

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---------------|-----------------|--------|----------|------------|
| | Unique Clients | 2,300 | 2,195 | 5% |
| | Admits | 1,168 | 1,312 | -11% ▼ |
| | Discharges | 1,163 | 1,181 | -2% |
| | Service Hours | 43,641 | 47,886 | -9% |
| | Bed Days | 12,386 | 13,032 | -5% |
| | S.Rehab/PHP/IOP | 5,819 | 3,888 | 50% ▲ |

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 995 FY19 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ Overall | | 96% | 80% | 91% |
| ✓ Quality and Appropriateness | | 96% | 80% | 93% |
| ✓ General Satisfaction | | 95% | 80% | 92% |
| ✓ Participation in Treatment | | 94% | 80% | 92% |
| ✓ Respect | | 94% | 80% | 91% |
| ✓ Access | | 91% | 80% | 88% |
| ✓ Recovery | | 82% | 80% | 79% |
| ✓ Outcome | | 82% | 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 | 1,161 | 37.3% |
| | Crisis Services | 257 | 8.3% |
| | Social Rehabilitation | 251 | 8.1% |
| | Case Management | 180 | 5.8% |
| | Community Support | 161 | 5.2% |
| | ACT | 151 | 4.8% |
| | Employment Services | 134 | 4.3% |
| | Residential Services | 70 | 2.2% |
| Forensic MH | | | |
| | Forensics Community-based | 311 | 10.0% |
| | Outpatient | 292 | 9.4% |
| | Case Management | 6 | 0.2% |
| Addiction | | | |
| | Medication Assisted Treatment | 95 | 3.1% |
| | Outpatient | 45 | 1.4% |

Client Demographics

| Age | # | % | State Avg |
|-------|-----|-----|-----------|
| 18-25 | 296 | 13% | 10% |
| 26-34 | 453 | 20% | 23% |
| 35-44 | 471 | 21% | 22% |
| 45-54 | 446 | 20% | 20% |
| 55-64 | 467 | 21% | 19% |
| 65+ | 122 | 5% | 7% |

| Gender | # | % | State Avg |
|-------------|-------|-----|-----------|
| Male | 1,159 | 50% | 60% |
| Female | 1,140 | 50% | 40% |
| Transgender | | | 0% |

| Race | # | % | State Avg |
|---------------------------------|-------|-----|-----------|
| White/Caucasian | 1,336 | 58% | 63% |
| Other | 567 | 25% | ▲ 13% |
| Black/African American | 317 | 14% | 17% |
| Unknown | 59 | 3% | 5% |
| Asian | 10 | 0% | 1% |
| Am. Indian/Native Alaskan | 7 | 0% | 1% |
| Hawaiian/Other Pacific Islander | 4 | 0% | 0% |
| Multiple Races | | | 1% |

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 127 | 135 | -6% |
| Admits | 33 | 55 | -40% ▼ |
| Discharges | 58 | 41 | 41% ▲ |
| Service Hours | 1,689 | 2,135 | -21% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 85% |
| On-Time Periodic | | |
| 6 Month Updates | 89% | 58% |
| Co-occurring | | |
| MH Screen Complete | 95% | 57% |
| SA Screen Complete | 97% | 58% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 90% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 23 | 40% | 50% | 43% | -10% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 113 | 87% | 60% | 63% | 27% ▲ |
| Employed | | 40 | 31% | 30% | 24% | 1% |
| Stable Living Situation | | 119 | 92% | 95% | 80% | -3% |
| Improved/Maintained Axis V GAF Score | | 72 | 65% | 75% | 48% | -10% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 72 | 100% | 90% | 81% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 26 | 81% | 75% | 77% | 6% |

Data Submitted to DMHAS by 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 89 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 908 | 727 | 25% ▲ |
| Admits | 337 | 180 | 87% ▲ |
| Discharges | 282 | 192 | 47% ▲ |
| Service Hours | 8,595 | 8,496 | 1% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 96% | 85% |
| On-Time Periodic | | |
| 6 Month Updates | 98% | 58% |
| Co-occurring | | |
| MH Screen Complete | 99% | 57% |
| SA Screen Complete | 99% | 58% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 97% |
| Valid Axis V GAF Score | 100% | 90% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 69 | 24% | 50% | 43% | -26% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 773 | 84% | 60% | 63% | 24% ▲ |
| Stable Living Situation | | 839 | 91% | 95% | 80% | -4% |
| Employed | | 147 | 16% | 30% | 24% | -14% ▼ |
| Improved/Maintained Axis V GAF Score | | 518 | 72% | 75% | 48% | -3% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 633 | 99% | 90% | 81% | 9% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 321 | 96% | 75% | 77% | 21% ▲ |

