

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

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,525	1,515	1%
	Admits	1,171	1,042	12% ▲
	Discharges	1,185	1,079	10%
	Service Hours	29,779	30,466	-2%
	Bed Days	3,330	2,996	11% ▲

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

### Consumer Satisfaction Survey

(Based on 572 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Access		91%	80%	88%
✓ Outcome		84%	80%	83%
✓ Recovery		80%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	603	30.0%
	Crisis Services	488	24.2%
	ACT	224	11.1%
	Community Support	196	9.7%
	Social Rehabilitation	123	6.1%
	Intake	91	4.5%
	Other	78	3.9%
	Case Management	21	1.0%
	Residential Services	15	0.7%
	<b>Forensic MH</b>	Forensics Community-based	168
Crisis Services		6	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	262	17%	10%
26-34	317	21%	23%
35-44	215	14%	22%
45-54	246	16%	20%
55-64	339	22%	19%
65+	143	9%	7%

Gender	#	%	State Avg
Male	941	62%	60%
Female	578	38%	40%
Transgender	6	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,186	78%	70%
Hispanic-Other	143	9%	8%
Unknown	97	6%	9%
Hisp-Puerto Rican	95	6%	12%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	1,017	67%	63%
Black/African American	248	16%	17%
Other	156	10%	13%
Unknown	42	3%	5%
Multiple Races	22	1%	1%
Asian	19	1%	1%
Am. Indian/Native Alaskan	4	0%	1%
Hawaiian/Other Pacific Islander			0%

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

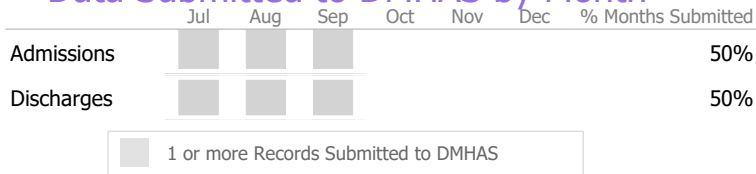
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	4	-50% ▼
Admits	3	4	-25% ▼
Discharges	3	4	-25% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		1	33%	75%	75%	-42% ▼
✓ Community Location Evaluation		3	100%	80%	93%	20% ▲
● Follow-up Service within 48 hours		0	NA	90%	92%	-90% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

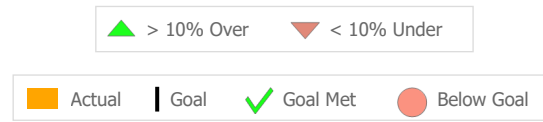
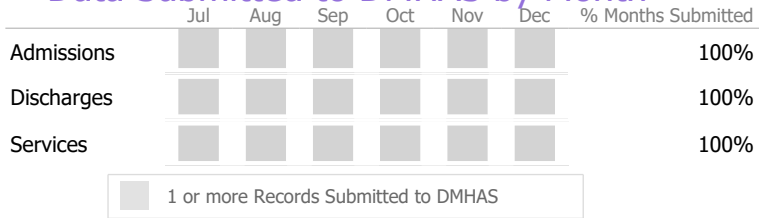
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	21	21	0%
Discharges	21	21	0%
Service Hours	60	57	4%

### Data Submitted to DMHAS by Month



\* State Avg based on 17 Active Central Intake Programs

# Danbury Jail Diversion

Western Connecticut Mental Health Network

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

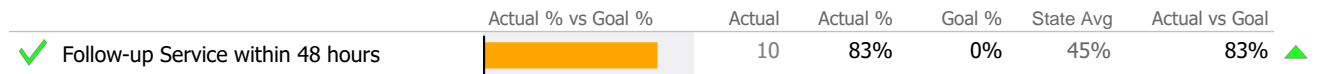
Program Quality Dashboard

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

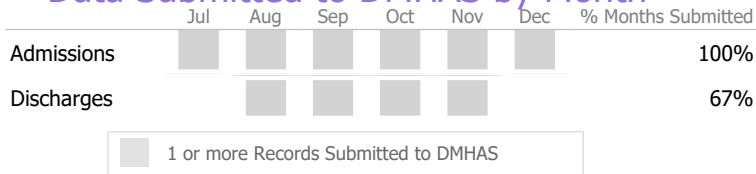
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	12	108% ▲
Admits	16	4	300% ▲
Discharges	9	1	800% ▲

