

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,650	2,510	6%
	Admits	1,801	1,978	-9%
	Discharges	1,764	1,793	-2%
	Service Hours	63,485	71,690	-11% ▼
	Bed Days	18,761	18,900	-1%
	S.Rehab/PHP/IOP	8,031	5,681	41% ▲

▲ > 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	#	%
<b>Mental Health</b>	Outpatient	1,408	38.6%
	Crisis Services	360	9.9%
	Social Rehabilitation	265	7.3%
	Case Management	190	5.2%
	Community Support	162	4.4%
	ACT	159	4.4%
	Employment Services	154	4.2%
	Residential Services	74	2.0%
<b>Forensic MH</b>	Forensics Community-based	382	10.5%
	Outpatient	333	9.1%
	Case Management	6	0.2%
<b>Addiction</b>	Medication Assisted Treatment	105	2.9%
	Outpatient	51	1.4%

### Client Demographics

Age	#	%	State Avg
18-25	369	14%	11%
26-34	547	21%	23%
35-44	554	21%	22%
45-54	495	19%	20%
55-64	497	19%	18%
65+	141	5%	6%

Gender	#	%	State Avg
Male	1,334	50%	60%
Female	1,315	50%	40%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,501	57%	62%
Other	669	25%	▲ 13%
Black/African American	368	14%	17%
Unknown	89	3%	5%
Asian	10	0%	1%
Am. Indian/Native Alaskan	9	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	135	155	-13% ▼
Admits	43	80	-46% ▼
Discharges	84	70	20% ▲
Service Hours	2,364	3,217	-27% ▼

### 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	96%	59%
SA Screen Complete	96%	59%
Diagnosis	Actual	State Avg
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		29	35%	50%	40%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		119	85%	60%	64%	25% ▲
Employed		42	30%	30%	25%	0%
Stable Living Situation		130	93%	95%	81%	-2%
Improved/Maintained Axis V GAF Score		88	67%	75%	52%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		56	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		33	79%	75%	76%	4%

### 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	1,140	817	40% ▲
Admits	594	277	114% ▲
Discharges	452	284	59% ▲
Service Hours	13,268	12,742	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	85%
On-Time Periodic		
6 Month Updates	100%	58%
Co-occurring		
MH Screen Complete	98%	59%
SA Screen Complete	99%	59%
Diagnosis		
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		117	26%	50%	40%	-24% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		979	83%	60%	64%	23% ▲
Stable Living Situation		1,062	90%	95%	81%	-5%
Employed		202	17%	30%	25%	-13% ▼
Improved/Maintained Axis V GAF Score		651	72%	75%	52%	-3%

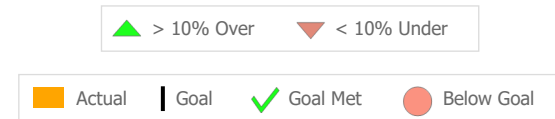
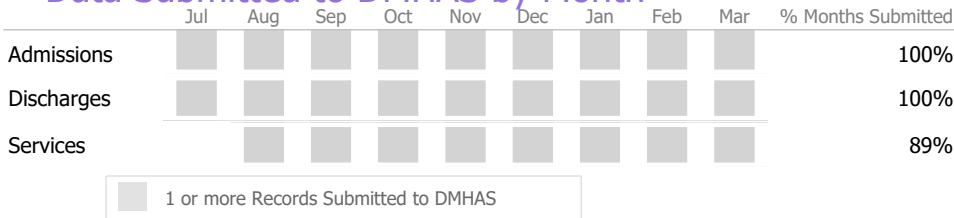
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		716	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		555	95%	75%	76%	20% ▲

### Data Submitted to DMHAS by Month



\* State Avg based on 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	77	5%
Admits	8	13	-38% ▼
Discharges	14	7	100% ▲
Service Hours	5,745	6,191	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	64%
On-Time Periodic		
6 Month Updates	98%	90%
Co-occurring		
MH Screen Complete	100%	29%
SA Screen Complete	100%	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		6	43%	65%	54%	-22% ▼
No Re-admit within 30 Days of Discharge		12	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		3	50%	90%	55%	-40% ▼

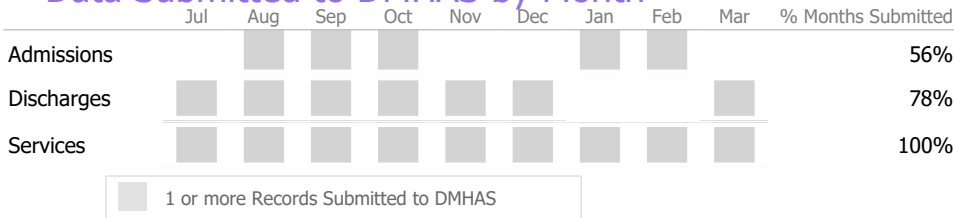
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		80	99%	60%	89%	39% ▲
Social Support		75	93%	60%	78%	33% ▲
Employed		5	6%	15%	14%	-9%
Improved/Maintained Axis V GAF Score		56	73%	85%	58%	-12% ▼

