	18	15%	35%	43%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	84	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
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	58	77	-25% ▼
Admits	14	19	-26% ▼
Discharges	21	14	50% ▲
Service Hours	2,794	2,894	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	15	71%	65%	58%	6%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div><div></div></div>	20	95%	85%	93%	10%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div><div></div></div>	5	33%	90%	50%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	57	98%	60%	76%	38% ▲
Stable Living Situation	<div><div></div></div>	49	84%	60%	88%	24% ▲
Employed	<div><div></div></div>	13	22%	15%	16%	7%
Improved/Maintained Function Score	<div><div></div></div>	48	100%	85%	26%	15% ▲

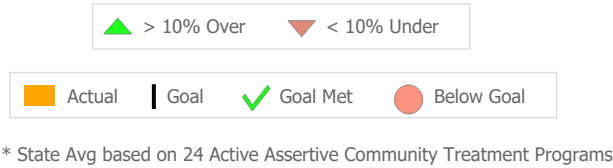
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	36	97%	90%	99%	7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	645	327	97% ▲
Admits	692	356	94% ▲
Discharges	566	357	59% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Evaluation within 1.5 hours of Request	<div><div></div></div>	284	98%	90%	76%	8%
● Community Location Evaluation	<div><div></div></div>	56	19%	80%	78%	-61% ▼
✔ Follow-up Service within 48 hours	<div><div></div></div>	44	100%	90%	88%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	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	<div></div>	N/A 93%
On-Time Periodic		
6 Month Updates	<div></div>	N/A 100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	N/A	N/A	50%	33%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	<div></div>	N/A	N/A	20%	21%	-20% ▼
Self Help	<div></div>	N/A	N/A	60%	100%	-60% ▼
Social Support	<div></div>	N/A	N/A	60%	88%	-60% ▼
Stable Living Situation	<div></div>	N/A	N/A	80%	81%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	N/A	N/A	90%	100%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
	<div>1 or more Records Submitted to DMHAS</div>									

▲ > 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	12		
Admits	12	-	
Discharges	7	-	
Service Hours	125	-	
Bed Days	1,078	-	

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	<div><div></div></div>	7	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge	<div><div></div></div>	5	100%	90%	59%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	4	109 days	0.2	98%	90%	59%	8%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	<div></div>	<div></div>		<div></div>	<div></div>	<div></div>	<div></div>		<div></div>	78%
Discharges			<div></div>	<div></div>	<div></div>	<div></div>		<div></div>		56%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 12 Active Respite Bed Programs

Program Activity

Table with 4 columns: Measure, Actual, 1 Yr Ago, Variance %. Rows include Unique Clients, Admits, Discharges, and Service Hours.

Data Submission Quality

Table with 4 columns: Data Entry, Actual, State Avg. Rows include Valid NOMS Data, 6 Month Updates, and Valid MH/SU Diagnosis.

Discharge Outcomes

Table with 8 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Row: Treatment Completed Successfully.

Recovery

Table with 8 columns: National Recovery Measures (NOMS), Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Rows include Social Support, Improved/Maintained Function Score, Stable Living Situation, and Employed.

Service Utilization

Table with 8 columns: Measure, Actual % vs Goal %, Actual, Actual %, Goal %, State Avg, Actual vs Goal. Row: Clients Receiving Services.

Data Submitted to DMHAS for Month

Table with 11 columns: Month (Jul-Mar), % Months Submitted. Rows include Admissions, Discharges, and Services.

Legend for Data Submitted to DMHAS for Month: Green triangle for > 10% Over, Red triangle for < 10% Under. Legend for Discharge Outcomes: Orange bar for Actual, Vertical line for Goal, Green check for Goal Met, Red circle for Below Goal.

* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	57	7%
Admits	36	32	13% ▲
Discharges	16	20	-20% ▼
Service Hours	1,071	1,356	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 84%	89%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	47%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	11	69%	50%	44%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	63	100%	60%	61%	40% ▲
● Employed	<div><div></div></div>	17	27%	30%	26%	-3%
● Stable Living Situation	<div><div></div></div>	56	89%	95%	74%	-6%
✓ Improved/Maintained Function Score	<div><div></div></div>	27	93%	75%	47%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	47	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days	<div><div></div></div>	14	39%	75%	79%	-36% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	<div><div></div></div>			<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>			56%
Discharges	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		89%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	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	-	1	-100% ▼
Service Hours	61	46	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	24%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div></div>	7	100%	75%	44%	25% ▲
Not Arrested	<div></div>	6	86%	75%	50%	11% ▲
Stable Living Situation	<div></div>	7	100%	95%	51%	5%
Abstinence/Reduced Drug Use	<div></div>	4	57%	55%	28%	2%
Employed	<div></div>	3	43%	50%	26%	-7%
Self Help	<div></div>	0	0%	60%	15%	-60% ▼

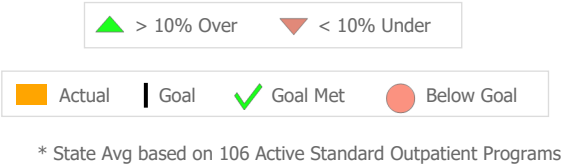
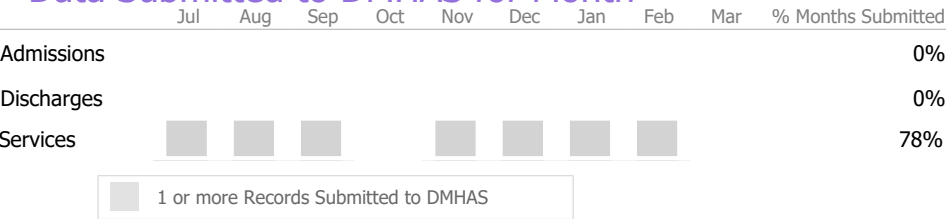
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div></div>	7	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div></div>	N/A	N/A	75%	65%	N/A ▼

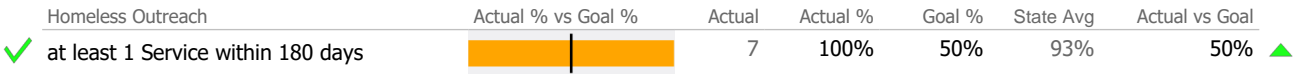
Data Submitted to DMHAS for Month



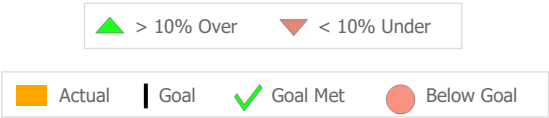
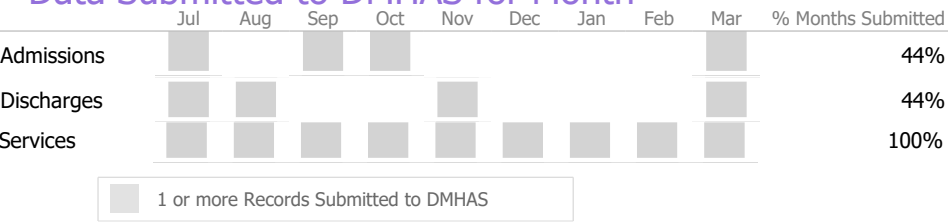
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	12	83% ▲
Admits	7	13	-46% ▼
Discharges	6	1	500% ▲
Service Hours	168	7	

Service Engagement



Data Submitted to DMHAS for Month



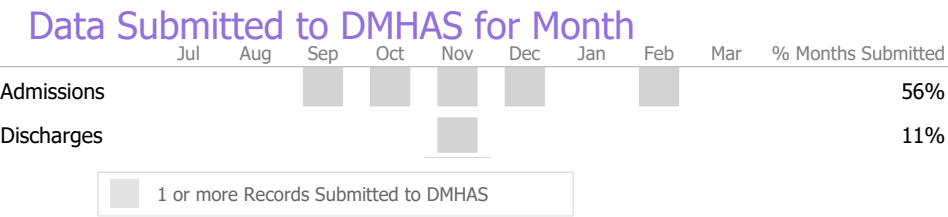
* State Avg based on 52 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	15	-13% ▼
Admits	5	2	150% ▲
Discharges	1	6	-83% ▼
Bed Days	2,715	3,095	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	87%
On-Time Periodic		
6 Month Updates	100%	94%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