## Jail Diversion



## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

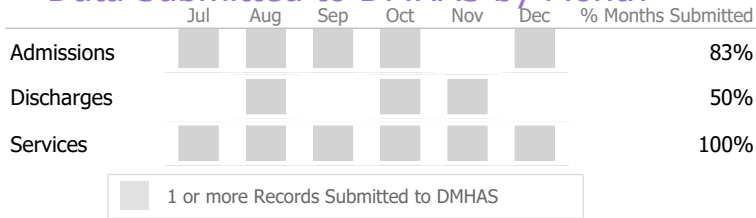
■ Actual | Goal ✓ Goal Met ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	14	43% ▲
Admits	8	5	60% ▲
Discharges	5	5	0%
Service Hours	196	26	

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	204	196	4%
Admits	17	23	-26% ▼
Discharges	16	14	14% ▲
Service Hours	3,211	2,347	37% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	57%
SA Screen Complete	100%	58%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	91%	97%
Valid Axis V GAF Score	77%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	38%	50%	43%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		176	86%	60%	63%	26% ▲
Stable Living Situation		196	96%	95%	80%	1%
Employed		27	13%	30%	24%	-17% ▼
Improved/Maintained Axis V GAF Score		31	16%	75%	48%	-59% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		188	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		17	100%	75%	77%	25% ▲

### 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	29	34	-15% ▼
Admits	6	2	200% ▲
Discharges	7	6	17% ▲
Service Hours	1,197	852	41% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	64%
On-Time Periodic		
6 Month Updates	100%	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	52%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	65%	51%	6%
● No Re-admit within 30 Days of Discharge		5	71%	85%	92%	-14% ▼
● Follow-up within 30 Days of Discharge		2	40%	90%	52%	-50% ▼

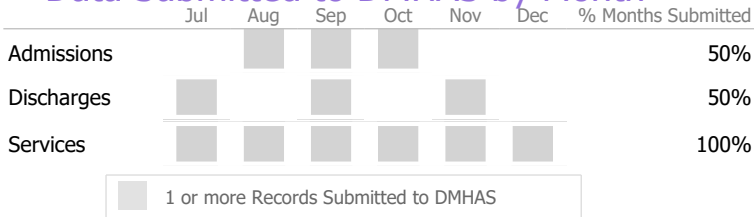
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	97%	60%	88%	37% ▲
✓ Social Support		25	86%	60%	78%	26% ▲
✓ Employed		10	34%	15%	13%	19% ▲
● Improved/Maintained Axis V GAF Score		7	28%	85%	55%	-57% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

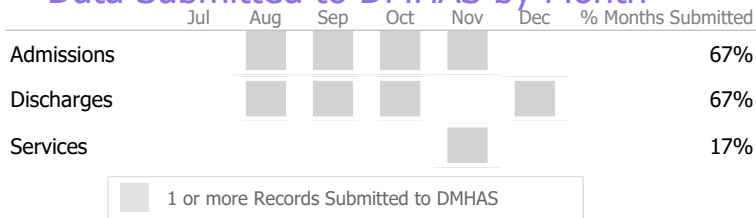
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	2	150% ▲
Admits	6	2	200% ▲
Discharges	6	2	200% ▲
Service Hours	-	-	-