### 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	122	115	6%
Admits	96	109	-12% ▼
Discharges	112	86	30% ▲
Service Hours	637	524	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	85%
<b>On-Time Periodic</b>		
6 Month Updates	92%	58%
<b>Co-occurring</b>		
MH Screen Complete	97%	59%
SA Screen Complete	95%	59%
<b>Diagnosis</b>		
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		77	69%	50%	40%	19% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		134	99%	60%	64%	39% ▲
✓ Improved/Maintained Axis V GAF Score		104	84%	75%	52%	9%
● Stable Living Situation		112	83%	95%	81%	-12% ▼
● Employed		8	6%	30%	25%	-24% ▼

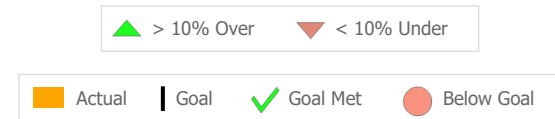
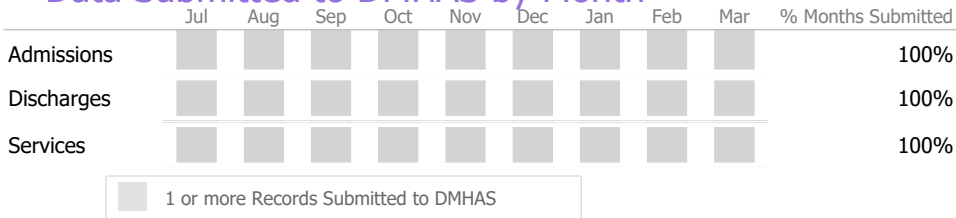
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		66	74%	75%	76%	-1%

### Data Submitted to DMHAS by Month



\* State Avg based on 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	62	-26% ▼
Admits	19	37	-49% ▼
Discharges	19	29	-34% ▼
Service Hours	158	266	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	53%	50%	40%	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		47	100%	60%	64%	40% ▲
● Stable Living Situation		42	89%	95%	81%	-6%
● Employed		1	2%	30%	25%	-28% ▼

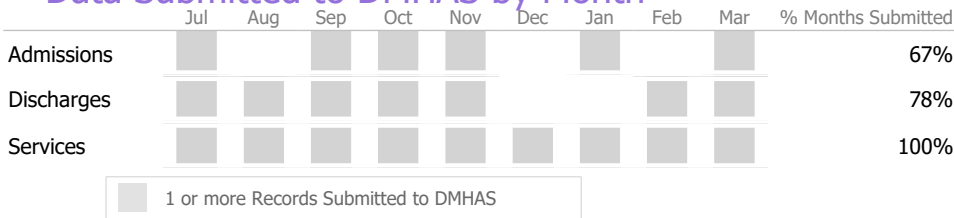
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	85%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	16%	75%	76%	-59% ▼

### 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	79	87	-9%
Admits	13	18	-28% ▼
Discharges	15	23	-35% ▼
Service Hours	6,291	6,612	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	64%
On-Time Periodic		
6 Month Updates	100%	90%
Co-occurring		
MH Screen Complete	95%	29%
SA Screen Complete	73%	30%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	65%	54%	-18% ▼
No Re-admit within 30 Days of Discharge		11	73%	85%	90%	-12% ▼
Follow-up within 30 Days of Discharge		2	29%	90%	55%	-61% ▼

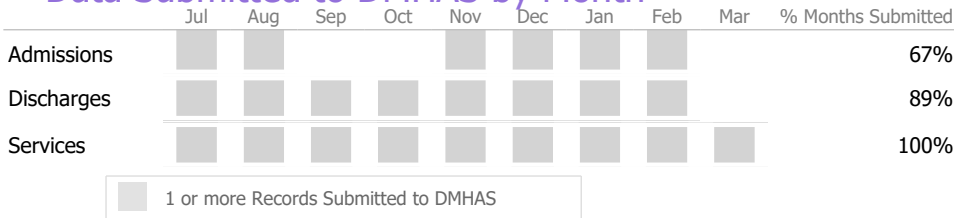
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		75	94%	60%	89%	34% ▲
Social Support		68	85%	60%	78%	25% ▲
Employed		13	16%	15%	14%	1% ▲
Improved/Maintained Axis V GAF Score		43	60%	85%	58%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		63	97%	90%	99%	7% ▲

