

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,149	1,121	2%
	Admits	482	473	2%
	Discharges	446	438	2%
	Service Hours	26,119	26,077	0%
	Bed Days	1,210	3,215	-62% ▼
	S.Rehab/PHP/IOP	4,120	2,800	47% ▲

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

### Consumer Satisfaction Survey

(Based on 294 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		87%	80%	88%
● Outcome		74%	80%	83%
● Recovery		67%	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	973	60.0%
	Community Support	206	12.7%
	Social Rehabilitation	73	4.5%
	Employment Services	70	4.3%
	ACT	48	3.0%
	Case Management	12	0.7%
	Residential Services	5	0.3%
<b>Addiction</b>	Medication Assisted Treatment	61	3.8%
	Recovery Support	61	3.8%
	Outpatient	33	2.0%
<b>Forensic MH</b>	Forensics Community-based	75	4.6%
<b>Other</b>	Other	4	0.2%

### Client Demographics

Age	#	%	State Avg
18-25	144	13%	11%
26-34	185	16%	23%
35-44	186	16%	22%
45-54	208	18%	20%
55-64	252	22%	18%
65+	170	15%	6%

Gender	#	%	State Avg
Female	601	52%	▲ 40%
Male	548	48%	▼ 60%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	925	81%	▲ 62%
Other	91	8%	13%
Black/African American	69	6%	▼ 17%
Unknown	42	4%	5%
Am. Indian/Native Alaskan	11	1%	1%
Asian	9	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	60	-45% ▼
Admits	4	5	-20% ▼
Discharges	2	28	-93% ▼
Service Hours	170	246	-31% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	91%
Valid TEDS Data	41%	90%
<b>On-Time Periodic</b>		
6 Month Updates	53%	20%
<b>Co-occurring</b>		
MH Screen Complete	37%	88%
SA Screen Complete	37%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	52%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		29	91%	75%	58%	16% ▲
● Not Arrested		25	74%	75%	82%	-1%
● Stable Living Situation		29	85%	95%	82%	-10%
● Employed		11	32%	50%	43%	-18% ▼
● Abstinence/Reduced Drug Use		11	32%	55%	51%	-23% ▼
● Self Help		2	6%	60%	26%	-54% ▼

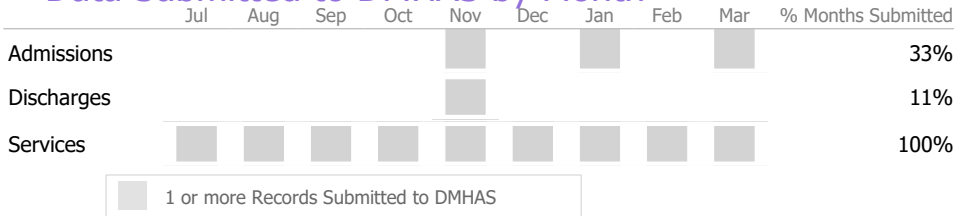
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	66%	7%

### 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 115 Active Standard Outpatient Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	58%
<b>Co-occurring</b>		
MH Screen Complete	N/A	59%
SA Screen Complete	N/A	59%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	0%	97%
Valid Axis V GAF Score	100%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	30%	25%	-30% ▼
Social Support		0	0%	60%	64%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	52%	-75% ▼
Stable Living Situation		0	0%	95%	81%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	85%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	76%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual |  Goal  Goal Met  Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	276	-25% ▼
Admits	34	85	-60% ▼
Discharges	40	74	-46% ▼
Service Hours	5,168	5,741	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	70%
On-Time Periodic	Actual	State Avg
6 Month Updates	57%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	27%	30%
SA Screen Complete	27%	30%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	52%	65%	63%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		191	91%	80%	86%	11% ▲
Social Support		147	70%	60%	82%	10%
Improved/Maintained Axis V GAF Score		141	75%	65%	66%	10%
Employed		36	17%	20%	13%	-3%