### Data Submitted to DMHAS by Month



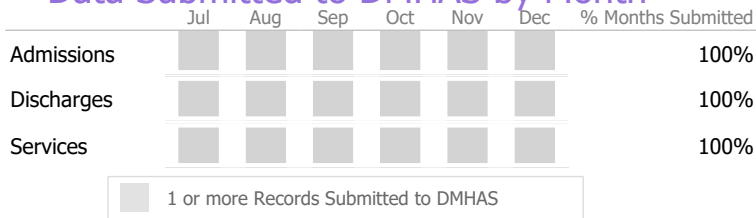
\* State Avg based on 16 Active Other Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	31	19% ▲
Admits	34	30	13% ▲
Discharges	34	30	13% ▲
Service Hours	69	42	66% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 17 Active Central Intake Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	90	9%
Admits	10	10	0%
Discharges	11	9	22% ▲
Service Hours	2,198	2,257	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	72%
On-Time Periodic		
6 Month Updates	100%	92%
Co-occurring		
MH Screen Complete	100%	28%
SA Screen Complete	100%	28%
Diagnosis		
Valid Axis I Diagnosis	92%	98%
Valid Axis V GAF Score	70%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	82%	65%	60%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	88%	60%	81%	28% ▲
Stable Living Situation		90	92%	80%	87%	12% ▲
Employed		5	5%	20%	13%	-15% ▼
Improved/Maintained Axis V GAF Score		18	20%	65%	63%	-45% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		87	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

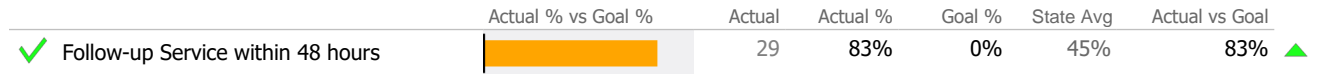
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

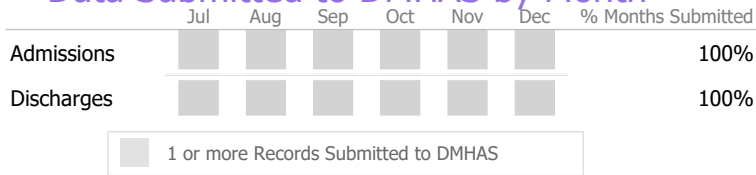
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	63	13% ▲
Admits	39	31	26% ▲
Discharges	36	36	0%

### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

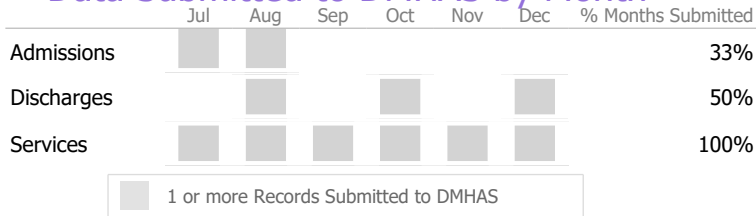
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	3	5	-40% ▼
Discharges	8	5	60% ▲
Service Hours	91	32	187% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Other Programs

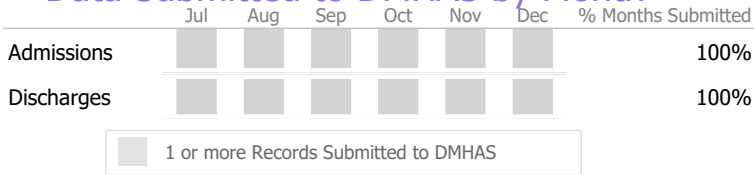
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	83	28% ▲
Admits	207	158	31% ▲
Discharges	207	158	31% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		185	89%	75%	75%	14% ▲
✓ Community Location Evaluation		209	100%	80%	93%	20% ▲
✓ Follow-up Service within 48 hours		109	99%	90%	92%	9% ▲