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 78 | 72 | 8% |
| Admits | 5 | 8 | -38% ▼ |
| Discharges | 10 | 5 | 100% ▲ |
| Service Hours | 3,925 | 4,097 | -4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 97% | 64% |
| On-Time Periodic | | |
| 6 Month Updates | 70% | 85% |
| Co-occurring | | |
| MH Screen Complete | 100% | 24% |
| SA Screen Complete | 100% | 26% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |
| Valid Axis V GAF Score | 100% | 89% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 3 | 30% | 65% | 51% | -35% ▼ |
| No Re-admit within 30 Days of Discharge | | 9 | 100% | 85% | 92% | 15% ▲ |
| Follow-up within 30 Days of Discharge | | 2 | 67% | 90% | 52% | -23% ▼ |

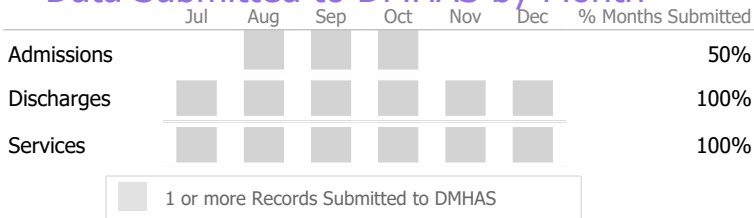
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 76 | 97% | 60% | 88% | 37% ▲ |
| Social Support | | 74 | 95% | 60% | 78% | 35% ▲ |
| Employed | | 3 | 4% | 15% | 13% | -11% ▼ |
| Improved/Maintained Axis V GAF Score | | 55 | 75% | 85% | 55% | -10% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 68 | 100% | 90% | 99% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 100 | 83 | 20% ▲ |
| Admits | 68 | 69 | -1% |
| Discharges | 70 | 60 | 17% ▲ |
| Service Hours | 405 | 333 | 22% ▲ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 59% | 85% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 58% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 96% | 57% |
| SA Screen Complete | 94% | 58% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 99% | 97% |
| Valid Axis V GAF Score | 99% | 90% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 43 | 61% | 50% | 43% | 11% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 107 | 100% | 60% | 63% | 40% ▲ |
| ✓ Improved/Maintained Axis V GAF Score | | 70 | 89% | 75% | 48% | 14% ▲ |
| ● Stable Living Situation | | 87 | 81% | 95% | 80% | -14% ▼ |
| ● Employed | | 6 | 6% | 30% | 24% | -24% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 33 | 87% | 90% | 81% | -3% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ 2 or more Services within 30 days | | 48 | 75% | 75% | 77% | 0% |

Data Submitted to DMHAS by 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 89 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 49 | 61 | -20% ▼ |
| Admits | 12 | 25 | -52% ▼ |
| Discharges | 15 | 20 | -25% ▼ |
| Service Hours | 67 | 199 | -66% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 57% | 85% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 63% | 58% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully | | 6 | 40% | 50% | 43% | -10% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 40 | 80% | 60% | 63% | 20% ▲ |
| ● Stable Living Situation | | 36 | 72% | 95% | 80% | -23% ▼ |
| ● Employed | | 0 | 0% | 30% | 24% | -30% ▼ |

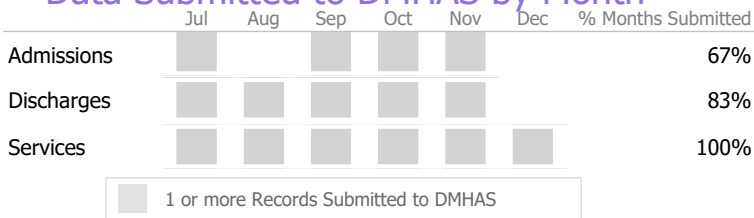
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services | | 21 | 60% | 90% | 81% | -30% ▼ |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | 2 | 17% | 75% | 77% | -58% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 74 | 80 | -8% |
| Admits | 9 | 12 | -25% ▼ |
| Discharges | 13 | 17 | -24% ▼ |
| Service Hours | 4,355 | 4,655 | -6% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 64% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 85% |
| Co-occurring | | |
| MH Screen Complete | 92% | 24% |
| SA Screen Complete | 85% | 26% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |
| Valid Axis V GAF Score | 100% | 89% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 5 | 38% | 65% | 51% | -27% ▼ |
| No Re-admit within 30 Days of Discharge | | 11 | 85% | 85% | 92% | 0% |
| Follow-up within 30 Days of Discharge | | 1 | 20% | 90% | 52% | -70% ▼ |