### 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	1,642	2,486	-34% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	56%
SA Screen Complete	100%	56%
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%	71%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	82%	10% ▲

### Recovery

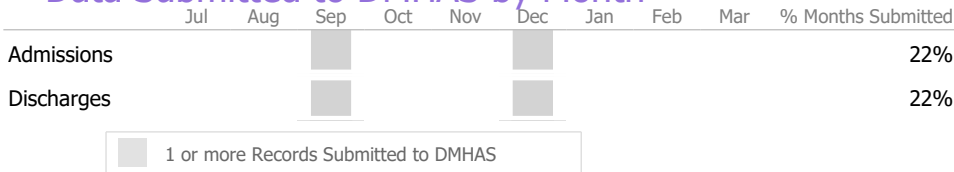
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	85%	40% ▲
Stable Living Situation		8	100%	95%	92%	5%
Employed		2	25%	25%	10%	0%
Improved/Maintained Axis V GAF Score		2	29%	95%	63%	-66% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	499 days	0.6	50%	90%	96%	-40% ▼

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 81 Active Supervised Apartments Programs



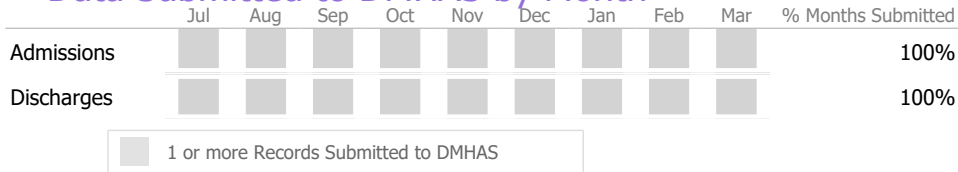
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	335	392	-15% ▼
Admits	360	451	-20% ▼
Discharges	335	416	-19% ▼

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		140	95%	75%	75%	20% ▲
✓ Community Location Evaluation		144	97%	80%	92%	17% ▲
✓ Follow-up Service within 48 hours		66	100%	90%	91%	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	8	-25% ▼
Admits	-	6	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	285	125	128% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic		
6 Month Updates	83%	88%
Co-occurring		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	85%
Valid Axis V GAF Score	100%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	30%	N/A

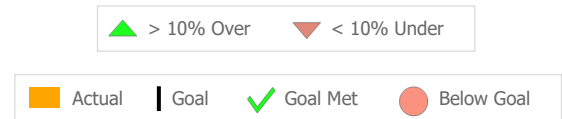
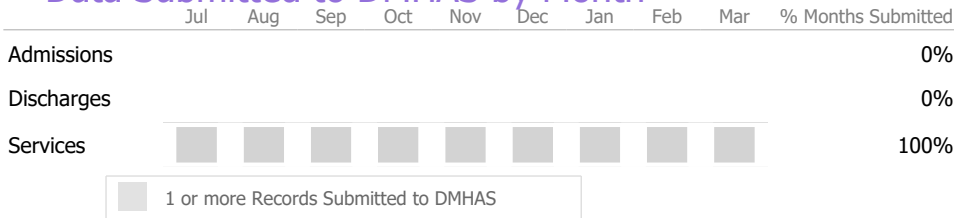
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	65%	23% ▲
✓ Stable Living Situation		5	83%	80%	76%	3%
● Employed		1	17%	20%	6%	-3%
● Self Help		0	0%	60%	82%	-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



\* State Avg based on 3 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	20	55% ▲
Admits	27	18	50% ▲
Discharges	27	17	59% ▲
Bed Days	2,006	817	146% ▲

### Discharge Outcomes

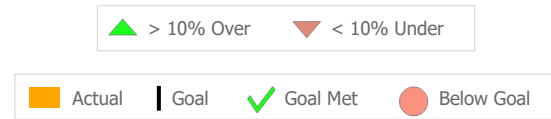
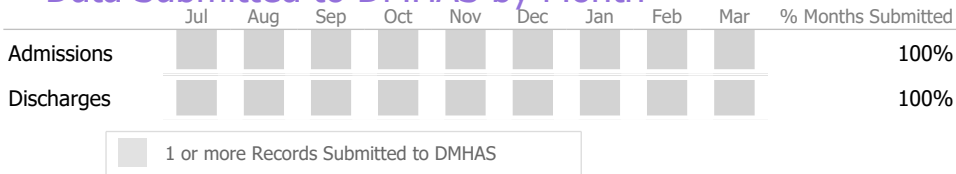
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		27	100%	85%	88%	15% ▲
✓ Follow-up within 30 Days of Discharge		18	90%	90%	81%	0%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	95 days	0.1	182%	90%	73%	92% ▲