### 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	114	102	12% ▲
Admits	33	17	94% ▲
Discharges	18	16	13% ▲
Service Hours	1,743	2,037	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic		
6 Month Updates	100%	58%
Co-occurring		
MH Screen Complete	100%	57%
SA Screen Complete	100%	58%
Diagnosis		
Valid Axis I Diagnosis	82%	97%
Valid Axis V GAF Score	52%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	67%	50%	43%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		108	93%	60%	63%	33% ▲
Stable Living Situation		113	97%	95%	80%	2%
Employed		16	14%	30%	24%	-16% ▼
Improved/Maintained Axis V GAF Score		14	17%	75%	48%	-58% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	92%	90%	81%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	52%	75%	77%	-23% ▼

### 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

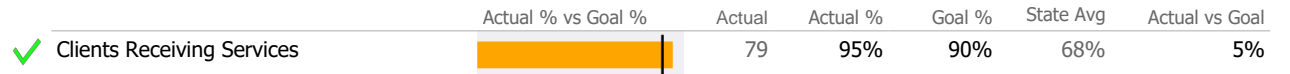
Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

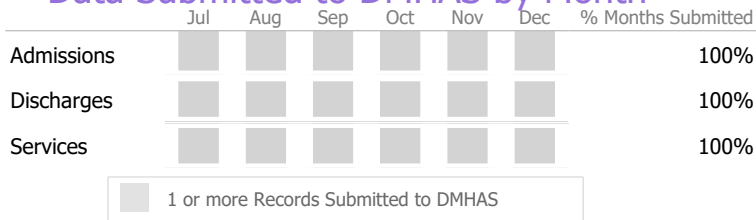
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	126	-2%
Admits	19	22	-14% ▼
Discharges	43	39	10%
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under



\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	1	3	-67% ▼
Discharges	2	4	-50% ▼
Service Hours	749	604	24% ▲
Bed Days	952	881	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	71%	97%
Valid Axis V GAF Score	29%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	78%	-95% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	17%	75%	75%	-58% ▼

### Service Utilization

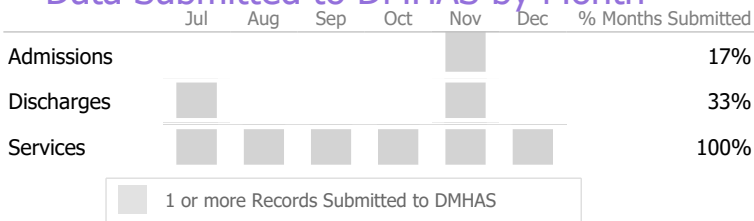
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	407 days	0.5	86%	90%	85%	-4%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

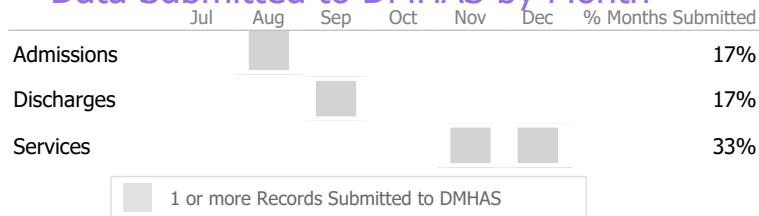
\* State Avg based on 6 Active Transitional Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	3	-33% ▼
Admits	1	-	
Discharges	1	1	0%
Service Hours	1	19	-93% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	50	0%
Admits	9	9	0%
Discharges	13	10	30% ▲
Service Hours	1,915	2,099	-9%

### 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	100%	24%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	30%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	77%	65%	51%	12% ▲
● No Re-admit within 30 Days of Discharge		9	69%	85%	92%	-16% ▼
● Follow-up within 30 Days of Discharge		5	50%	90%	52%	-40% ▼