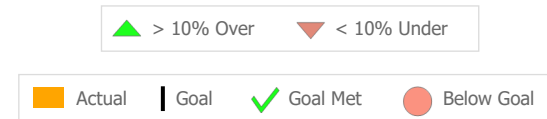
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		167	99%	90%	99%	9%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS



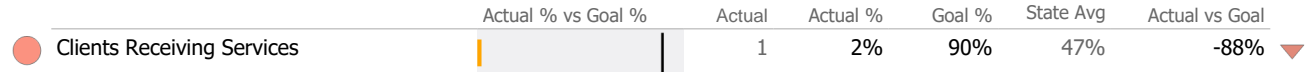
\* State Avg based on 36 Active CSP Programs



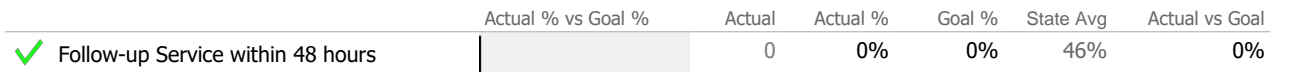
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	80	-6%
Admits	35	50	-30% ▼
Discharges	34	33	3%
Service Hours	1	4	-77% ▼

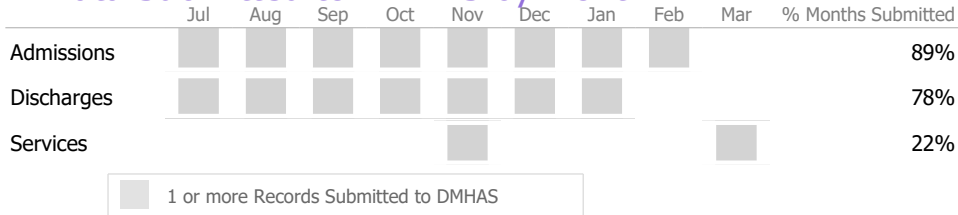
### Service Utilization



### 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	973	965	1%
Admits	264	257	3%
Discharges	244	221	10%
Service Hours	8,500	7,885	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	54%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	40%	59%
SA Screen Complete	38%	59%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		75	31%	50%	40%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		727	73%	60%	64%	13% ▲
Improved/Maintained Axis V GAF Score		700	79%	75%	52%	4%
Employed		260	26%	30%	25%	-4%
Stable Living Situation		882	89%	95%	81%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		739	98%	90%	85%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		191	76%	75%	76%	1%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

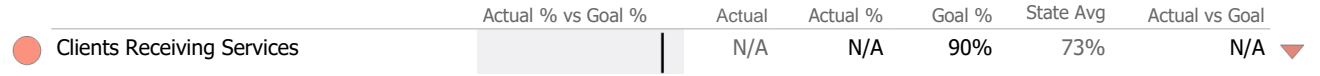
\* State Avg based on 89 Active Standard Outpatient Programs



### Program Activity

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

### Service Utilization



### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

# Senior Outreach

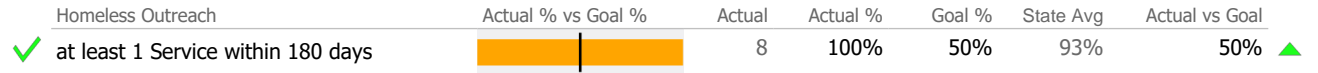
Bridges Healthcare Inc.

Mental Health - Case Management - Outreach & Engagement

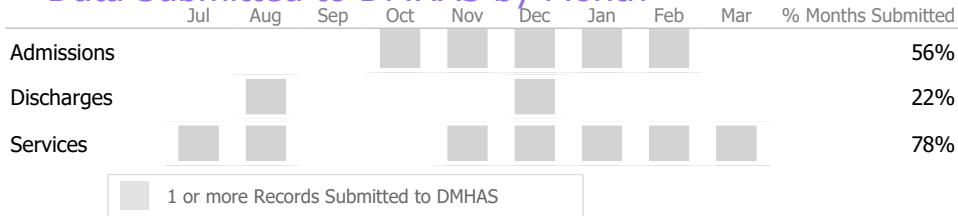
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	8	9	-11% ▼
Discharges	6	4	50% ▲
Service Hours	86	88	-3%