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



\* State Avg based on 10 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	162	177	-8%
Admits	23	36	-36% ▼
Discharges	48	39	23% ▲
Service Hours	5,391	6,296	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	70%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	30%
SA Screen Complete	91%	30%
Diagnosis	Actual	State Avg
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		30	62%	65%	63%	-3%

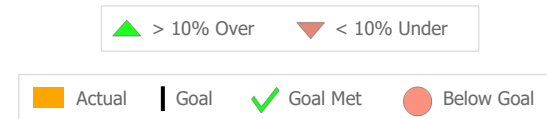
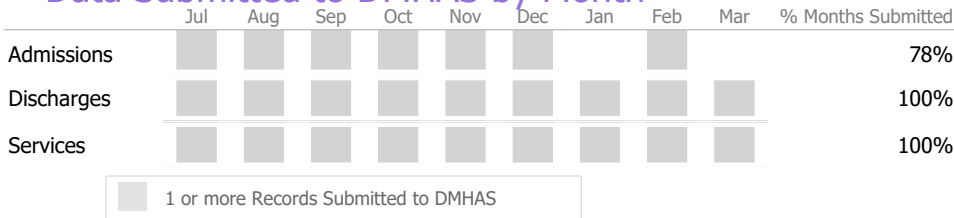
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		135	83%	60%	82%	23% ▲
Stable Living Situation		154	95%	80%	86%	15% ▲
Improved/Maintained Axis V GAF Score		97	61%	65%	66%	-4%
Employed		13	8%	20%	13%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		114	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

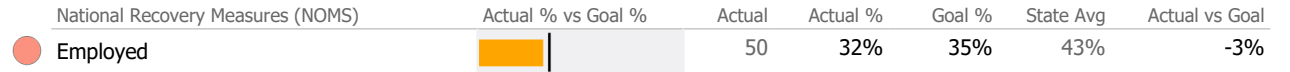


\* State Avg based on 36 Active CSP Programs

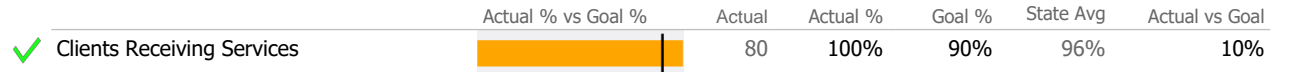
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	154	171	-10%
Admits	76	89	-15% ▼
Discharges	76	73	4%
Service Hours	2,632	3,466	-24% ▼

### Recovery



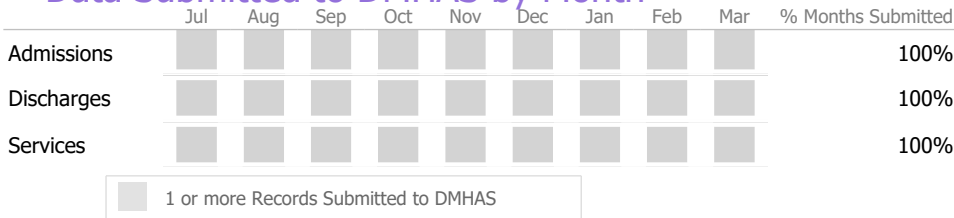
### Service Utilization



### 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	12	8	50% ▲
Admits	6	1	500% ▲
Discharges	4	3	33% ▲
Bed Days	1,701	1,829	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	94%
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%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	80%	83%	20% ▲
● No Re-admit within 30 Days of Discharge		3	75%	85%	82%	-10%
● Follow-up within 30 Days of Discharge		3	75%	90%	77%	-15% ▼

### Recovery

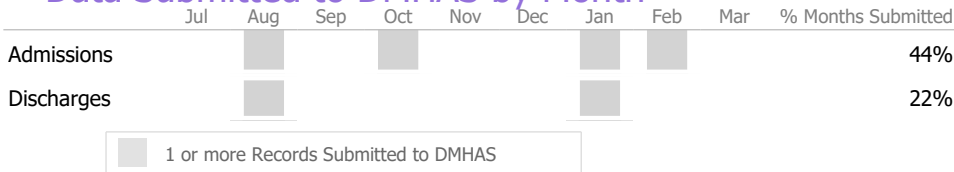
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	88%	40% ▲
✓ Stable Living Situation		12	100%	90%	100%	10%
● Improved/Maintained Axis V GAF Score		2	29%	95%	74%	-66% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	756 days	0.3	77%	90%	94%	-13% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month