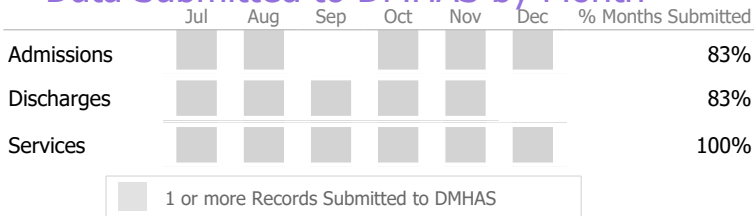
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		48	96%	60%	78%	36% ▲
✓ Stable Living Situation		46	92%	60%	88%	32% ▲
✓ Employed		13	26%	15%	13%	11% ▲
● Improved/Maintained Axis V GAF Score		5	12%	85%	55%	-73% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	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	47	41	15% ▲
Admits	10	6	67% ▲
Discharges	8	6	33% ▲
Service Hours	1,753	1,877	-7%

### 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	100%	24%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	89%	98%
Valid Axis V GAF Score	43%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	75%	65%	51%	10% ▲
No Re-admit within 30 Days of Discharge		3	43%	85%	92%	-42% ▼
Follow-up within 30 Days of Discharge		4	67%	90%	52%	-23% ▼

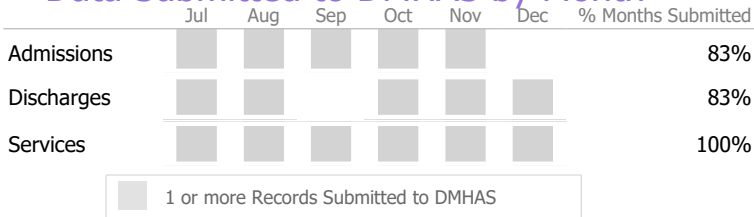
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		43	91%	60%	78%	31% ▲
Stable Living Situation		43	91%	60%	88%	31% ▲
Employed		7	15%	15%	13%	0%
Improved/Maintained Axis V GAF Score		5	14%	85%	55%	-71% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	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	21	21	0%
Admits	-	-	
Discharges	-	4	-100% ▼
Service Hours	191	122	56% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		N/A	N/A	50%	55%	N/A

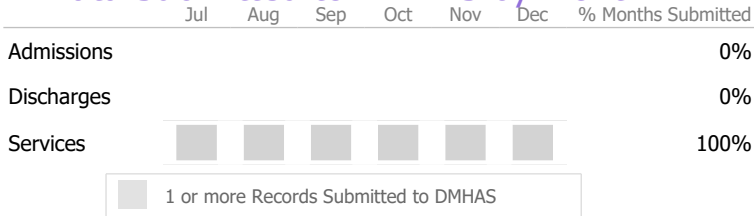
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	81%	60%	69%	21% ▲
✓ Stable Living Situation		20	95%	80%	76%	15% ▲
● Employed		0	0%	20%	13%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	95%	90%	81%	5%

### 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	59	65	-9%
Admits	10	12	-17% ▼
Discharges	18	14	29% ▲
Service Hours	1,396	1,982	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	64%
On-Time Periodic		
6 Month Updates	97%	85%
Co-occurring		
MH Screen Complete	100%	24%
SA Screen Complete	100%	26%
Diagnosis		
Valid Axis I Diagnosis	92%	98%
Valid Axis V GAF Score	59%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	67%	65%	51%	2%
✓ No Re-admit within 30 Days of Discharge		16	94%	85%	92%	9%
● Follow-up within 30 Days of Discharge		10	83%	90%	52%	-7%

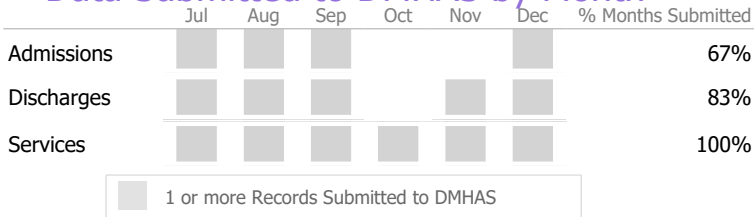
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		53	90%	60%	88%	30% ▲
✓ Social Support		43	73%	60%	78%	13% ▲
● Employed		1	2%	15%	13%	-13% ▼
● Improved/Maintained Axis V GAF Score		6	11%	85%	55%	-74% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	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