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

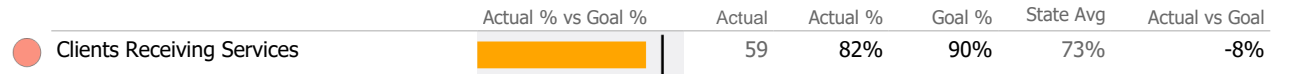
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

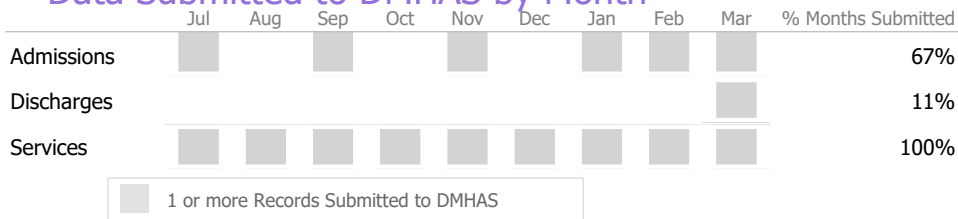
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	75	-3%
Admits	9	17	-47% ▼
Discharges	1	12	-92% ▼
Social Rehab/PHP/IOP Days	4,120	2,800	47% ▲

### 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	61		
Admits	43	-	
Discharges	45	-	

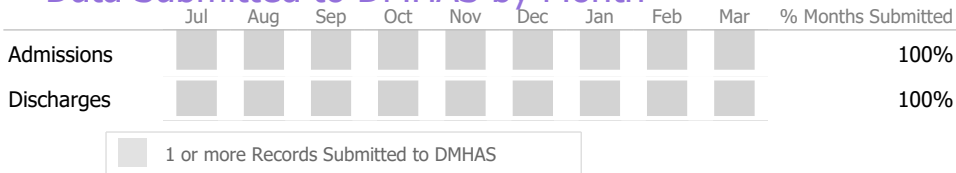
### Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Co-occurring	Actual	State Avg
MH Screen Complete		48%
✓ SA Screen Complete		62%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		12%
✓ Valid Axis V GAF Score		11%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 Active Peer Based Mentoring Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61		
Admits	44	-	
Discharges	35	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	93%
Valid TEDS Data	63%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	33%
<b>Co-occurring</b>		
MH Screen Complete	0%	83%
SA Screen Complete	53%	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	98%	98%

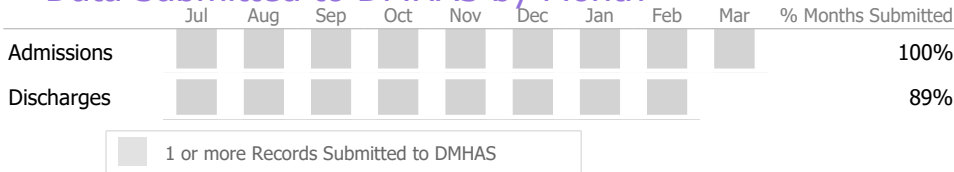
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	60%	50%	40%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		30	47%	50%	32%	-3%
● Stable Living Situation		57	89%	95%	76%	-6%
● Abstinence/Reduced Drug Use		20	31%	55%	53%	-24% ▼
✓ Improved/Maintained Axis V GAF Score		32	78%	75%	51%	3%
● Self Help		4	6%	60%	26%	-54% ▼
● Not Arrested		12	19%	75%	74%	-56% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

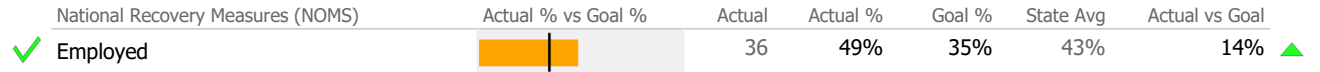
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Buprenorphine Maintenance Programs