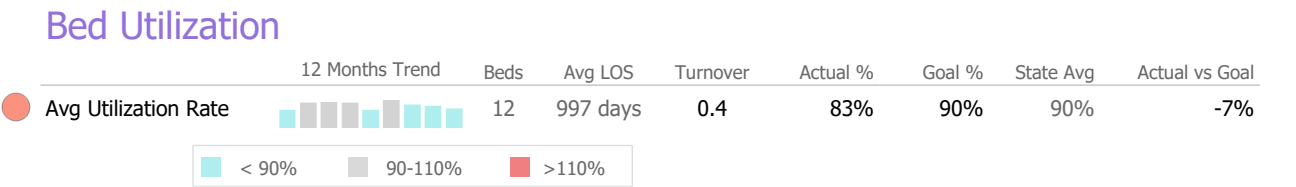


Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	1	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge	<div></div>	0	0%	90%	74%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div></div>	13	100%	60%	84%	40% ▲
Stable Living Situation	<div></div>	13	100%	95%	96%	5%
Employed	<div></div>	0	0%	25%	13%	-25% ▼
Improved/Maintained Function Score	<div></div>	9	100%	95%	73%	5%



▲ > 10% Over ▼ < 10% Under

Actual

Goal

Goal Met

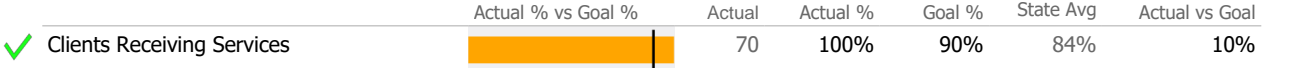
Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

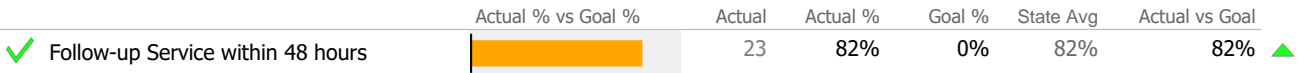
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	136	-14% ▼
Admits	58	63	-8%
Discharges	48	77	-38% ▼
Service Hours	471	81	

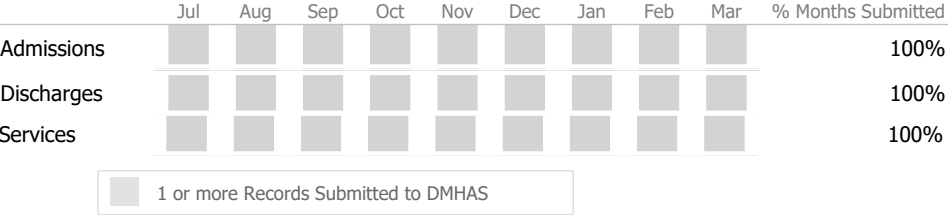
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



▲ > 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	43	-26% ▼
Admits	10	13	-23% ▼
Discharges	11	18	-39% ▼
Service Hours	387	520	-26% ▼

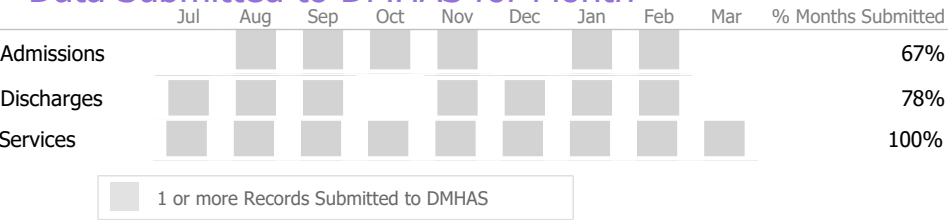
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	23	100%	90%	84%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	<div></div>	0	0%	0%	82%	0%

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	118	-31% ▼
Admits	32	33	-3%
Discharges	19	70	-73% ▼
Service Hours	829	1,187	-30% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	8	42%	50%	23%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	82	100%	60%	70%	40% ▲
Improved/Maintained Function Score	<div><div></div></div>	52	96%	75%	29%	21% ▲
Employed	<div><div></div></div>	16	20%	30%	11%	-10%
Stable Living Situation	<div><div></div></div>	66	80%	95%	79%	-15% ▼
Self Help	<div><div></div></div>	5	6%	60%	66%	-54% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	63	100%	90%	99%	10%