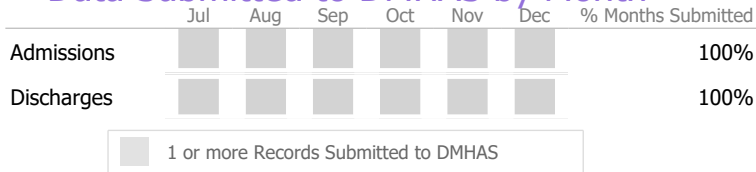
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	226	252	-10% ▼
Admits	273	284	-4%
Discharges	273	284	-4%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		1	0%	75%	75%	-75% ▼
✓ Community Location Evaluation		272	100%	80%	93%	20% ▲
✓ Follow-up Service within 48 hours		5	100%	90%	92%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

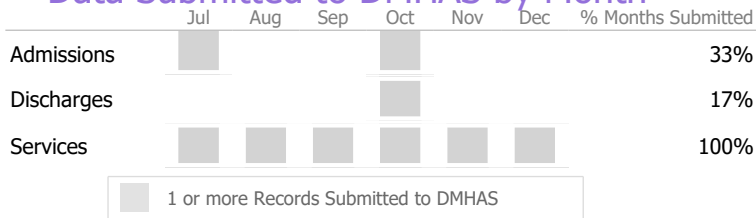
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	13	30	-58% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 3 Active Re-entry Programs Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	99	92	8%
Admits	15	13	15% ▲
Discharges	11	19	-42% ▼
Service Hours	1,836	1,724	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	72%
On-Time Periodic		
6 Month Updates	99%	92%
Co-occurring		
MH Screen Complete	100%	28%
SA Screen Complete	100%	28%
Diagnosis		
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	73%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	27%	65%	60%	-38% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		88	89%	60%	81%	29% ▲
Stable Living Situation		92	93%	80%	87%	13% ▲
Employed		9	9%	20%	13%	-11% ▼
Improved/Maintained Axis V GAF Score		21	25%	65%	63%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		88	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	13	-54% ▼
Admits	5	11	-55% ▼
Discharges	4	8	-50% ▼
Service Hours	81	291	-72% ▼
Bed Days	384	829	-54% ▼

### Discharge Outcomes

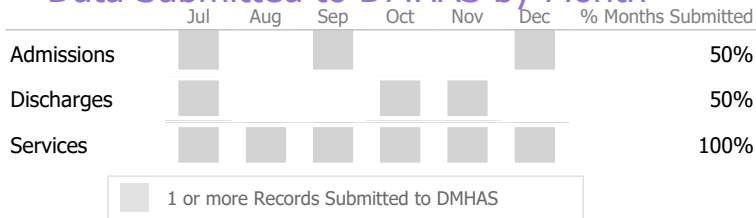
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	100%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	116 days	0.4	52%	90%	59%	-38% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

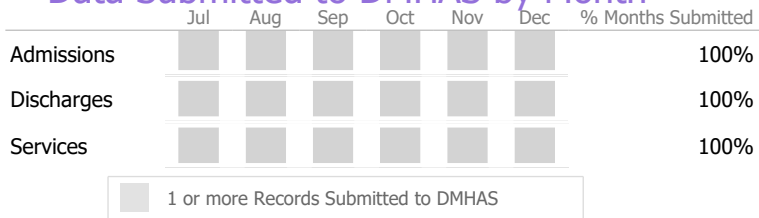
■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 4 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	49	-35% ▼
Admits	25	43	-42% ▼
Discharges	30	45	-33% ▼
Service Hours	98	109	-10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 17 Active Central Intake Programs