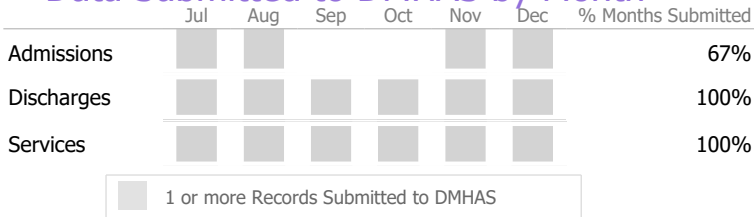
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Stable Living Situation | | 70 | 95% | 60% | 88% | 35% ▲ |
| Social Support | | 64 | 86% | 60% | 78% | 26% ▲ |
| Employed | | 12 | 16% | 15% | 13% | 1% |
| Improved/Maintained Axis V GAF Score | | 39 | 60% | 85% | 55% | -25% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 61 | 100% | 90% | 99% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 8 | 13 | -38% ▼ |
| Admits | 2 | 2 | 0% |
| Discharges | 2 | 7 | -71% ▼ |
| Bed Days | 1,096 | 1,946 | -44% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 53% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 89% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 100% | 50% |
| SA Screen Complete | 100% | 49% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 94% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 50% | 60% | 68% | -10% ▼ |
| Follow-up within 30 Days of Discharge | | 1 | 100% | 90% | 81% | 10% ▲ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 8 | 100% | 60% | 85% | 40% ▲ |
| Stable Living Situation | | 8 | 100% | 95% | 92% | 5% |
| Employed | | 2 | 25% | 25% | 10% | 0% |
| Improved/Maintained Axis V GAF Score | | 1 | 17% | 95% | 62% | -78% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 12 | 451 days | 0.9 | 50% | 90% | 93% | -40% ▼ |

Legend: < 90% (light blue), 90-110% (grey), >110% (red)

Data Submitted to DMHAS by Month

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

Legend: Grey bar = 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

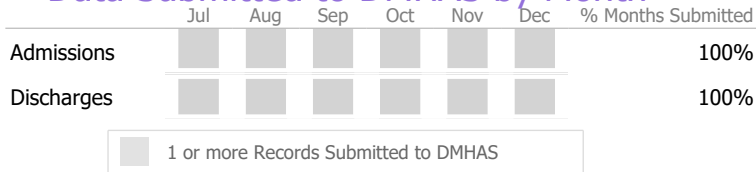
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 235 | 271 | -13% ▼ |
| Admits | 246 | 312 | -21% ▼ |
| Discharges | 231 | 289 | -20% ▼ |

Crisis

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Evaluation within 1.5 hours of Request | | 113 | 95% | 75% | 75% | 20% ▲ |
| ✓ Community Location Evaluation | | 115 | 97% | 80% | 93% | 17% ▲ |
| ✓ Follow-up Service within 48 hours | | 54 | 100% | 90% | 92% | 10% |

Data Submitted to DMHAS by 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 | 6 | 7 | -14% ▼ |
| Admits | - | 4 | -100% ▼ |
| Discharges | - | 3 | -100% ▼ |
| Service Hours | 227 | 36 | |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 93% | 93% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 100% |
| Co-occurring | | |
| MH Screen Complete | 100% | 100% |
| SA Screen Complete | 100% | 100% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 84% |
| Valid Axis V GAF Score | 100% | 84% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 33% | N/A |

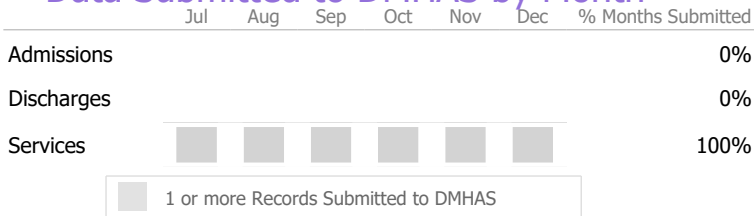
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 5 | 83% | 60% | 66% | 23% ▲ |
| ✓ Stable Living Situation | | 5 | 83% | 80% | 75% | 3% |
| ● Employed | | 1 | 17% | 20% | 6% | -3% |
| ● Self Help | | 0 | 0% | 60% | 81% | -60% ▼ |

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 26 | 13 | 100% ▲ |
| Admits | 21 | 11 | 91% ▲ |
| Discharges | 21 | 9 | 133% ▲ |
| Bed Days | 1,340 | 552 | 143% ▲ |

Discharge Outcomes

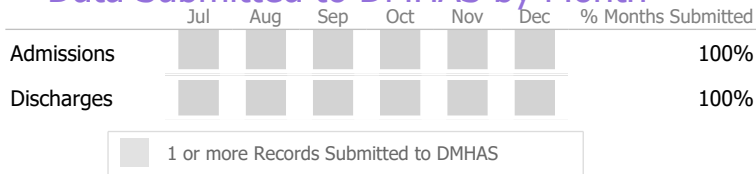
| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ No Re-admit within 30 Days of Discharge | | 21 | 100% | 85% | 87% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge | | 12 | 86% | 90% | 81% | -4% |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 4 | 78 days | 0.1 | 182% | 90% | 86% | 92% ▲ |