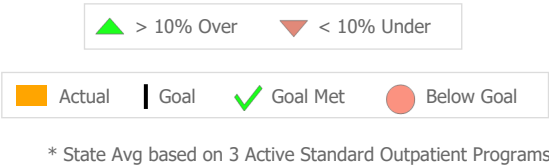
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	26	81%	75%	90%	6%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	23	-9%
Admits	3	-	
Discharges	2	5	-60% ▼
Service Hours	281	335	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
Valid TEDS Data	1%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	2	100%	50%	51%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div><div></div></div>	19	90%	75%	50%	15% ▲
Improved/Maintained Function Score	<div><div></div></div>	17	94%	75%	44%	19% ▲
Stable Living Situation	<div><div></div></div>	16	76%	95%	51%	-19% ▼
Employed	<div><div></div></div>	0	0%	50%	26%	-50% ▼
Abstinence/Reduced Drug Use	<div><div></div></div>	1	5%	55%	28%	-50% ▼
Self Help	<div><div></div></div>	1	5%	60%	15%	-55% ▼

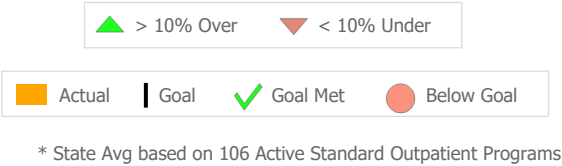
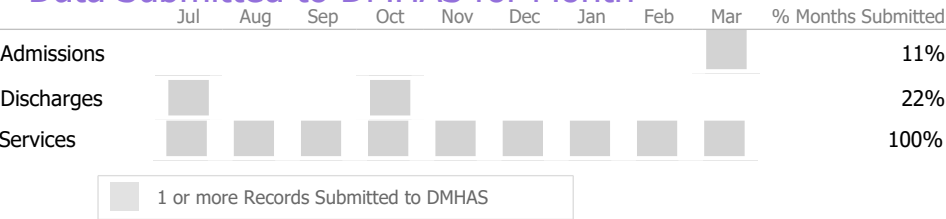
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	19	100%	90%	48%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	3	100%	75%	65%	25% ▲

Data Submitted to DMHAS for Month



Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div></div>	N/A 100%
Valid TEDS Data	<div></div>	N/A 100%
On-Time Periodic		
6 Month Updates	<div></div>	N/A 4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div></div>	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	<div></div>	N/A	N/A	55%	32%	-55% ▼
● Employed	<div></div>	N/A	N/A	50%	29%	-50% ▼
● Improved/Maintained Function Score	<div></div>	N/A	N/A	75%	18%	-75% ▼
● Not Arrested	<div></div>	N/A	N/A	75%	48%	-75% ▼
● Self Help	<div></div>	N/A	N/A	60%	19%	-60% ▼
● Stable Living Situation	<div></div>	N/A	N/A	95%	52%	-95% ▼

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 6 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	53	-34%	▼
Admits	1	2	-50%	▼
Discharges	1	21	-95%	▼
Service Hours	411	567	-28%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 95%	97%
Valid TEDS Data	<div><div></div></div> 16%	68%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 85%	40%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	0	0%	50%	54%	-50% ▼

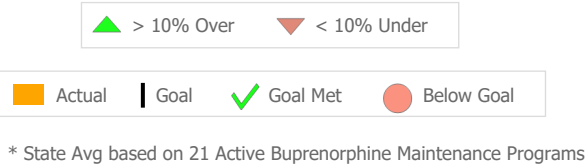
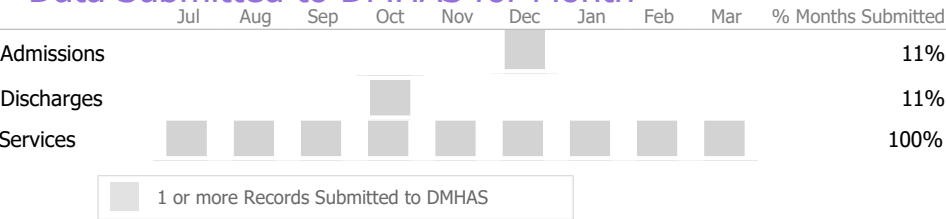
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	34	100%	75%	33%	25% ▲
Not Arrested	<div><div></div></div>	33	94%	75%	68%	19% ▲
Stable Living Situation	<div><div></div></div>	33	94%	95%	64%	-1%
Employed	<div><div></div></div>	4	11%	50%	30%	-39% ▼
Abstinence/Reduced Drug Use	<div><div></div></div>	2	6%	55%	55%	-49% ▼
Self Help	<div><div></div></div>	0	0%	60%	30%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	33	97%	90%	67%	7%