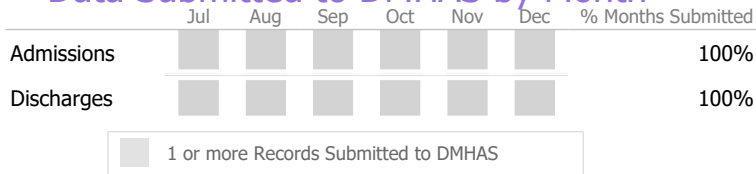
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	79	-11% ▼
Admits	60	53	13% ▲
Discharges	58	62	-6%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		30	100%	0%	45%	100% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

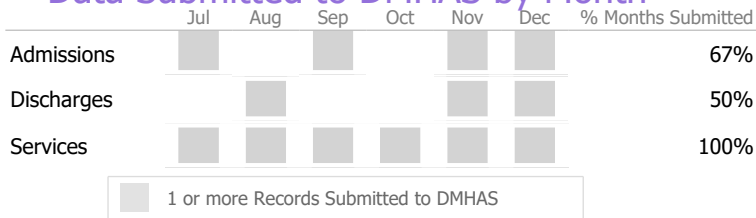
Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	27	4%
Admits	11	9	22% ▲
Discharges	6	8	-25% ▼
Service Hours	192	150	28% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Other Programs

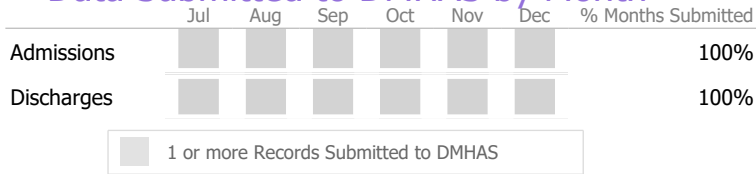
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	165	128	29% ▲
Admits	274	188	46% ▲
Discharges	273	186	47% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		234	85%	75%	75%	10%
✓ Community Location Evaluation		273	100%	80%	93%	20% ▲
✓ Follow-up Service within 48 hours		43	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	189	205	-8%
Admits	12	10	20% ▲
Discharges	16	19	-16% ▼
Service Hours	2,277	2,555	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	57%
SA Screen Complete	100%	58%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	97%
Valid Axis V GAF Score	90%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	50%	50%	43%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		166	88%	60%	63%	28% ▲
✓ Stable Living Situation		185	98%	95%	80%	3%
● Employed		15	8%	30%	24%	-22% ▼
● Improved/Maintained Axis V GAF Score		43	24%	75%	48%	-51% ▼

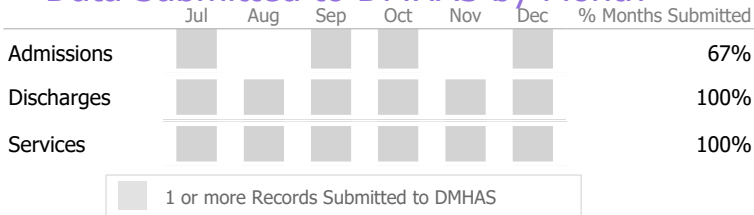
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		171	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		10	83%	75%	77%	8%

### 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	102	119	-14% ▼
Admits	5	27	-81% ▼
Discharges	11	19	-42% ▼
Service Hours	2,287	2,538	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	57%
SA Screen Complete	100%	58%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	88%	97%
Valid Axis V GAF Score	84%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	45%	50%	43%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	84%	60%	63%	24% ▲
Stable Living Situation		97	95%	95%	80%	0%
Employed		12	12%	30%	24%	-18% ▼
Improved/Maintained Axis V GAF Score		21	22%	75%	48%	-53% ▼

