

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,079	2,908	6%
	Admits	1,665	1,783	-7%
	Discharges	1,551	1,470	6%
	Service Hours	36,411	34,367	6%
	Bed Days	4,414	3,973	11%
	S.Rehab/PHP/IOP	3,386	3,161	7%

&gt; 10% Over 1 Yr Ago

&gt; 10% Under 1Yr Ago

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	2,315	55.5%
	Community Support	419	10.1%
	Crisis Services	336	8.1%
	Social Rehabilitation	201	4.8%
	Case Management	148	3.6%
	Employment Services	136	3.3%
	Consultation	47	1.1%
	ACT	45	1.1%
	Residential Services	22	0.5%
<b>Addiction</b>			
	Outpatient	180	4.3%
	Medication Assisted Treatment	101	2.4%
	Employment Services	22	0.5%
<b>Forensic MH</b>			
	Forensics Community-based	196	4.7%

## Consumer Satisfaction Survey

(Based on 465 FY24 Surveys)

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

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

## Client Demographics

Age	#	%	State Avg
18-25	403	13%	8%
26-34	534	17%	19%
35-44	652	21%	25%
45-54	464	15%	18%
55-64	544	18%	18%
65+	477	16%	11%

Gender	#	%	State Avg
Female	1,733	56%	40%
Male	1,345	44%	59%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,425	79%	64%
Hisp-Puerto Rican	409	13%	10%
Unknown	106	3%	14%
Hispanic-Other	94	3%	11%
Hispanic-Mexican	44	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	2,379	77%	58%
Other	448	15%	12%
Black/African American	99	3%	17%
Unknown	77	3%	9%
Multiple Races	40	1%	1%
Asian	19	1%	1%
Am. Indian/Native Alaskan	14	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

Unique Clients | State Avg | &gt; 10% Over State Avg | &gt; 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	54	63% 
Admits	60	34	76% 
Discharges	33	23	43% 
Service Hours	602	289	108% 

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully	<div style="width: 15%; background-color: orange;"></div>	15	45%	50%	51%	-5%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div><div style="width: 86%;"></div></div>	86	95%	75%	50%	20% <span style="color: green;">▲</span>
Abstinence/Reduced Drug Use	<div><div style="width: 54%;"></div></div>	54	59%	55%	28%	4% <span style="color: green;">▲</span>
Stable Living Situation	<div><div style="width: 82%;"></div></div>	82	90%	95%	51%	-5% <span style="color: red;">▼</span>
Employed	<div><div style="width: 35%;"></div></div>	35	38%	50%	26%	-12% <span style="color: red;">▼</span>
Self Help	<div><div style="width: 27%;"></div></div>	27	30%	60%	15%	-30% <span style="color: red;">▼</span>
Improved/Maintained Function Score	<div><div style="width: 28%;"></div></div>	28	54%	75%	44%	-21% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	<div><div style="width: 98%;"></div></div> 98%	92%
	Valid TEDS Data	<div><div style="width: 99%;"></div></div> 99%	52%
On-Time Periodic		Actual	State Avg
	6 Month Updates	<div><div style="width: 95%;"></div></div> 95%	8%
Diagnosis		Actual	State Avg
	Valid MH/SU Diagnosis	<div><div style="width: 100%;"></div></div> 100%	99%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 58%; background-color: #FFA500;"></div>	58	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 style="width: 49%; background-color: orange;"></div>	49	84%	75%	65%	9%

## Data Submitted to DMHAS for Month



\* State Avg based on 106 Active Standard Outpatient Programs

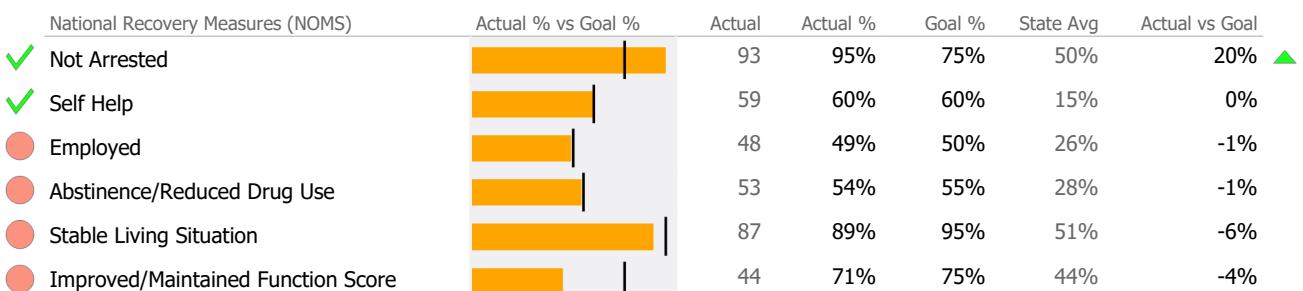
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	92	73	26%	▲
Admits	56	39	44%	▲
Discharges	43	38	13%	▲
Service Hours	520	409	27%	▲