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 161 | 167 | -4% |
| Admits | 22 | 26 | -15% ▼ |
| Discharges | 34 | 26 | 31% ▲ |
| Service Hours | 3,979 | 4,271 | -7% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 97% | 72% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 92% |
| Co-occurring | | |
| MH Screen Complete | 100% | 28% |
| SA Screen Complete | 95% | 28% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 98% |
| Valid Axis V GAF Score | 100% | 96% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 19 | 56% | 65% | 60% | -9% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 131 | 81% | 60% | 81% | 21% ▲ |
| Stable Living Situation | | 152 | 94% | 80% | 87% | 14% ▲ |
| Employed | | 14 | 9% | 20% | 13% | -11% ▼ |
| Improved/Maintained Axis V GAF Score | | 84 | 59% | 65% | 63% | -6% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 127 | 100% | 90% | 99% | 10% |

Data Submitted to DMHAS by 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 36 Active CSP Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 134 | 136 | -1% |
| Admits | 55 | 53 | 4% |
| Discharges | 57 | 48 | 19% ▲ |
| Service Hours | 1,787 | 2,325 | -23% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | 38 | 28% | 35% | 44% | -7% |

Service Utilization

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 78 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | | 85% |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates | | 94% |

Data Submitted to DMHAS by 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 42 Active Employment Services Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 8 | 8 | 0% |
| Admits | 2 | 1 | 100% ▲ |
| Discharges | 2 | 1 | 100% ▲ |
| Bed Days | 1,032 | 1,311 | -21% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 97% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 100% | 83% |
| SA Screen Complete | 100% | 90% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 100% |
| Valid Axis V GAF Score | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 2 | 100% | 80% | 88% | 20% ▲ |
| ✓ No Re-admit within 30 Days of Discharge | | 2 | 100% | 85% | 82% | 15% ▲ |
| ✓ Follow-up within 30 Days of Discharge | | 2 | 100% | 90% | 78% | 10% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 8 | 100% | 60% | 82% | 40% ▲ |
| ✓ Stable Living Situation | | 8 | 100% | 90% | 99% | 10% |
| ○ Improved/Maintained Axis V GAF Score | | 2 | 33% | 95% | 69% | -62% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ○ Avg Utilization Rate | | 8 | 858 days | 0.6 | 70% | 90% | 93% | -20% ▼ |

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | ■ | | ■ | | | 33% |
| Discharges | | ■ | | | | | 17% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 6 | 6 | 0% |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 37 | 134 | -72% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 92% |
| Valid TEDS Data | 100% | 90% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 24% |
| Co-occurring | | |
| MH Screen Complete | N/A | 86% |
| SA Screen Complete | N/A | 98% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 54% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Not Arrested | | 6 | 100% | 75% | 81% | 25% ▲ |
| ✓ Abstinence/Reduced Drug Use | | 4 | 67% | 55% | 50% | 12% ▲ |
| ✓ Stable Living Situation | | 6 | 100% | 95% | 80% | 5% |
| ✓ Employed | | 3 | 50% | 50% | 42% | 0% |
| ● Self Help | | 1 | 17% | 60% | 27% | -43% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 0 | 0% | 75% | 54% | -75% ▼ |

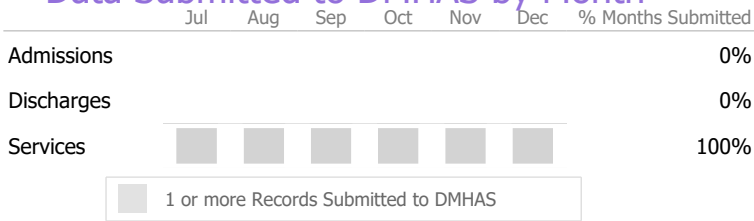
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 6 | 100% | 90% | 65% | 10% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● 2 or more Services within 30 days | | 0 | 0% | 75% | 70% | -75% ▼ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 14 | 13 | 8% |
| Admits | 3 | 1 | 200% ▲ |
| Discharges | 2 | 1 | 100% ▲ |
| Bed Days | 2,088 | 2,136 | -2% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 53% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 89% |
| Co-occurring | | |
| MH Screen Complete | 100% | 50% |
| SA Screen Complete | 100% | 49% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 94% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 2 | 100% | 60% | 68% | 40% ▲ |
| ● Follow-up within 30 Days of Discharge | | 1 | 50% | 90% | 81% | -40% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 14 | 100% | 60% | 85% | 40% ▲ |
| ✓ Stable Living Situation | | 14 | 100% | 95% | 92% | 5% |
| ● Employed | | 1 | 7% | 25% | 10% | -18% ▼ |
| ● Improved/Maintained Axis V GAF Score | | 8 | 73% | 95% | 62% | -22% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 12 | 798 days | 0.5 | 95% | 90% | 93% | 5% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by 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 80 Active Supervised Apartments Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 0 | 152 | ▼ |
| Admits | - | 129 | -100% ▼ |
| Discharges | - | 131 | -100% ▼ |
| Service Hours | - | 794 | -100% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|--------------------|--------|-----------|
| Valid NOMS Data | | N/A 85% |
| On-Time Periodic | | |
| 6 Month Updates | | N/A 58% |
| Co-occurring | | |
| MH Screen Complete | | N/A 57% |
| SA Screen Complete | | N/A 58% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 43% | N/A |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Employed | | N/A | N/A | 30% | 24% | -30% ▼ |
| Improved/Maintained Axis V GAF Score | | N/A | N/A | 75% | 48% | -75% ▼ |
| Social Support | | N/A | N/A | 60% | 63% | -60% ▼ |
| Stable Living Situation | | N/A | N/A | 95% | 80% | -95% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | N/A | N/A | 90% | 81% | N/A ▼ |