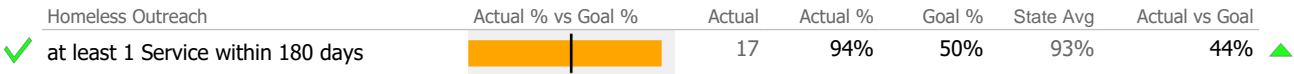
Data Submitted to DMHAS for Month



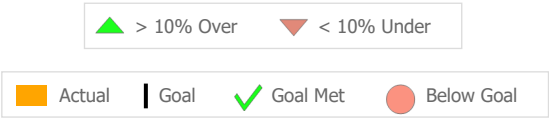
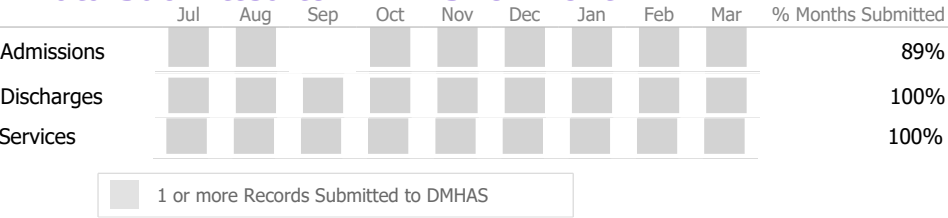
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	82	-32%	▼
Admits	18	42	-57%	▼
Discharges	19	42	-55%	▼
Service Hours	1,053	866	22%	▲

Service Engagement



Data Submitted to DMHAS for Month



* State Avg based on 52 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	14	29% ▲
Admits	6	-	
Discharges	1	2	-50% ▼
Service Hours	291	138	111% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div><div></div></div>		10	56%	85%	83%	-29% ▼

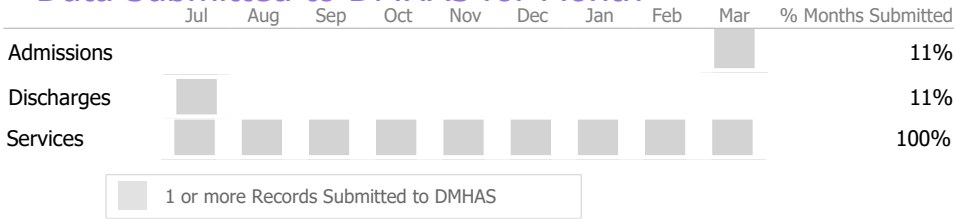
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>		15	88%	90%	94%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	93% 97%
On-Time Periodic		
✓ 6 Month Updates	<div><div></div></div>	82% 81%

Data Submitted to DMHAS for Month



* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	158	201	-21% ▼
Admits	66	70	-6%
Discharges	62	118	-47% ▼
Service Hours	1,751	1,460	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	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	<div><div></div></div>	22	35%	50%	44%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	164	100%	60%	61%	40% ▲
Improved/Maintained Function Score	<div><div></div></div>	133	99%	75%	47%	24% ▲
Stable Living Situation	<div><div></div></div>	150	91%	95%	74%	-4%
Employed	<div><div></div></div>	24	15%	30%	26%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	102	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	61	94%	75%	79%	19% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	18	22	-18% ▼
Admits	2	6	-67% ▼
Discharges	2	6	-67% ▼
Bed Days	4,385	4,375	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 91%	93%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	91%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	2	100%	75%	63%	25% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge	<div><div></div></div>	1	50%	85%	68%	-35% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	<div><div></div></div>	0	0%	90%	65%	-90% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	<div><div></div></div>	17	100%	75%	59%	25% ▲