▲ > 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	57	193	-70% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid TEDS Data	100%	90%
On-Time Periodic		
6 Month Updates	100%	20%
Co-occurring		
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	98%
Diagnosis		
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		N/A	N/A	50%	52%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		6	100%	75%	82%	25% ▲
Abstinence/Reduced Drug Use		4	67%	55%	51%	12% ▲
Stable Living Situation		6	100%	95%	82%	5%
Employed		3	50%	50%	43%	0%
Self Help		1	17%	60%	26%	-43% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	58%	-75% ▼

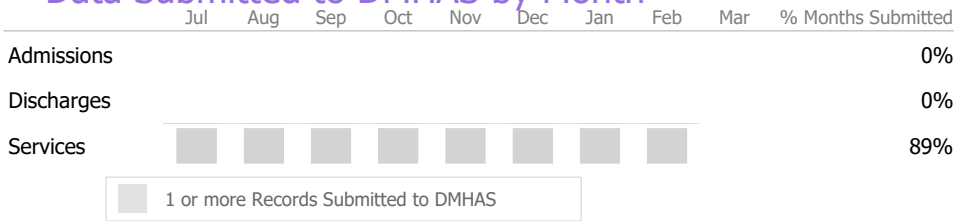
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	66%	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 115 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	14	14% ▲
Admits	5	2	150% ▲
Discharges	4	2	100% ▲
Bed Days	3,150	3,209	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	56%
SA Screen Complete	100%	56%
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		4	100%	60%	71%	40% ▲
● Follow-up within 30 Days of Discharge		2	50%	90%	82%	-40% ▼

### Recovery

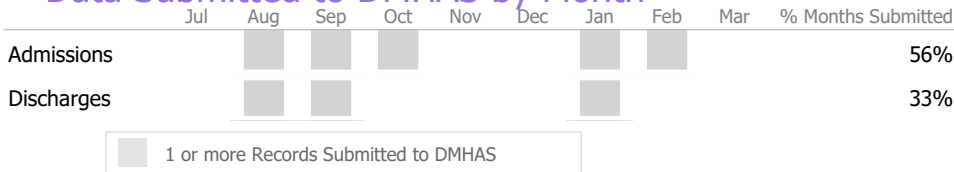
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	100%	60%	85%	40% ▲
✓ Stable Living Situation		16	100%	95%	92%	5%
● Employed		2	12%	25%	10%	-13% ▼
● Improved/Maintained Axis V GAF Score		8	62%	95%	63%	-33% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	776 days	0.3	95%	90%	96%	5%

Legend: ■ < 90%   ■ 90-110%   ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 81 Active Supervised Apartments Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	203	▼
Admits	-	198	-100% ▼
Discharges	-	199	-100% ▼
Service Hours	-	1,187	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	58%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	59%
SA Screen Complete	N/A	59%

### 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		N/A	N/A	30%	25%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
Social Support		N/A	N/A	60%	64%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

### Service Utilization

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

### 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

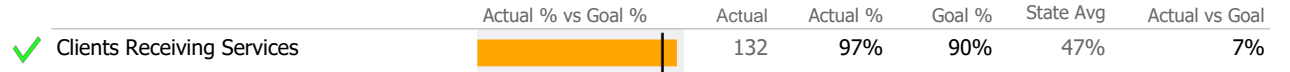
Actual Goal Goal Met Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

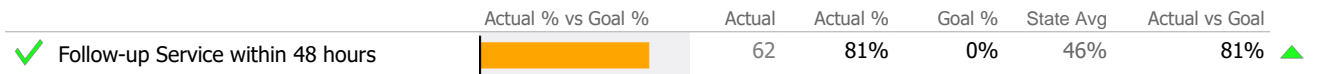
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	302	281	7%
Admits	171	196	-13% ▼
Discharges	176	159	11% ▲
Service Hours	1,575	1,696	-7%

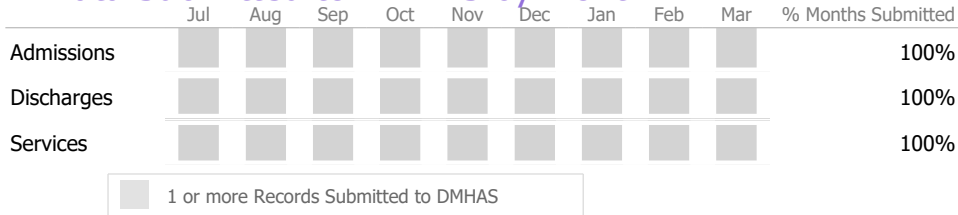
### Service Utilization



### 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

# Jail Diversion-Women 603342

Community Mental Health Affiliates

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

Connecticut Dept of Mental Health and Addiction Services

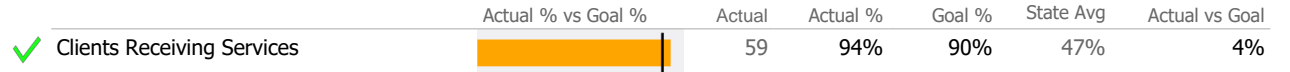
Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