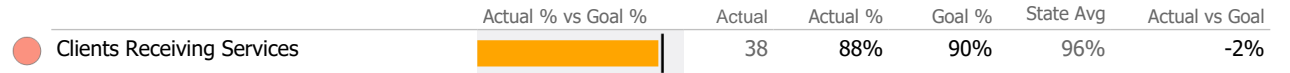
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	78	-10% ▼
Admits	28	37	-24% ▼
Discharges	30	35	-14% ▼
Service Hours	485	559	-13% ▼

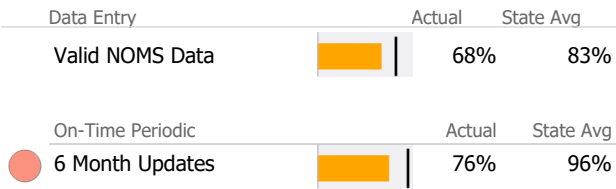
### Recovery



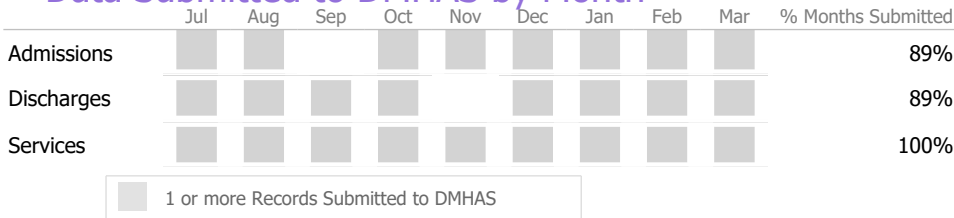
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 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	48	53	-9%
Admits	12	7	71% ▲
Discharges	7	14	-50% ▼
Service Hours	6,724	7,272	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	64%
On-Time Periodic		
6 Month Updates	29%	90%
Co-occurring		
MH Screen Complete	96%	29%
SA Screen Complete	91%	30%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	57%	65%	54%	-8%
No Re-admit within 30 Days of Discharge		7	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	55%	-90% ▼

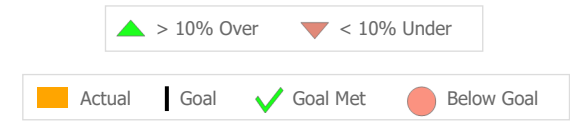
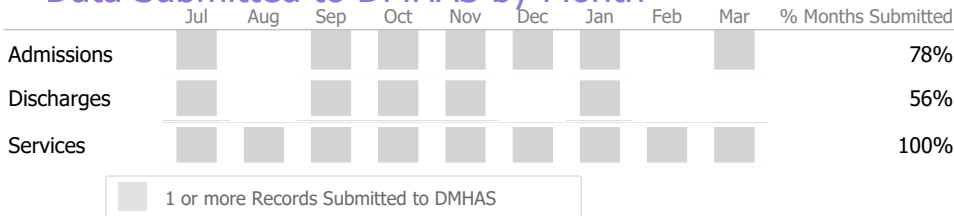
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		46	96%	60%	89%	36% ▲
Social Support		40	83%	60%	78%	23% ▲
Employed		11	23%	15%	14%	8%
Improved/Maintained Axis V GAF Score		36	86%	85%	58%	1%

### 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



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	20	-75% ▼
Admits	1	4	-75% ▼
Discharges	2	16	-88% ▼
Service Hours	912	750	22% ▲
Bed Days	1,210	3,215	-62% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
6 Month Updates	33%	88%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	82%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	80%	60%	85%	20% ▲
Stable Living Situation		5	100%	95%	92%	5%
Employed		1	20%	25%	10%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	486 days	0.3	110%	90%	96%	20% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■									11%
Discharges							■			11%
Services	■	■	■	■	■	■	■	■		89%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 81 Active Supervised Apartments Programs