Recovery

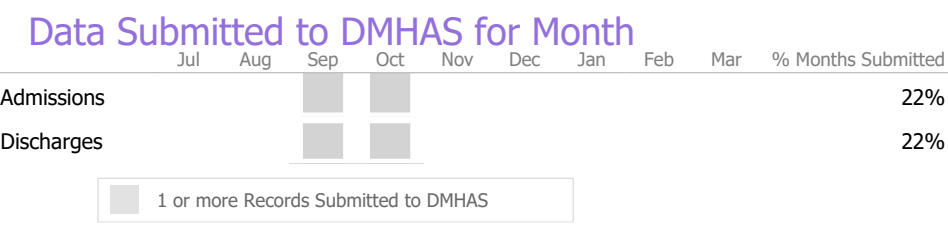
National Recovery Measures (NOMS)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	<div><div></div></div>	17	100%	75%	59%	25% ▲

12 Months Trend

	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div><div></div></div> 16	2,328 days	0.3	100%	90%	88%	10%

< 90% 90-110% >110%



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	3	1	200% ▲
Discharges	3	2	50% ▲
Bed Days	1,273	1,512	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
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	<div><div></div></div>	3	100%	75%	63%	25% ▲
No Re-admit within 30 Days of Discharge	<div><div></div></div>	2	67%	85%	68%	-18% ▼
Follow-up within 30 Days of Discharge	<div><div></div></div>	0	0%	90%	65%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score	<div><div></div></div>	6	100%	75%	59%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div><div></div></div>	6	1,185 days	0.3	77%	90%	88%	-13% ▼

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										22%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	5	-60% ▼
Admits	1	2	-50% ▼
Discharges	1	5	-80% ▼
Service Hours		1	-70% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 40%	94%
On-Time Periodic		
6 Month Updates	<div><div></div></div> N/A	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	1	100%	50%	59%	50% ▲

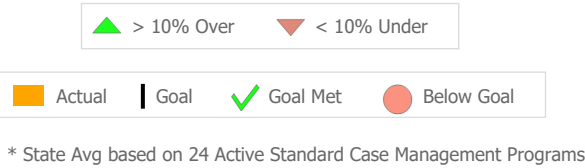
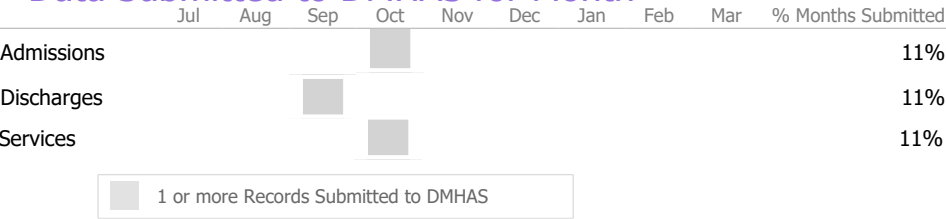
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	2	100%	60%	72%	40% ▲
● Employed	<div><div></div></div>	0	0%	20%	14%	-20% ▼
● Stable Living Situation	<div><div></div></div>	1	50%	80%	79%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	1	100%	90%	85%	10%

Data Submitted to DMHAS for Month



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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	73	-7%
Admits	3	6	-50% ▼
Discharges	-	10	-100% ▼
Service Hours	1,597	568	181% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Stable Living Situation	<div></div>	55	81%	85%	83%	-4%

Service Utilization

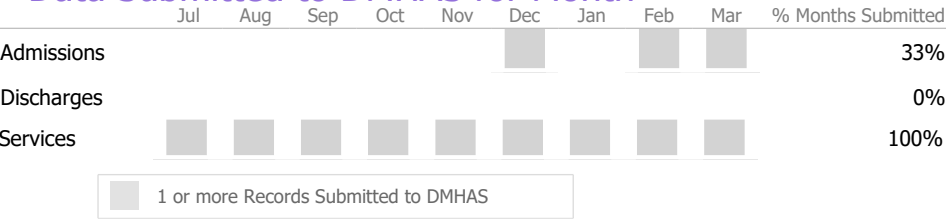
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div></div>	68	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div></div> 96%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div> 100%	81%