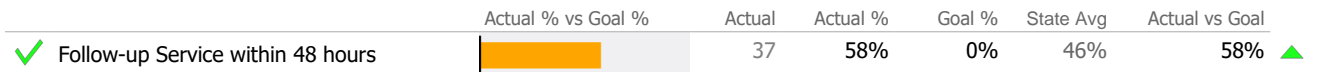
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	103	7%
Admits	70	67	4%
Discharges	52	67	-22% ▼
Service Hours	1,556	1,936	-20% ▼

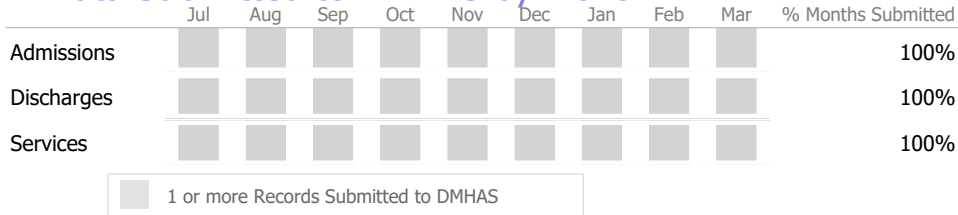
## Service Utilization



## 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	333	307	8%
Admits	132	146	-10%
Discharges	154	114	35% ▲
Service Hours	4,960	5,509	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
On-Time Periodic		
6 Month Updates	93%	90%
Co-occurring		
MH Screen Complete	94%	94%
SA Screen Complete	94%	95%
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		27	18%	50%	17%	-32% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		230	67%	60%	68%	7%
Employed		78	23%	30%	21%	-7%
Stable Living Situation		285	83%	95%	82%	-12% ▼
Improved/Maintained Axis V GAF Score		206	71%	75%	66%	-4%
Self Help		18	5%	60%	18%	-55% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		189	98%	90%	99%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		110	84%	75%	85%	9%

### 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 2 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	44	2%
Admits	15	7	114% ▲
Discharges	8	13	-38% ▼
Service Hours	866	1,001	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	91%
Valid TEDS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	20%
Co-occurring	Actual	State Avg
MH Screen Complete	95%	88%
SA Screen Complete	95%	98%
Diagnosis	Actual	State Avg
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		1	12%	50%	52%	-38% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		35	78%	55%	51%	23% ▲
Not Arrested		41	91%	75%	82%	16% ▲
Stable Living Situation		42	93%	95%	82%	-2%
Improved/Maintained Axis V GAF Score		21	64%	75%	58%	-11% ▼
Employed		4	9%	50%	43%	-41% ▼
Self Help		0	0%	60%	26%	-60% ▼

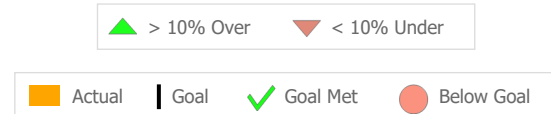
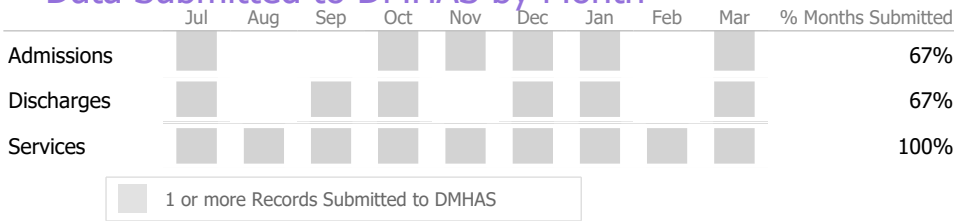
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	100%	90%	66%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	87%	75%	70%	12% ▲