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | | 0% |
| Discharges | | | | | | | 0% |

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

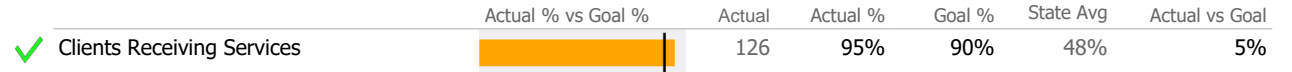
Actual Goal Goal Met Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

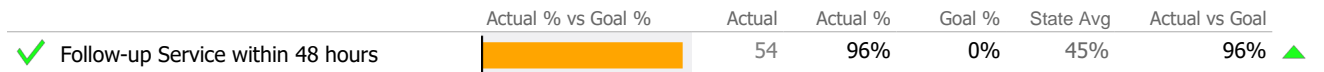
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 252 | 217 | 16% ▲ |
| Admits | 115 | 128 | -10% |
| Discharges | 124 | 98 | 27% ▲ |
| Service Hours | 1,133 | 1,138 | 0% |

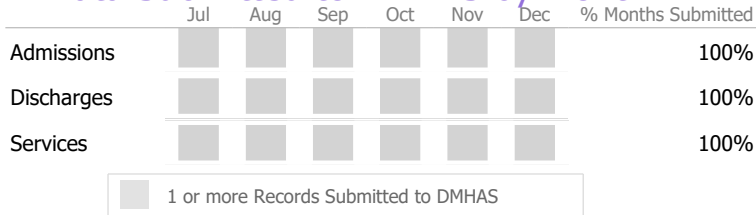
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

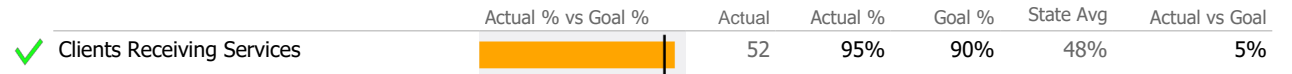
■ Actual | Goal ✓ Goal Met ● Below Goal

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

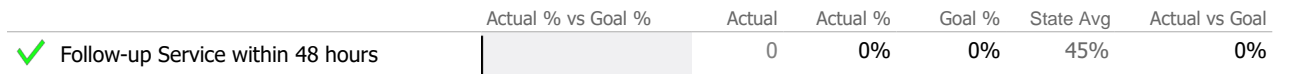
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 85 | 84 | 1% |
| Admits | 43 | 44 | -2% |
| Discharges | 32 | 44 | -27% ▼ |
| Service Hours | 1,129 | 1,096 | 3% |

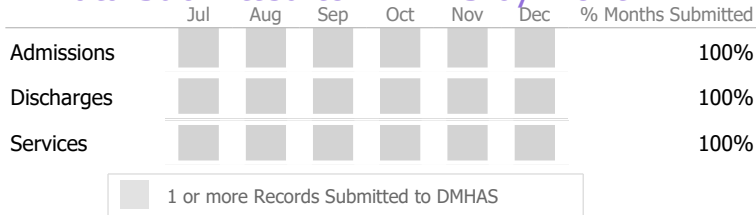
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