## Discharge Outcomes



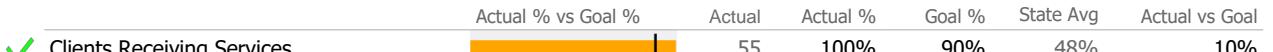
## Recovery



## Data Submission Quality

Data Entry		Actual	State Avg
	Valid NOMS Data	<div style="width: 75%;"><div style="width: 100%;"></div></div> 100%	92%
	Valid TEDS Data	<div style="width: 95%;"><div style="width: 100%;"></div></div> 100%	52%
On-Time Periodic		Actual	State Avg
	6 Month Updates	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	8%
Diagnosis		Actual	State Avg
	Valid MH/SU Diagnosis	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%	99%

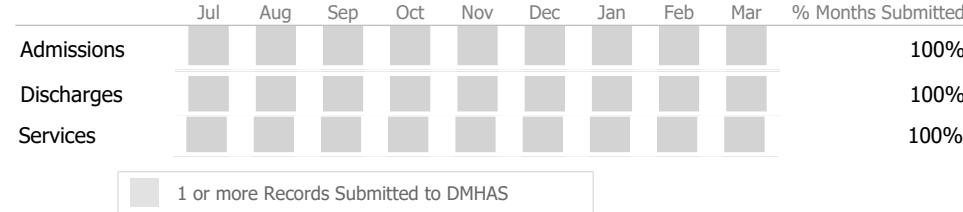
## Service Utilization



## Service Engagement



## Data Submitted to DMHAS for Month



\* State Avg based on 106 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,199	1,088	10%	▲
Admits	386	358	8%	
Discharges	277	267	4%	
Service Hours	7,444	5,749	29%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	94%	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		101	36%	50%	44%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,034	85%	60%	61%	25% ▲
✓ Employed		447	37%	30%	26%	7%
● Stable Living Situation		1,148	94%	95%	74%	-1%
● Improved/Maintained Function Score		309	32%	75%	47%	-43% ▼

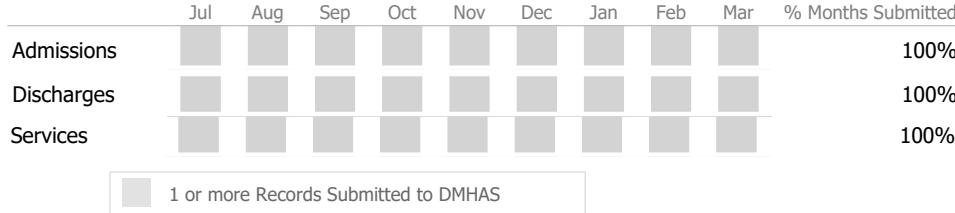
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		939	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		296	78%	75%	79%	3%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,032	908	14%	▲
Admits	327	303	8%	
Discharges	308	236	31%	▲
Service Hours	5,846	5,875	-1%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	47%

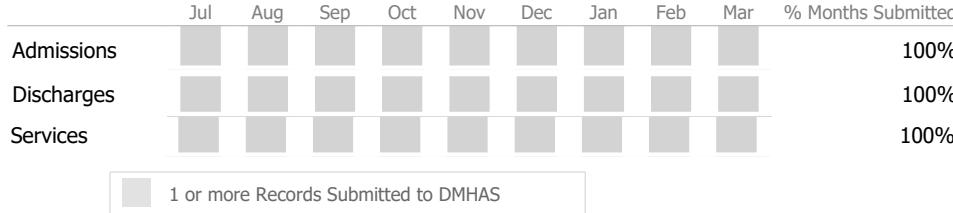
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		156	51%	50%	44%	1%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		950	91%	60%	61%	31% ▲
✓ Employed		389	37%	30%	26%	7%
✓ Stable Living Situation		1,009	97%	95%	74%	2%
● Improved/Maintained Function Score		315	36%	75%	47%	-39% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		740	100%	90%	86%	10%
<b>Service Engagement</b>						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		249	77%	75%	79%	2%

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over ▼ &lt; 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	136	119	14%
Admits	30	22	36%
Discharges	22	15	47%
Service Hours	705	721	-2%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%; background-color: orange;"></div>	18	82%	50%	44%	32%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div style="width: 84%;"></div></div>	115	84%	60%	61%	24%
● Stable Living Situation	<div><div style="width: 93%;"></div></div>	128	93%	95%	74%	-2%
● Employed	<div><div style="width: 14%;"></div></div>	19	14%	30%	26%	-16%
● Improved/Maintained Function Score	<div><div style="width: 10%;"></div></div>	12	10%	75%	47%	-65%

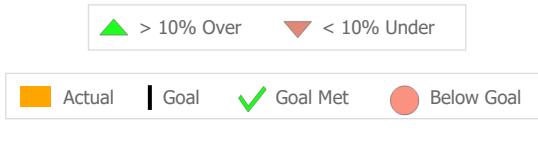
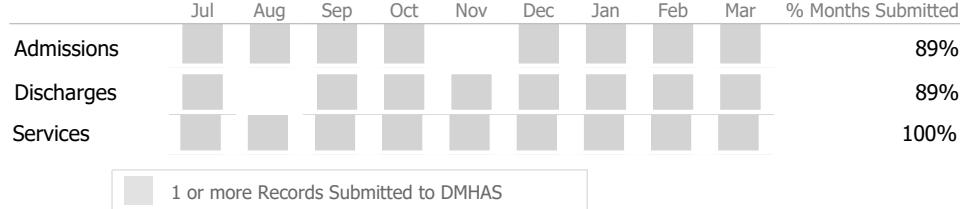
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 115px; height: 10px; background-color: orange; display: inline-block;"></div>	115	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 style="width: 57%; background-color: orange;"></div>	17	57%	75%	79%	-18% 

## 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	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	3	5	-43% <span style="color: red;">▼</span>

## 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%	93%	-50% <span style="color: red;">▼</span>

## Data Submitted to DMHAS for Month

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

Admissions		0%
Discharges		0%
Services	<span style="background-color: #e0e0e0; display: inline-block; width: 100px; height: 15px;"></span>	78%

▲ > 10% Over ▼ < 10% Under
█ Actual | Goal █ Goal Met █ Below Goal

\* State Avg based on 52 Active Outreach &amp; Engagement Programs

 1 or more Records Submitted to DMHAS

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4%
Admits	3	7	-57% ▼
Discharges	7	5	40% ▲
Service Hours	633	1,009	-37% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div style="width: 27%;"><div style="width: 96%;">█</div></div>	27	96%	85%	88%	11% ▲

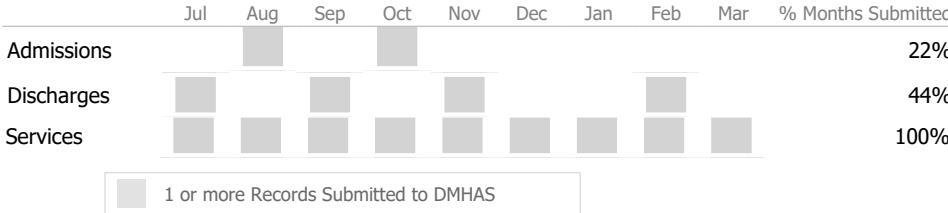
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 21%;"><div style="width: 100%;">█</div></div>	21	100%	90%	92%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 98%;">█</div>	98%
✓ On-Time Periodic		
✓ 6 Month Updates	<div style="width: 100%;">█</div>	100%
		76%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   |   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% <span>▲</span>
Admits	-	-	
Discharges	1	1	0% <span>▲</span>
Service Hours	172	118	46% <span>▲</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span>▲ 15%</span>	9	100%	85%	83%	15% <span>▲</span>

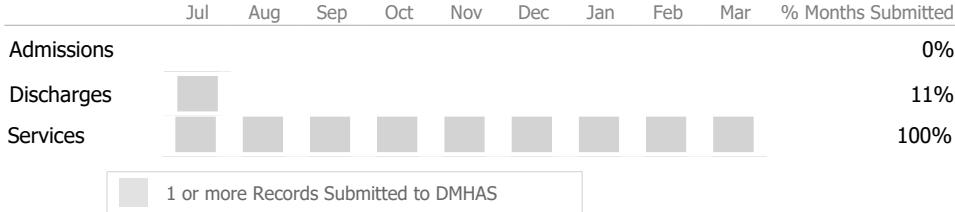
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span>▲ 10%</span>	8	100%	90%	94%	10% <span>▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span>97%</span>	97%
On-Time Periodic		
✓ 6 Month Updates	<span>100%</span>	81%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	3	3	0%
Discharges	5	3	67% <span style="color: green;">▲</span>
Bed Days	669	621	8%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	N/A	94%

## Discharge Outcomes

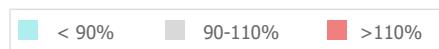
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
							Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<span style="color: orange;">█</span>	4	80%	60%	71%	20%	<span style="color: green;">█</span>					<span style="color: green;">▲</span>
✓ Follow-up within 30 Days of Discharge	<span style="color: orange;">█</span>	4	100%	90%	74%	10%	<span style="color: green;">█</span>					

## Recovery

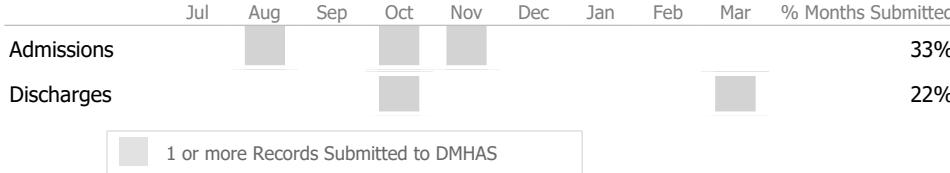
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<span style="color: orange;">█</span>	5	100%	60%	84%	40% <span style="color: green;">▲</span>
✓ Stable Living Situation	<span style="color: orange;">█</span>	5	100%	95%	96%	5% <span style="color: green;">▲</span>
● Employed	<span style="color: orange;">█</span>	1	20%	25%	13%	-5% <span style="color: red;">▼</span>

## Bed Utilization

● Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span>	<span style="color: cyan;">█</span> <span style="color: grey;">█</span> <span style="color: grey;">█</span> <span style="color: cyan;">█</span> <span style="color: cyan;">█</span> <span style="color: grey;">█</span> <span style="color: grey;">█</span>	3	254 days	0.3	81%	90%	90%	-9%



## Data Submitted to DMHAS for Month



\* State Avg based on 62 Active Supervised Apartments Programs

▲ > 10% Over ▼ < 10% Under

Actual | Goal █ Goal Met ● Below Goal

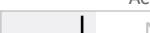
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	12	-	
Discharges	3	-	
Service Hours	162	-	