### Data Submitted to DMHAS by Month

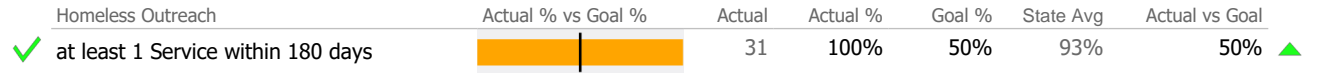


\* State Avg based on 115 Active Standard Outpatient Programs

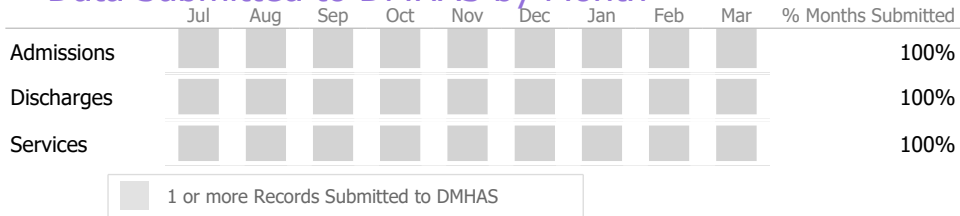
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	108	-1%
Admits	31	54	-43% ▼
Discharges	50	41	22% ▲
Service Hours	2,730	3,616	-25% ▼

### 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 86%
Valid TEDS Data		N/A 99%
<b>On-Time Periodic</b>		
6 Month Updates		N/A 3%
<b>Co-occurring</b>		
MH Screen Complete		N/A 93%
SA Screen Complete		N/A 99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	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%	39%	-55% ▼
Employed		N/A	N/A	50%	30%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Not Arrested		N/A	N/A	75%	86%	-75% ▼
Self Help		N/A	N/A	60%	23%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-95% ▼

### 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 7 Active Naltrexone Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	118	-11% ▼
Admits	21	22	-5%
Discharges	25	33	-24% ▼
Service Hours	2,174	3,197	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Valid TEDS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	33%
Co-occurring		
MH Screen Complete	90%	83%
SA Screen Complete	90%	94%
Diagnosis		
Valid Axis I Diagnosis	98%	99%
Valid Axis V GAF Score	98%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	32%	50%	40%	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		91	84%	55%	53%	29% ▲
Not Arrested		101	94%	75%	74%	19% ▲
Stable Living Situation		95	88%	95%	76%	-7%
Improved/Maintained Axis V GAF Score		70	76%	75%	51%	1%
Employed		22	20%	50%	32%	-30% ▼
Self Help		14	13%	60%	26%	-47% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		81	98%	90%	52%	8%

### 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

▲ > 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	22	28	-21% ▼
Admits	1	1	0%
Discharges	4	5	-20% ▼
Service Hours	511	705	-27% ▼

### 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

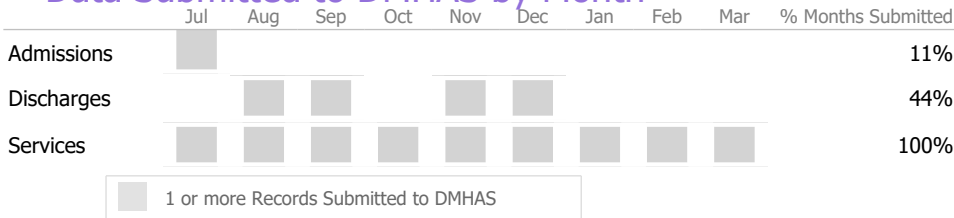
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	96%	10%

### 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	19	18	6%
Admits	3	4	-25% ▼
Discharges	3	2	50% ▲
Bed Days	4,474	4,484	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	77%
Co-occurring		
MH Screen Complete	100%	86%
SA Screen Complete	100%	90%
Diagnosis		
Valid Axis I Diagnosis	95%	95%
Valid Axis V GAF Score	95%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	75%	72%	-8%
No Re-admit within 30 Days of Discharge		1	50%	85%	67%	-35% ▼
Follow-up within 30 Days of Discharge		1	50%	90%	67%	-40% ▼

### Recovery

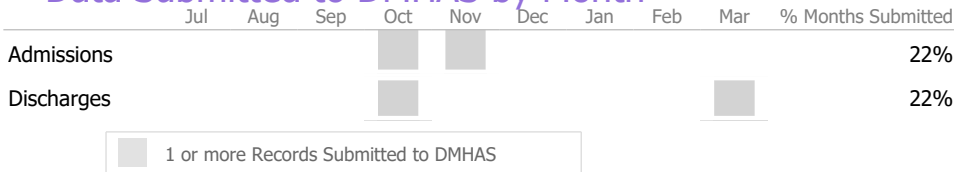
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		7	44%	75%	49%	-31% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	1,415 days	0.3	102%	90%	95%	12% ▲

■ < 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	1,613	1,545	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Co-occurring	Actual	State Avg
MH Screen Complete	92%	86%
SA Screen Complete	92%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	75%	72%	25% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	67%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	67%	-90% ▼