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

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 292 | 264 | 11% ▲ |
| Admits | 87 | 97 | -10% |
| Discharges | 74 | 74 | 0% |
| Service Hours | 3,189 | 3,239 | -2% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 92% | 92% |
| On-Time Periodic | | |
| 6 Month Updates | 94% | 93% |
| Co-occurring | | |
| MH Screen Complete | 97% | 97% |
| SA Screen Complete | 97% | 98% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 16 | 22% | 50% | 20% | -28% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support | | 229 | 76% | 60% | 77% | 16% ▲ |
| Employed | | 73 | 24% | 30% | 22% | -6% |
| Stable Living Situation | | 255 | 85% | 95% | 84% | -10% |
| Improved/Maintained Axis V GAF Score | | 165 | 72% | 75% | 67% | -3% |
| Self Help | | 13 | 4% | 60% | 18% | -56% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 220 | 97% | 90% | 97% | 7% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 75 | 87% | 75% | 88% | 12% ▲ |

Data Submitted to DMHAS by 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 2 Active Standard Outpatient Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 39 | 42 | -7% |
| Admits | 9 | 4 | 125% ▲ |
| Discharges | 4 | 12 | -67% ▼ |
| Service Hours | 523 | 675 | -23% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data | 98% | 92% |
| Valid TEDS Data | 99% | 90% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 24% |
| Co-occurring | | |
| MH Screen Complete | 89% | 86% |
| SA Screen Complete | 89% | 98% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 99% |
| Valid Axis V GAF Score | 100% | 97% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 0 | 0% | 50% | 54% | -50% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use | | 31 | 79% | 55% | 50% | 24% ▲ |
| Not Arrested | | 38 | 97% | 75% | 81% | 22% ▲ |
| Stable Living Situation | | 38 | 97% | 95% | 80% | 2% |
| Improved/Maintained Axis V GAF Score | | 19 | 63% | 75% | 54% | -12% ▼ |
| Employed | | 2 | 5% | 50% | 42% | -45% ▼ |
| Self Help | | 0 | 0% | 60% | 27% | -60% ▼ |

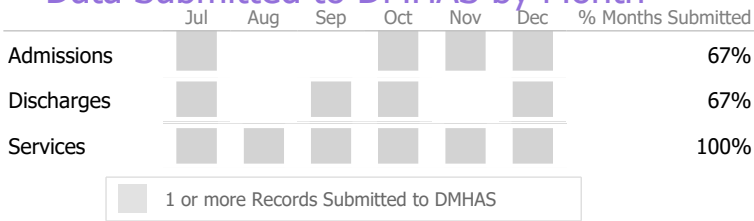
Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 34 | 97% | 90% | 65% | 7% |

Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days | | 8 | 89% | 75% | 70% | 14% ▲ |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

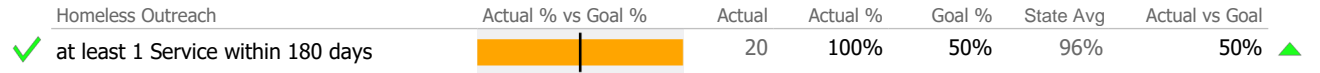
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

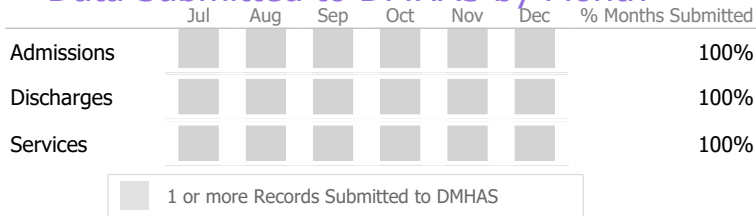
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 96 | 104 | -8% |
| Admits | 20 | 50 | -60% ▼ |
| Discharges | 36 | 20 | 80% ▲ |
| Service Hours | 2,006 | 2,491 | -19% ▼ |

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

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

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------------|--------|-----------|
| Valid NOMS Data | | N/A 84% |
| Valid TEDS Data | | N/A 99% |
| On-Time Periodic | | |
| 6 Month Updates | | N/A 3% |
| Co-occurring | | |
| MH Screen Complete | | N/A 93% |
| SA Screen Complete | | N/A 100% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | N/A | N/A | 50% | 62% | 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% | 43% | -55% ▼ |
| Employed | | N/A | N/A | 50% | 27% | -50% ▼ |
| Improved/Maintained Axis V GAF Score | | N/A | N/A | 75% | 58% | -75% ▼ |
| Not Arrested | | N/A | N/A | 75% | 83% | -75% ▼ |
| Self Help | | N/A | N/A | 60% | 23% | -60% ▼ |
| Stable Living Situation | | N/A | N/A | 95% | 81% | -95% ▼ |