Data Submitted to DMHAS for Month

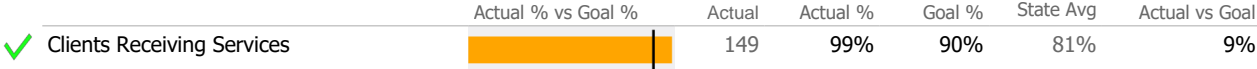


* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

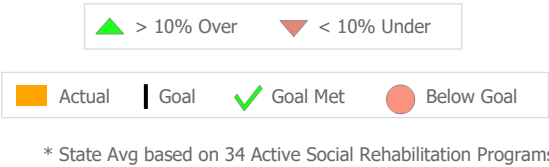
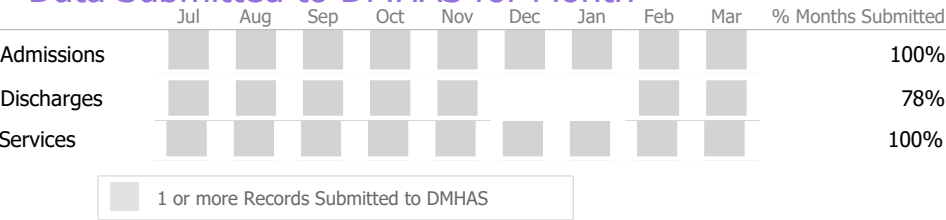
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	194	-10% ▼
Admits	53	38	39% ▲
Discharges	24	68	-65% ▼
Service Hours	2,710	1,664	63% ▲
Social Rehab/PHP/IOP Days	2,275	1,884	21% ▲

Service Utilization



Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	3	2	50% ▲
Discharges	4	5	-20% ▼
Bed Days	4,123	4,432	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div> 92%	93%
On-Time Periodic		
6 Month Updates	<div><div></div></div> 100%	91%
Diagnosis		
Valid MH/SU Diagnosis	<div><div></div></div> 100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	4	100%	75%	63%	25% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge	<div><div></div></div>	4	100%	85%	68%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge	<div><div></div></div>	3	75%	90%	65%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score	<div><div></div></div>	16	94%	75%	59%	19% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div><div></div></div>	15	1,255 days	0.3	100%	90%	88%	10%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			<div><div></div></div>		<div><div></div></div>	<div><div></div></div>				33%
Discharges	<div><div></div></div>		<div><div></div></div>		<div><div></div></div>	<div><div></div></div>				44%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	6	3	100% ▲
Discharges	6	4	50% ▲
Bed Days	1,757	2,528	-30% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	87%
On-Time Periodic		
6 Month Updates	67%	94%
Diagnosis		
Valid MH/SU Diagnosis	93%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div><div></div></div>	6	100%	60%	71%	40% ▲
● Follow-up within 30 Days of Discharge	<div><div></div></div>	4	67%	90%	74%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div></div></div>	13	93%	60%	84%	33% ▲
● Employed	<div><div></div></div>	3	21%	25%	13%	-4%
● Stable Living Situation	<div><div></div></div>	11	79%	95%	96%	-16% ▼
● Improved/Maintained Function Score	<div><div></div></div>	8	89%	95%	73%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	<div><div></div></div>	8	266 days	0.3	80%	90%	90%	-10%

< 90%

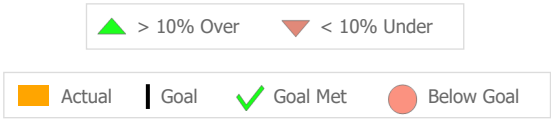
90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										44%

1 or more Records Submitted to DMHAS



* State Avg based on 62 Active Supervised Apartments Programs

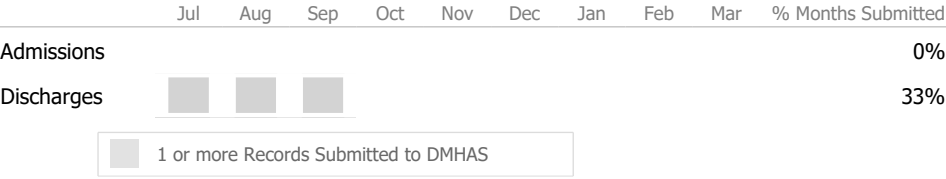
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	19	-26% ▼
Admits	-	11	-100% ▼
Discharges	14	3	367% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	<div></div>	N/A
Valid MH/SU Diagnosis	<div></div>	5%

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