### Recovery

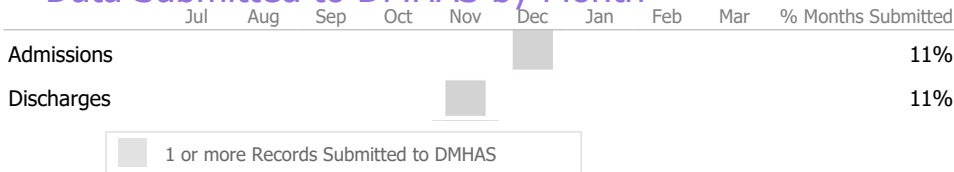
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		3	50%	75%	49%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	1,306 days	0.3	98%	90%	95%	8%

■ < 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

### 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

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

### 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 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	5	11	-50% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	100%	63%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	57%	50% ▲

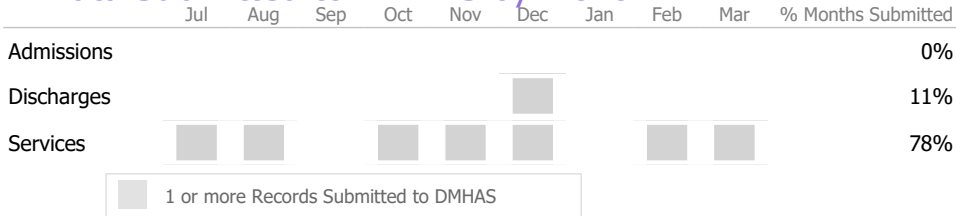
### Recovery

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		2	50%	60%	71%	-10%
● Employed		0	0%	20%	12%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	83%	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	90	-11% ▼
Admits	2	24	-92% ▼
Discharges	11	8	38% ▲
Service Hours	2,203	2,824	-22% ▼

### 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

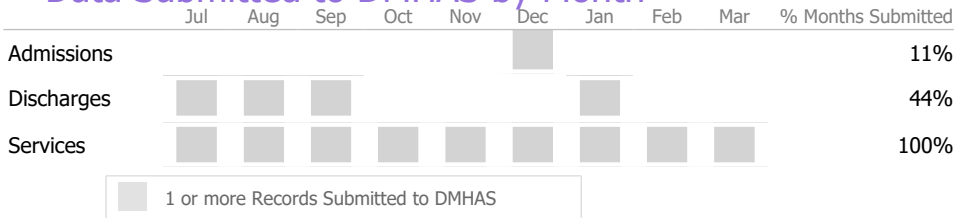
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		68	99%	90%	96%	9%

### 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	265	241	10%
Admits	75	105	-29% ▼
Discharges	78	73	7%
Social Rehab/PHP/IOP Days	8,031	5,681	41% ▲

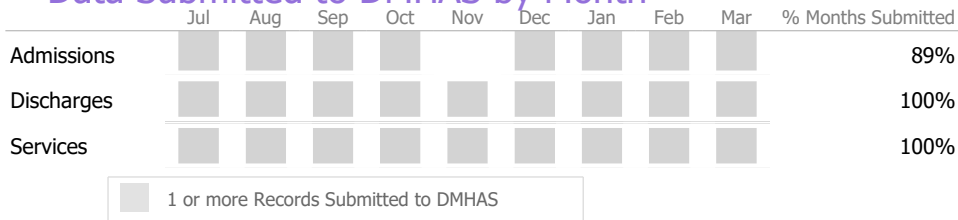
### Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	179	95%	90%	73%	5%

### 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	24	31	-23% ▼
Admits	7	14	-50% ▼
Discharges	9	16	-44% ▼
Bed Days	4,175	4,530	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	77%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	91%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	100%	75%	72%	25% ▲
● No Re-admit within 30 Days of Discharge		6	67%	85%	67%	-18% ▼
● Follow-up within 30 Days of Discharge		5	56%	90%	67%	-34% ▼

### Recovery

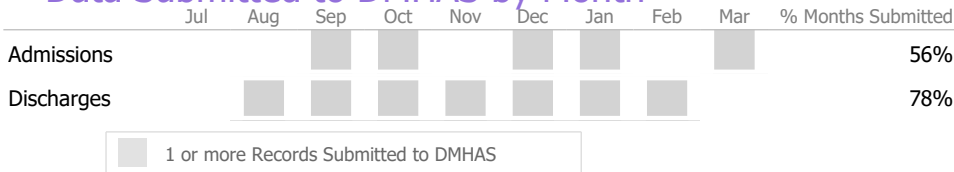
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		9	50%	75%	49%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		17	608 days	0.3	89%	90%	95%	-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