Data Submitted to DMHAS by 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 7 Active Naltrexone Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 95 | 109 | -13% ▼ |
| Admits | 8 | 11 | -27% ▼ |
| Discharges | 18 | 24 | -25% ▼ |
| Service Hours | 1,457 | 2,193 | -34% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 97% | 93% |
| Valid TEDS Data | 100% | 97% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 31% |
| Co-occurring | | |
| MH Screen Complete | 87% | 81% |
| SA Screen Complete | 87% | 93% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 100% |
| Valid Axis V GAF Score | 100% | 99% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 6 | 33% | 50% | 45% | -17% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Abstinence/Reduced Drug Use | | 82 | 86% | 55% | 50% | 31% ▲ |
| Not Arrested | | 89 | 94% | 75% | 71% | 19% ▲ |
| Stable Living Situation | | 86 | 91% | 95% | 73% | -4% |
| Improved/Maintained Axis V GAF Score | | 67 | 77% | 75% | 51% | 2% |
| Employed | | 18 | 19% | 50% | 32% | -31% ▼ |
| Self Help | | 12 | 13% | 60% | 26% | -47% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services | | 78 | 100% | 90% | 55% | 10% |

Data Submitted to DMHAS by 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 23 Active Buprenorphine Maintenance Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 22 | 28 | -21% ▼ |
| Admits | 1 | 1 | 0% |
| Discharges | 4 | 2 | 100% ▲ |
| Service Hours | 399 | 463 | -14% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 22 | 100% | 85% | 89% | 15% ▲ |

Service Utilization

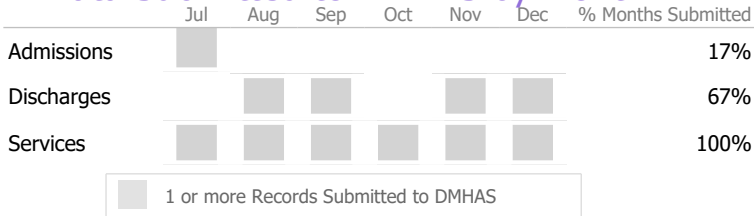
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 18 | 100% | 90% | 95% | 10% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 90% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 91% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 18 | 18 | 0% |
| Admits | 2 | 4 | -50% ▼ |
| Discharges | 2 | 1 | 100% ▲ |
| Bed Days | 2,908 | 3,035 | -4% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 99% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 87% |
| Co-occurring | Actual | State Avg |
| MH Screen Complete | 100% | 88% |
| SA Screen Complete | 100% | 88% |
| Diagnosis | Actual | State Avg |
| Valid Axis I Diagnosis | 100% | 96% |
| Valid Axis V GAF Score | 100% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully | | 1 | 50% | 75% | 69% | -25% ▼ |
| No Re-admit within 30 Days of Discharge | | 1 | 100% | 85% | 76% | 15% ▲ |
| Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 64% | -90% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Improved/Maintained Axis V GAF Score | | 7 | 44% | 75% | 49% | -31% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| Avg Utilization Rate | | 16 | 1,407 days | 0.5 | 99% | 90% | 96% | 9% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | ■ | | ■ | 33% |
| Discharges | | | | ■ | | | 17% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 7 | 6 | 17% ▲ |
| Admits | 1 | - | |
| Discharges | 1 | 1 | 0% |
| Bed Days | 1,067 | 1,049 | 2% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 100% | 99% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 87% |
| Co-occurring | | |
| MH Screen Complete | 88% | 88% |
| SA Screen Complete | 88% | 88% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 96% |
| Valid Axis V GAF Score | 100% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 1 | 100% | 75% | 69% | 25% ▲ |
| ✓ No Re-admit within 30 Days of Discharge | | 1 | 100% | 85% | 76% | 15% ▲ |
| ● Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 64% | -90% ▼ |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ● Improved/Maintained Axis V GAF Score | | 3 | 50% | 75% | 49% | -25% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|------------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 6 | 1,329 days | 0.5 | 97% | 90% | 96% | 7% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|------------|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | | | | | | ■ | 17% |
| Discharges | | | | | ■ | | 17% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

SOR - Recovery Coach

Community Mental Health Affiliates

Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services


Program Quality Dashboard

Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

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


Data Submission Quality

| Data Entry | Actual | State Avg | |
|-----------------|---|-----------|-----|
| Valid TEDS Data |  | N/A | N/A |

| Co-occurring | Actual | State Avg | |
|--------------------|---|-----------|-----|
| MH Screen Complete |  | N/A | 59% |
| SA Screen Complete |  | N/A | 74% |

Data Submitted to DMHAS by 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 9 Active Peer Based Mentoring Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 4 | 5 | -20% ▼ |
| Admits | - | - | |
| Discharges | 1 | 1 | 0% |
| Service Hours | 4 | 8 | -50% ▼ |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 100% | 93% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 65% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 1 | 100% | 50% | 55% | 50% ▲ |