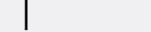
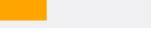
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	65%	58%	2%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	93%	15% 
● Follow-up within 30 Days of Discharge		1	50%	90%	50%	-40% 

## Data Submission Quality

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

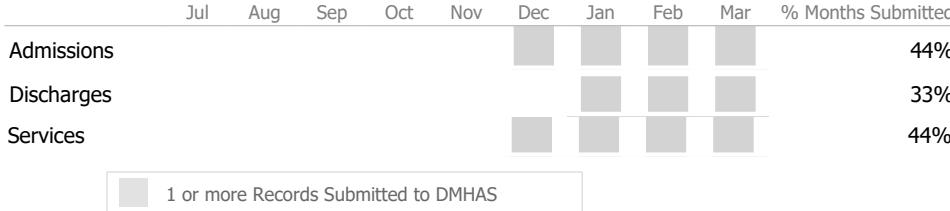
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	83%	60%	76%	23% 
✓ Stable Living Situation		8	67%	60%	88%	7% 
● Employed		0	0%	15%	16%	-15% 
✓ Improved/Maintained Function Score		3	100%	85%	26%	15% 

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	99%	10%

## Data Submitted to DMHAS for Month

 > 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	201	263	-24%
Admits	25	155	-84%
Discharges	89	82	9%
Service Hours	3,732	5,258	-29%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 60%; background-color: orange;"></div>	60	67%	65%	61%	2%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 85%;"><div style="width: 60%;"></div></div>	171	85%	60%	80%	25%
✓ Stable Living Situation	<div style="width: 88%;"><div style="width: 80%;"></div></div>	177	88%	80%	88%	8%
✓ Employed	<div style="width: 24%;"><div style="width: 20%;"></div></div>	49	24%	20%	16%	4%
● Improved/Maintained Function Score	<div style="width: 35%;"><div style="width: 65%;"></div></div>	64	35%	65%	55%	-30%

## Service Utilization

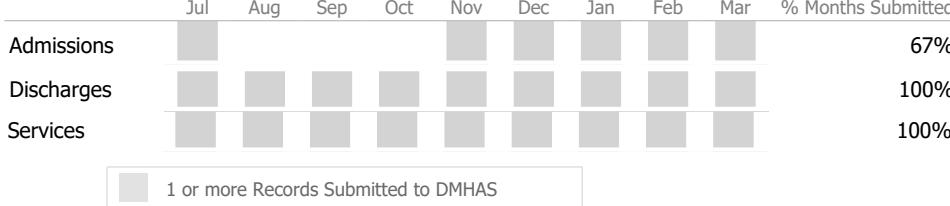
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 113px; background-color: orange; height: 10px;"></div>	113	100%	90%	98%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data	<div><div style="width: 98%; background-color: orange;"></div></div> 98%	91%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div style="width: 100%;">100%</div></div>	87%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%



\* State Avg based on 33 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	222	264	-16%	▼
Admits	66	83	-20%	▼
Discharges	71	101	-30%	▼
Service Hours	5,214	5,319	-2%	

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	91%
On-Time Periodic		
✓ 6 Month Updates	99%	87%
Diagnosis		
✓ Valid MH/SU Diagnosis	100%	98%

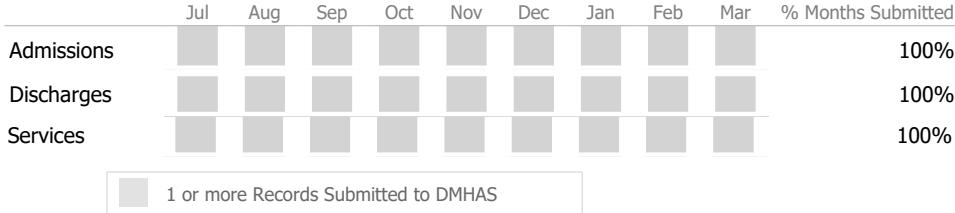
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		43	61%	65%	61%	-4%
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		200	90%	60%	80%	30% ▲
✓ Stable Living Situation		193	87%	80%	88%	7%
● Employed		34	15%	20%	16%	-5%
● Improved/Maintained Function Score		43	23%	65%	55%	-42% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		152	100%	90%	98%	10%

## Data Submitted to DMHAS for Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 33 Active CSP Programs

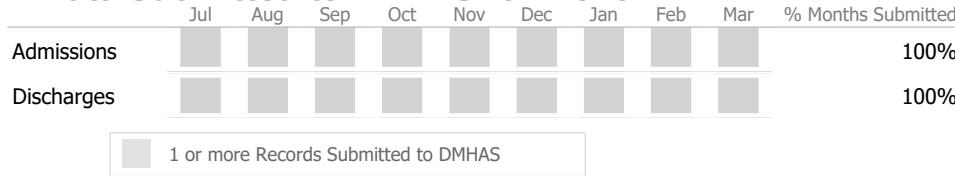
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	147	20% <span style="color: green;">▲</span>
Admits	167	136	23% <span style="color: green;">▲</span>
Discharges	170	127	34% <span style="color: green;">▲</span>

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	<div style="width: 85%;"><div style="width: 100%;"></div></div>	85	94%	90%	76%	4%
✓ Community Location Evaluation	<div style="width: 73%;"><div style="width: 100%;"></div></div>	73	81%	80%	78%	1%
✓ Follow-up Service within 48 hours	<div style="width: 62%;"><div style="width: 100%;"></div></div>	62	97%	90%	88%	7%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal █ Goal Met █ Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

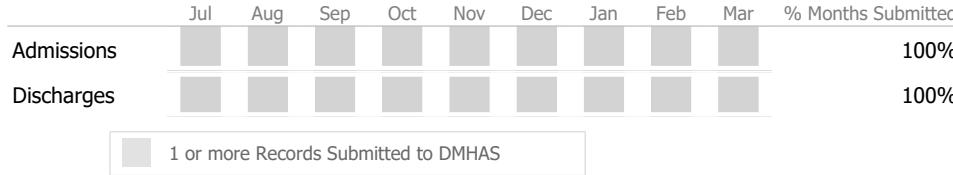
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	161	184	-13% 
Admits	146	181	-19% 
Discharges	163	148	10%

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		57	98%	90%	76%	8%
● Community Location Evaluation		44	76%	80%	78%	-4%
✓ Follow-up Service within 48 hours		35	92%	90%	88%	2%

## Data Submitted to DMHAS for Month



 > 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	74	51	45% <span>▲</span>
Admits	51	25	104% <span>▲</span>
Discharges	32	37	-14% <span>▼</span>
Service Hours	769	221	

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<span>Yellow</span>   <span>Grey</span>	35	46%	35%	43%	11% <span>▲</span>

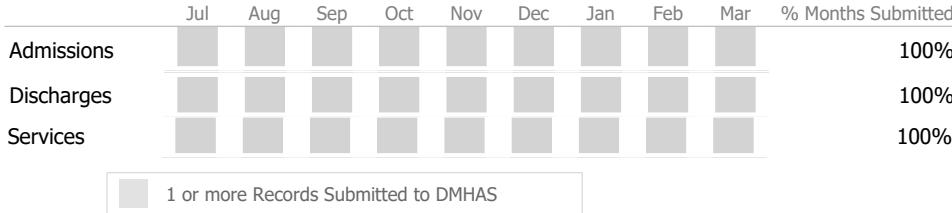
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span>Yellow</span>   <span>Grey</span>	44	100%	90%	98%	10% <span>▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<span>Yellow</span>	93%
On-Time Periodic		
✓ 6 Month Updates	<span>Yellow</span>	100%
		92%

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Yellow Actual | Grey Goal Green Goal Met Red Below Goal

\* State Avg based on 36 Active Employment Services Programs

**Program Activity**

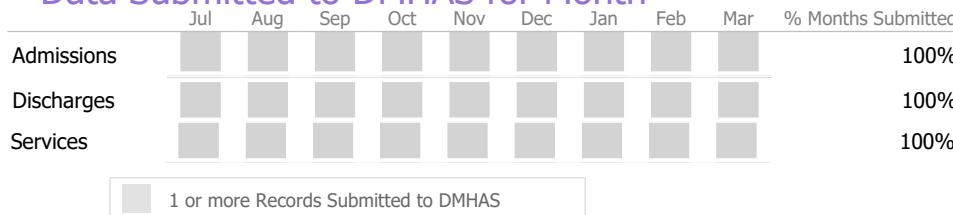
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	196	245	-20%	▼
Admits	111	196	-43%	▼
Discharges	115	176	-35%	▼
Service Hours	524	382	37%	▲

**Service Utilization**

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	89	100%	90%	84%	10%	

**Jail Diversion**

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up Service within 48 hours	83	91%	0%	82%	91%	▲

**Data Submitted to DMHAS for Month**

▲ &gt; 10% Over   ▼ &lt; 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	90%
On-Time Periodic		
6 Month Updates	N/A	46%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	65%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	30%	-20% <span style="color: red;">▼</span>
Self Help		N/A	N/A	60%	42%	-60% <span style="color: red;">▼</span>
Stable Living Situation		N/A	N/A	80%	70%	-80% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	92%	N/A <span style="color: red;">▼</span>

## 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 8 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	21	90%	▲
Admits	22	7	214%	▲
Discharges	7	5	40%	▲
Service Hours	563	189	197%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	97%
✓ Valid TEDS Data	99%	68%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	40%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	100%

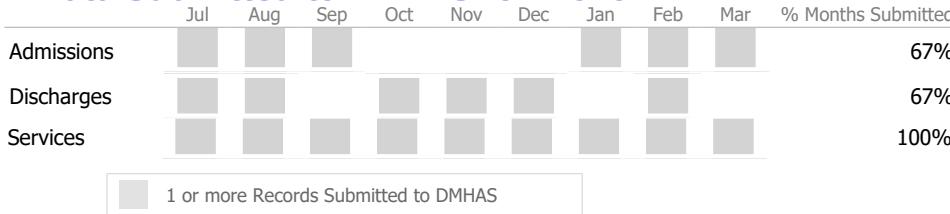
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	29%	50%	54%	-21% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		34	85%	55%	55%	30% ▲
✓ Not Arrested		39	98%	75%	68%	23% ▲
● Employed		17	42%	50%	30%	-8%
● Stable Living Situation		34	85%	95%	64%	-10%
● Self Help		18	45%	60%	30%	-15% ▼
● Improved/Maintained Function Score		10	45%	75%	33%	-30% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	67%	10%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 21 Active Buprenorphine Maintenance Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	31	27	15%	▲
Admits	5	1	400%	▲
Discharges	5	1	400%	▲

## Recovery

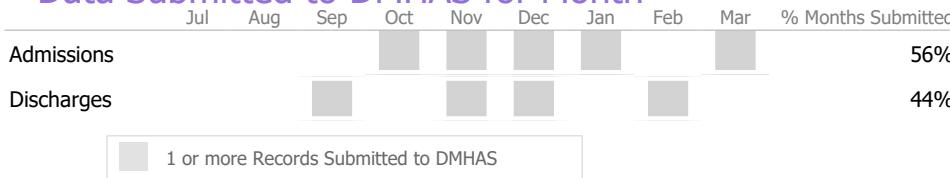
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	94%	29	94%	85%	88%	9%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	76%

## Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

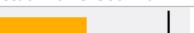
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 69 Active Supportive Housing – Development Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	15	-33%	▼
Admits	2	7	-71%	▼
Discharges	2	7	-71%	▼
Bed Days	2,167	2,093	4%	

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	86%	20% ▲
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	89%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	84%	-40% ▼

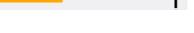
## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		97%	97%
On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		100%	94%

Diagnosis	Actual	State Avg	
✓ Valid MH/SU Diagnosis		100%	99%

## Recovery

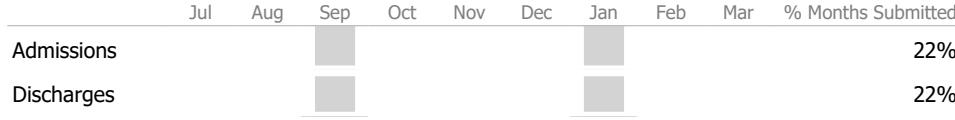
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	86%	30% ▲
✓ Stable Living Situation		10	100%	90%	99%	10%
● Improved/Maintained Function Score		4	44%	95%	74%	-51% ▼

## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	329 days	0.3	99%	90%	86%	9%



## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 22 Active Group Home Programs

 1 or more Records Submitted to DMHAS

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	9	133%	▲
Admits	9	-		
Discharges	3	-		
Service Hours	208	246	-16%	▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	86%	18	86%	85%	83%	1%

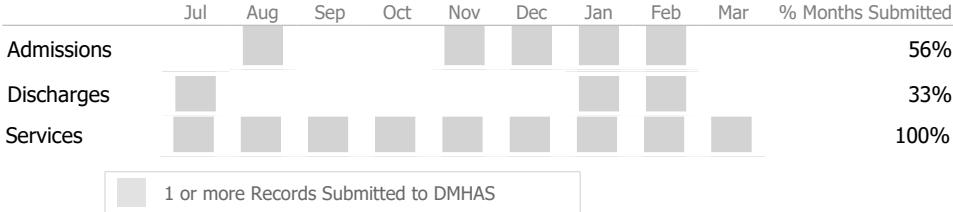
### Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	18	100%	90%	94%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	97%
On-Time Periodic		
✓ 6 Month Updates	100%	81%

### Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

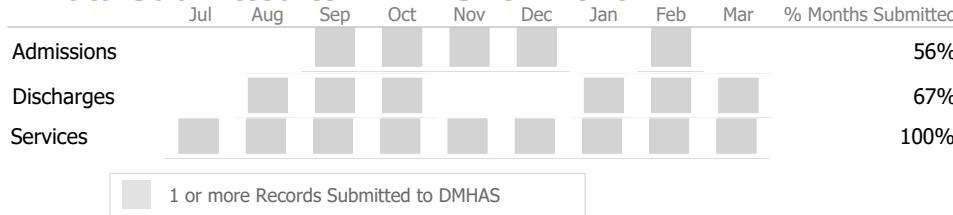
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	77	-23% <span style="color: red;">▼</span>
Admits	15	23	-35% <span style="color: red;">▼</span>
Discharges	31	29	7%
Service Hours	1,353	1,271	6%

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<span style="background-color: orange; border: 1px solid black; padding: 2px;"> </span>   <span style="background-color: orange; border: 1px solid black; padding: 2px;"> </span>	15	100%	50%	93%	50% <span style="color: green;">▲</span>

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual    Goal   ✓ Goal Met    Below Goal

\* State Avg based on 52 Active Outreach & Engagement Programs

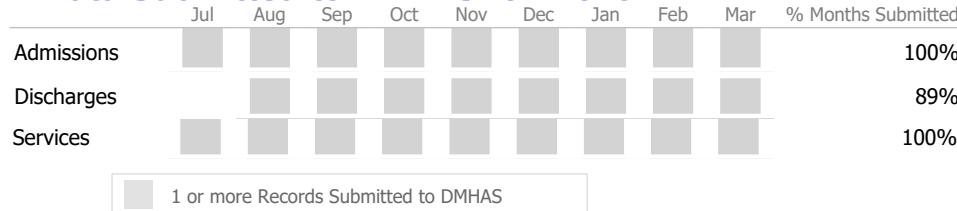
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	93	-6%
Admits	33	38	-13% ▼
Discharges	44	40	10%
Service Hours	45	33	37% ▲
Social Rehab/PHP/IOP Days	2,123	1,788	19% ▲

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual	Goal
Clients Receiving Services	100%	48	100%	90%	81%	10%	10%

## Data Submitted to DMHAS for Month



▲ > 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	114	112	2%
Admits	34	51	-33% ▼
Discharges	39	36	8%
Service Hours	1,091	1,204	-9%
Social Rehab/PHP/IOP Days	1,263	1,373	-8%

## Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		78	100%	90%	81%	10%

## Data Submitted to DMHAS for Month



■ 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	22	29	-24% <span style="color: red;">▼</span>
Admits	12	18	-33% <span style="color: red;">▼</span>
Discharges	17	16	6%
Service Hours	250	240	4%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed	<div style="width: 12px; height: 10px; background-color: orange; border: 1px solid black;"></div>	12	52%	35%	26%	17% <span style="color: green;">▲</span>

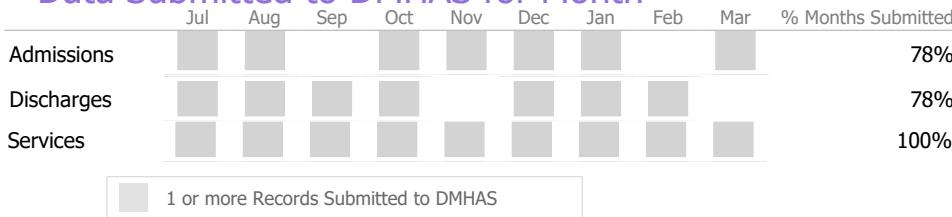
## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 6px; height: 10px; background-color: orange; border: 1px solid black;"></div>	6	100%	90%	88%	10% <span style="color: green;">▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 84px; height: 10px; background-color: orange; border: 1px solid black;"></div>	84%
On-Time Periodic		
6 Month Updates	<div style="width: 1px; height: 10px; background-color: lightgray; border: 1px solid black;"></div>	N/A

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

█ Actual   █ Goal   █ Goal Met   █ Below Goal

\* State Avg based on 10 Active Employment Services Programs

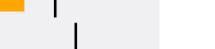
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	39	59% <span>▲</span>
Admits	29	16	81% <span>▲</span>
Discharges	14	6	133% <span>▲</span>
Service Hours	553	366	51% <span>▲</span>

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
Valid TEDS Data	99%	68%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	40%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

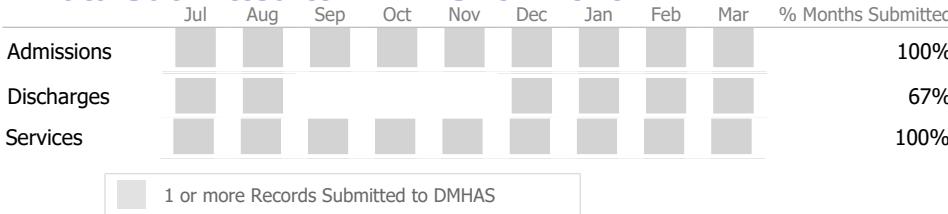
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	50%	54%	21% <span>▲</span>
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		57	90%	55%	55%	35% <span>▲</span>
✓ Not Arrested		63	100%	75%	68%	25% <span>▲</span>
● Stable Living Situation		56	89%	95%	64%	-6% <span>▼</span>
● Employed		22	35%	50%	30%	-15% <span>▼</span>
● Self Help		14	22%	60%	30%	-38% <span>▼</span>
● Improved/Maintained Function Score		10	22%	75%	33%	-53% <span>▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	67%	10% <span>▲</span>

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 21 Active Buprenorphine Maintenance Programs

## Program Activity

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

Discharges	-	-	
------------	---	---	--

Service Hours	-	-	
---------------	---	---	--

## Data Submission Quality

Data Entry	Actual	State Avg
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Valid NOMS Data	N/A	100%
-----------------	-----	------

Valid TEDS Data	N/A	100%
-----------------	-----	------

On-Time Periodic	Actual	State Avg
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6 Month Updates	N/A	4%
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## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Treatment Completed Successfully		N/A	N/A	50%	0%	N/A
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## 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%	32%	-55% <span style="color: red;">▼</span>
Employed		N/A	N/A	50%	29%	-50% <span style="color: red;">▼</span>
Improved/Maintained Function Score		N/A	N/A	75%	18%	-75% <span style="color: red;">▼</span>
Not Arrested		N/A	N/A	75%	48%	-75% <span style="color: red;">▼</span>
Self Help		N/A	N/A	60%	19%	-60% <span style="color: red;">▼</span>
Stable Living Situation		N/A	N/A	95%	52%	-95% <span style="color: red;">▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Clients Receiving Services		N/A	N/A	90%	34%	N/A <span style="color: red;">▼</span>
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## Data Submitted to DMHAS for Month

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
-----	-----	-----	-----	-----	-----	-----	-----	-----	--------------------

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

1 or more Records Submitted to DMHAS
--------------------------------------

▲ > 10% Over   ▼ < 10% Under

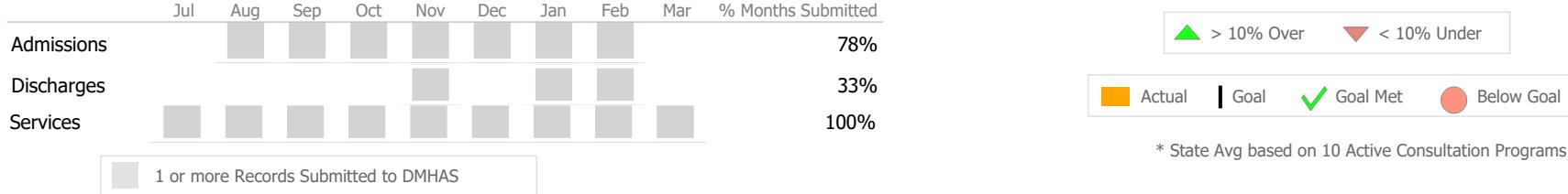
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 6 Active Naltrexone Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	53	-11%	▼
Admits	18	21	-14%	▼
Discharges	14	21	-33%	▼
Service Hours	20	21	-6%	

## Data Submitted to DMHAS for Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	75	-17% ▼
Admits	25	40	-38% ▼
Discharges	24	35	-31% ▼
Service Hours	1,633	1,163	40% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	52%	35%	43%	17% ▲

## Service Utilization

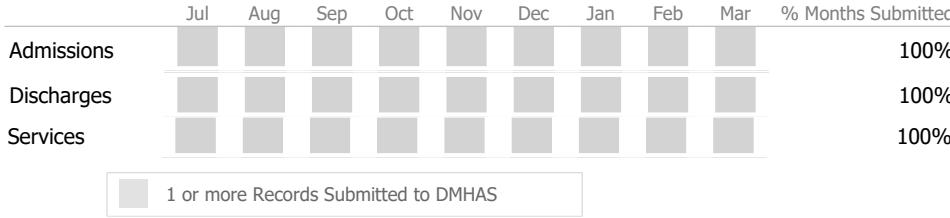
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	98%	10% ▲

## Data Submission Quality

Data Entry	Actual	State Avg	
✓ Valid NOMS Data		97%	92%
On-Time Periodic	Actual	State Avg	

On-Time Periodic	Actual	State Avg	
✓ 6 Month Updates		100%	92%

## Data Submitted to DMHAS for Month



 > 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	33	27	22% <span>▲</span>
Admits	14	10	40% <span>▲</span>
Discharges	7	9	-22% <span>▼</span>
Service Hours	4,373	4,160	5%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	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	<span>Below Goal</span>	3	43%	65%	58%	-22% <span>▼</span>
✓ No Re-admit within 30 Days of Discharge	<span>Goal Met</span>	6	100%	85%	93%	15% <span>▲</span>
● Follow-up within 30 Days of Discharge	<span>Below Goal</span>	2	67%	90%	50%	-23% <span>▼</span>

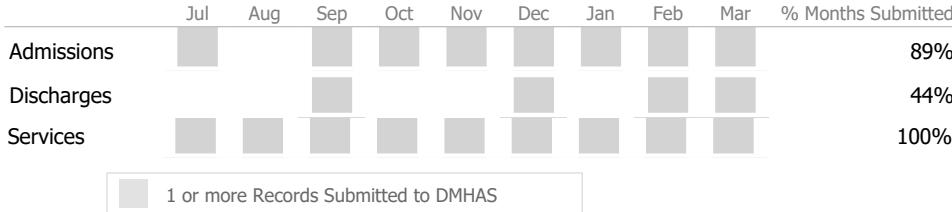
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<span>Goal Met</span>	32	97%	60%	88%	37% <span>▲</span>
✓ Social Support	<span>Goal Met</span>	31	94%	60%	76%	34% <span>▲</span>
✓ Employed	<span>Below Goal</span>	6	18%	15%	16%	3% <span>▲</span>
● Improved/Maintained Function Score	<span>Below Goal</span>	19	79%	85%	26%	-6% <span>▼</span>

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<span>Goal Met</span>	26	100%	90%	99%	10% <span>▲</span>

## Data Submitted to DMHAS for Month

▲ > 10% Over ▼ < 10% UnderActual 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	9	8	13%	▲
Admits	4	4	0%	
Discharges	5	3	67%	▲
Bed Days	1,578	1,259	25%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
On-Time Periodic		
6 Month Updates	100%	94%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		0	0%	60%	71%	-60%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A	

## Recovery

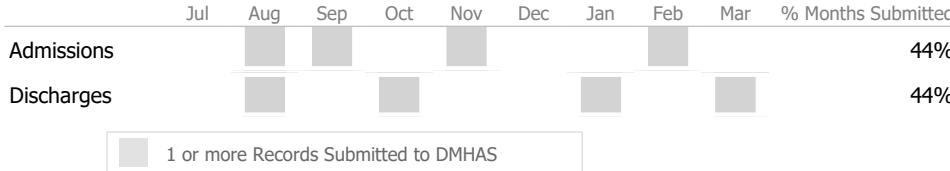
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	84%	30% ▲
✓ Stable Living Situation		10	100%	95%	96%	5%
● Employed		1	10%	25%	13%	-15% ▼

## Bed Utilization

Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	323 days	0.3	96%	90%	90%	6%



## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 62 Active Supervised Apartments Programs

1 or more Records Submitted to DMHAS