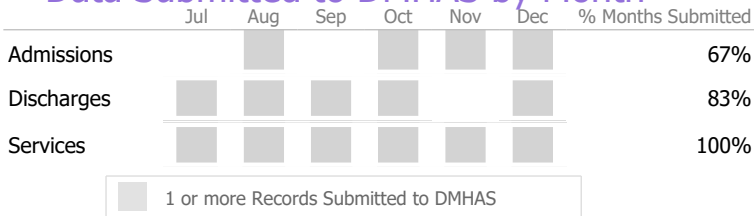
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	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		5	100%	75%	77%	25% ▲

### 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	27	24	13% ▲
Admits	16	17	-6%
Discharges	17	18	-6%
Service Hours	496	321	54% ▲
Bed Days	1,994	1,286	55% ▲

### Discharge Outcomes

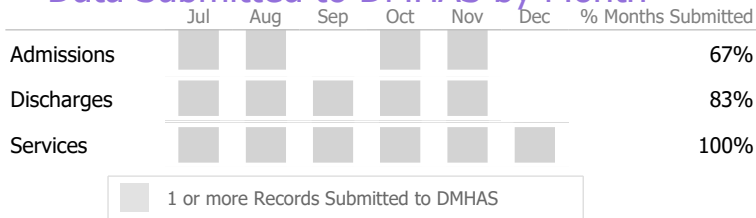
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		17	100%	85%	87%	15% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	81%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		11	156 days	0.3	99%	90%	86%	9%

■ < 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	47	53	-11% ▼
Admits	11	11	0%
Discharges	5	14	-64% ▼
Service Hours	4,892	4,598	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	64%
On-Time Periodic		
6 Month Updates	97%	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	96%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	65%	51%	-45% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	52%	10%

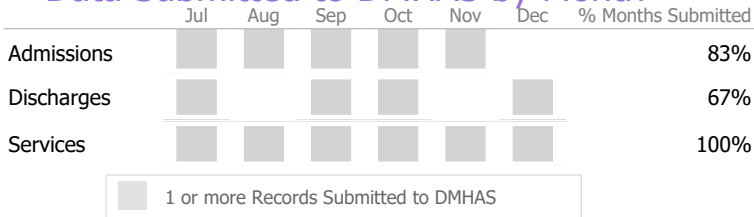
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		44	94%	60%	78%	34% ▲
Stable Living Situation		43	91%	60%	88%	31% ▲
Employed		4	9%	15%	13%	-6%
Improved/Maintained Axis V GAF Score		21	57%	85%	55%	-28% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		42	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

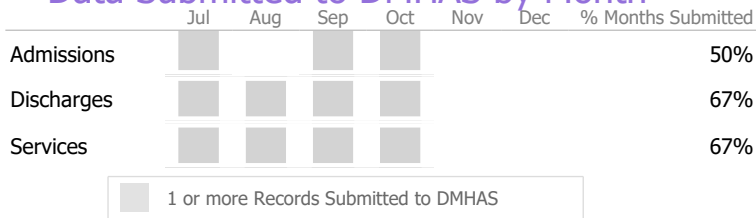
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	11	-27% ▼
Admits	6	10	-40% ▼
Discharges	8	9	-11% ▼
Service Hours	17	39	-57% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 16 Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	3	2	50% ▲
Discharges	6	1	500% ▲
Service Hours	593	1,186	-50% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	50%	85%	50% ▲

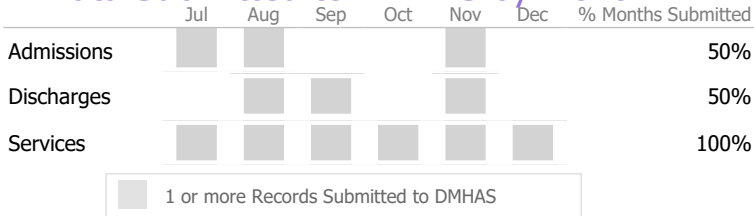
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	84%	40% ▲
✓ Stable Living Situation		7	88%	85%	98%	3%
● Employed		1	12%	25%	11%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	97%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 25 Active Residential Support Programs