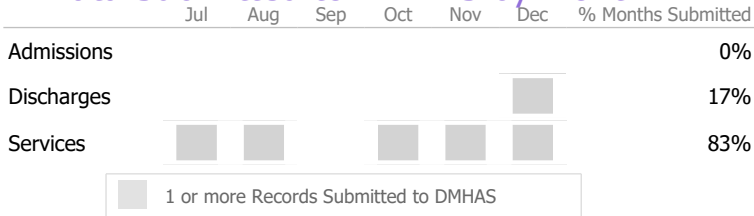
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 4 | 100% | 80% | 76% | 20% ▲ |
| ✓ Social Support | | 3 | 75% | 60% | 69% | 15% ▲ |
| ● Employed | | 0 | 0% | 20% | 13% | -20% ▼ |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 3 | 100% | 90% | 81% | 10% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 80 | 73 | 10% |
| Admits | 2 | 7 | -71% ▼ |
| Discharges | 10 | 4 | 150% ▲ |
| Service Hours | 1,649 | 1,770 | -7% |

Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Stable Living Situation | | 75 | 94% | 85% | 89% | 9% |

Service Utilization

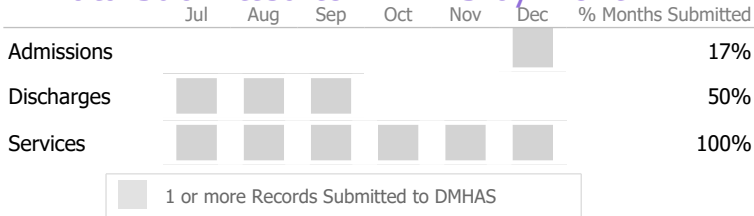
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 69 | 99% | 90% | 95% | 9% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ Valid NOMS Data | | 90% |

| On-Time Periodic | Actual | State Avg |
|-------------------|--------|-----------|
| ✓ 6 Month Updates | | 91% |

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

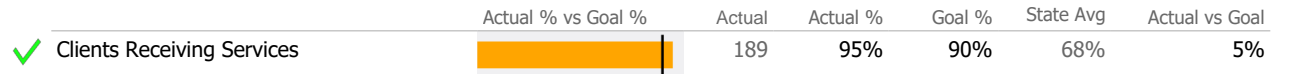
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

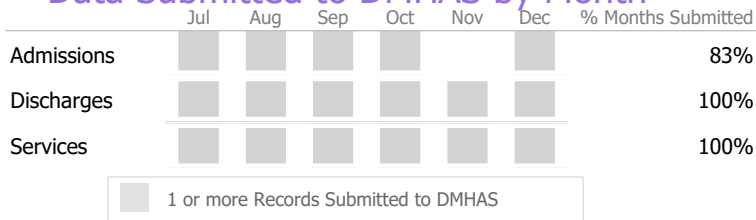
Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---------------------------|--------|----------|------------|
| Unique Clients | 251 | 206 | 22% ▲ |
| Admits | 60 | 69 | -13% ▼ |
| Discharges | 53 | 40 | 33% ▲ |
| Social Rehab/PHP/IOP Days | 5,819 | 3,888 | 50% ▲ |

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 22 | 27 | -19% ▼ |
| Admits | 5 | 9 | -44% ▼ |
| Discharges | 7 | 10 | -30% ▼ |
| Bed Days | 2,855 | 3,003 | -5% |

Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------------|--------|-----------|
| Valid NOMS Data | 98% | 99% |
| On-Time Periodic | | |
| 6 Month Updates | 100% | 87% |
| Co-occurring | | |
| MH Screen Complete | 100% | 88% |
| SA Screen Complete | 100% | 88% |
| Diagnosis | | |
| Valid Axis I Diagnosis | 100% | 96% |
| Valid Axis V GAF Score | 100% | 92% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 7 | 100% | 75% | 69% | 25% ▲ |
| ● No Re-admit within 30 Days of Discharge | | 5 | 71% | 85% | 76% | -14% ▼ |
| ● Follow-up within 30 Days of Discharge | | 4 | 57% | 90% | 64% | -33% ▼ |

Recovery

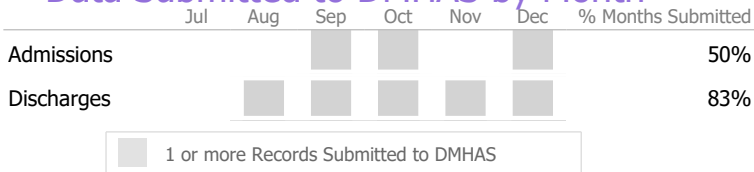
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--|--------------------|--------|----------|--------|-----------|----------------|
| ● Improved/Maintained Axis V GAF Score | | 8 | 47% | 75% | 49% | -28% ▼ |

Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------|-----------------|------|----------|----------|----------|--------|-----------|----------------|
| ✓ Avg Utilization Rate | | 17 | 639 days | 0.4 | 91% | 90% | 96% | 1% |

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs