

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,167	6,222	-1%
	Admits	1,274	1,461	-13% ▼
	Discharges	1,227	1,408	-13% ▼
	Service Hours	16,251	15,866	2%
	Bed Days	30,546	29,699	3%

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

### Consumer Satisfaction Survey

(Based on 588 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		84%	80%	83%
✓ Recovery		81%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Forensic SA</b>			
	Forensics Community-based	4,905	78.0%
<b>Mental Health</b>			
	Outpatient	333	5.3%
	Case Management	240	3.8%
	Residential Services	127	2.0%
<b>Addiction</b>			
	Residential Services	274	4.4%
	Outpatient	235	3.7%
	Case Management	68	1.1%
	Recovery Support	30	0.5%
	Medication Assisted Treatment	9	0.1%
<b>Forensic MH</b>			
	Forensics Community-based	46	0.7%
	Residential Services	20	0.3%

### Client Demographics

Age	#	%	State Avg
18-25	574	10%	11%
26-34	1,775	31%	23%
35-44	1,235	22%	22%
45-54	966	17%	20%
55-64	809	14%	18%
65+	276	5%	6%

Gender	#	%	State Avg
Male	3,905	68%	60%
Female	1,845	32%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,635	59% ▼	70%
Unknown	1,714	28% ▲	10%
Hispanic-Other	346	6%	8%
Hisp-Puerto Rican	340	6%	12%
Hispanic-Mexican	123	2%	1%
Hispanic-Cuban	9	0%	0%

Race	#	%	State Avg
White/Caucasian	3,491	57%	62%
Unknown	894	14%	5%
Black/African American	857	14%	17%
Other	791	13%	13%
Multiple Races	47	1%	1%
Asian	45	1%	1%
Am. Indian/Native Alaskan	33	1%	1%
Hawaiian/Other Pacific Islander	9	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	6	10	-40% ▼
Discharges	4	7	-43% ▼
Service Hours	21	22	-6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	91%
Valid TEDS Data	100%	90%
<b>On-Time Periodic</b>		
6 Month Updates	0%	20%
<b>Co-occurring</b>		
MH Screen Complete	100%	88%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	34%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	52%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	23%	50%	43%	-27% ▼
Not Arrested		12	40%	75%	82%	-35% ▼
Abstinence/Reduced Drug Use		6	20%	55%	51%	-35% ▼
Self Help		3	10%	60%	26%	-50% ▼
Stable Living Situation		9	30%	95%	82%	-65% ▼
Improved/Maintained Axis V GAF Score		1	3%	75%	58%	-72% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	19%	90%	66%	-71% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	50%	75%	70%	-25% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										22%
Services										44%

1 or more Records Submitted to DMHAS

> 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	58	65	-11% ▼
Admits	2	18	-89% ▼
Discharges	5	10	-50% ▼
Service Hours	247	1,163	-79% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	60%	75%	62%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	96%	90%	93%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	77%	25% ▲

### Data Submission Quality

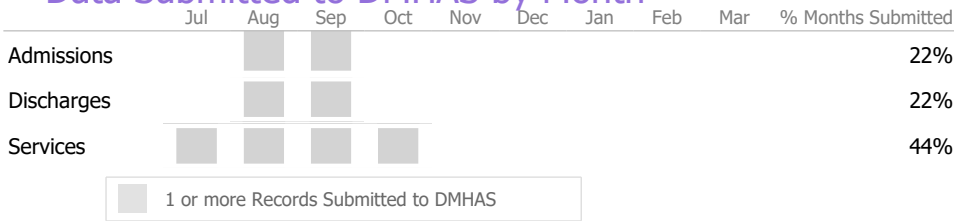
Data Entry	Actual	State Avg
✓ Valid NOMS Data		82% 94%
✓ Valid TEDS Data		55% 40%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		0% 39%

Co-occurring	Actual	State Avg
✓ MH Screen Complete		100% 90%
✓ SA Screen Complete		100% 91%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 99%
Valid Axis V GAF Score		93% 97%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 6 Active Gambling Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	35	-17% ▼
Admits	2	13	-85% ▼
Discharges	6	14	-57% ▼
Service Hours	127	510	-75% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	75%	62%	25% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	87%	90%	93%	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%
✓ Valid TEDS Data		40%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		39%

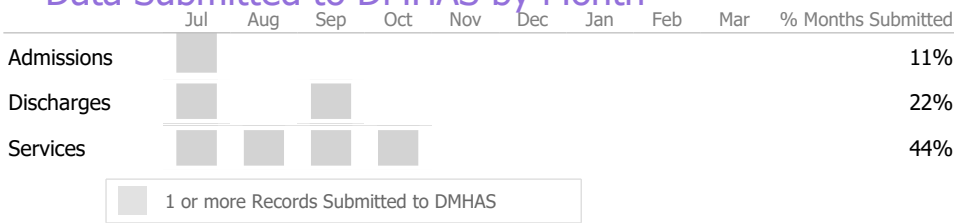
Co-occurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		91%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		97%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	77%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 6 Active Gambling Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Bed Days	2,359	2,474	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	94%
Co-occurring		
MH Screen Complete	100%	83%
SA Screen Complete	100%	90%
Diagnosis		
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		1	100%	80%	83%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	82%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%

### Recovery

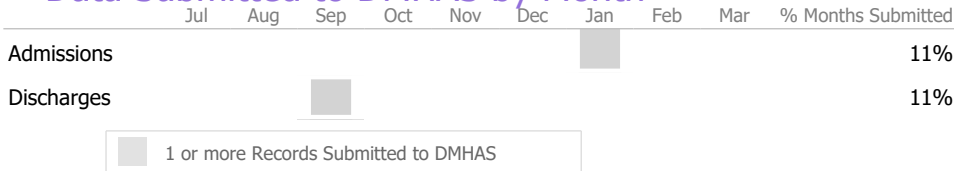
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	88%	30% ▲
✓ Stable Living Situation		10	100%	90%	100%	10%
○ Improved/Maintained Axis V GAF Score		7	78%	95%	74%	-17% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,152 days	0.3	107%	90%	94%	17% ▲



### Data Submitted to DMHAS by Month



\* State Avg based on 24 Active Group Home Programs

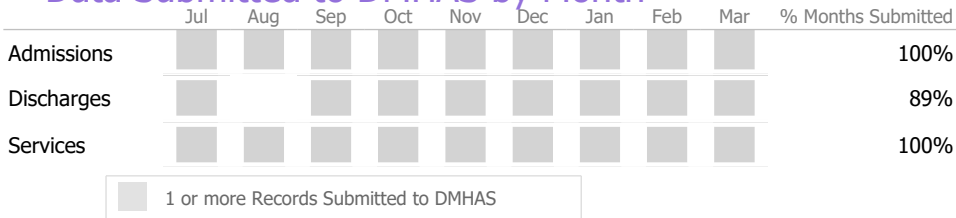
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	46	0%
Admits	26	24	8%
Discharges	23	31	-26% ▼
Service Hours	4,843	3,516	38% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

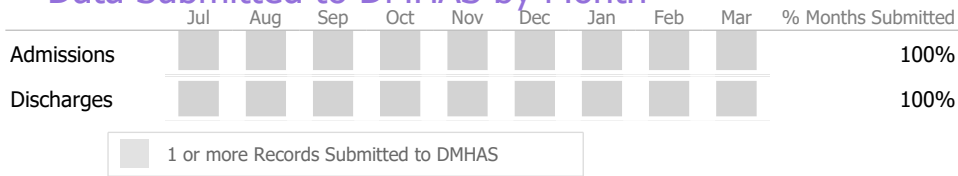
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Day Reporting Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	98	4%
Admits	86	80	8%
Discharges	80	72	11% ▲
Bed Days	8,240	7,979	3%

### Data Submitted to DMHAS by Month



\* State Avg based on 4 Active Shelter Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	14	43% ▲
Admits	2	2	0%
Discharges	3	2	50% ▲
Service Hours	157	109	45% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	89%	10%

### Service Utilization

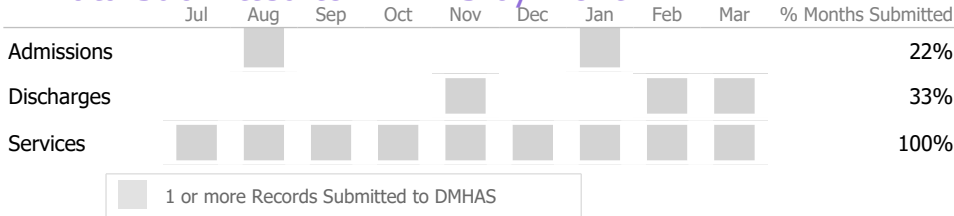
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	96%	4%

### 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	86	90	-4%
Admits	29	80	-64% ▼
Discharges	33	34	-3%
Service Hours	234	230	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	91%
Valid TEDS Data	86%	90%
<b>On-Time Periodic</b>		
6 Month Updates	2%	20%
<b>Co-occurring</b>		
MH Screen Complete	100%	88%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	66%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	30%	50%	52%	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		80	92%	75%	82%	17% ▲
Abstinence/Reduced Drug Use		44	51%	55%	51%	-4%
Employed		36	41%	50%	43%	-9%
Stable Living Situation		70	80%	95%	82%	-15% ▼
Self Help		24	28%	60%	26%	-32% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	58%	-75% ▼

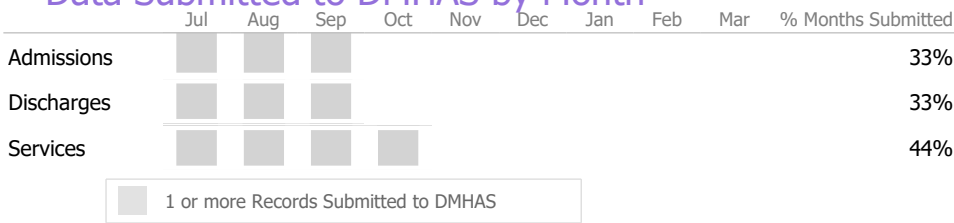
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	85%	90%	66%	-5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		28	97%	75%	70%	22% ▲

### 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	26	20	30% ▲
Admits	18	12	50% ▲
Discharges	18	13	38% ▲
Bed Days	2,076	2,028	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
Valid TEDS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	40%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	85%
SA Screen Complete	100%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	81%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	83%	70%	76%	13% ▲
No Re-admit within 30 Days of Discharge		18	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		9	60%	90%	72%	-30% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		14	70%	95%	89%	-25% ▼
Abstinence/Reduced Drug Use		7	27%	70%	71%	-43% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	136 days	0.2	94%	90%	99%	4%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	97	89	9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	90%	15% ▲

### Service Utilization

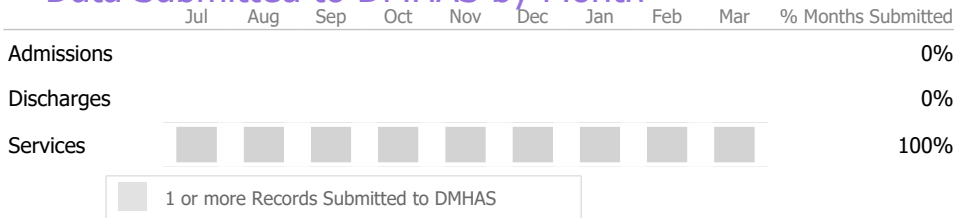
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	30	27% ▲
Admits	19	12	58% ▲
Discharges	20	12	67% ▲
Service Hours	142	175	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	89%	63%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	10%	50%	57%	-40% ▼

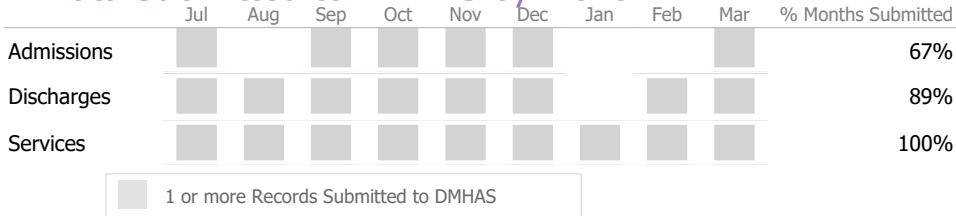
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		37	97%	60%	71%	37% ▲
Employed		14	37%	20%	12%	17% ▲
Stable Living Situation		29	76%	80%	76%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	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	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	10	9	11% ▲
Admits	2	1	100% ▲
Discharges	-	1	-100% ▼
Service Hours	91	127	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	90%	15% ▲

### Service Utilization

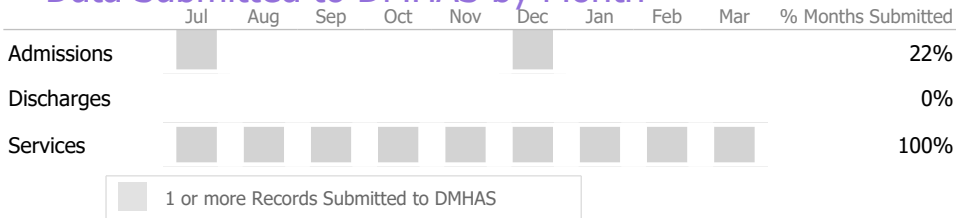
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	96%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	23	17% ▲
Admits	6	1	500% ▲
Discharges	4	2	100% ▲
Service Hours	456	373	22% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	96%	85%	89%	11% ▲

### Service Utilization

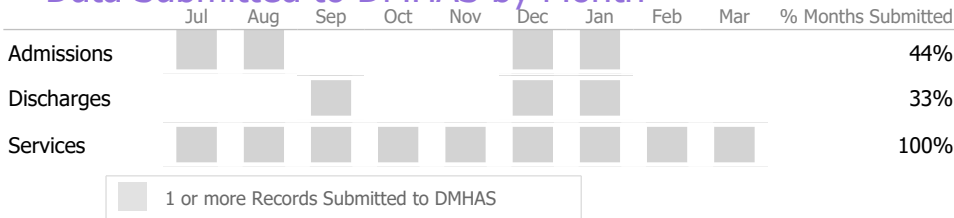
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	96%	6%

### 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	16	18	-11% ▼
Admits	1	2	-50% ▼
Discharges	1	4	-75% ▼
Service Hours	167	350	-52% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		8	50%	85%	90%	-35% ▼

### Service Utilization

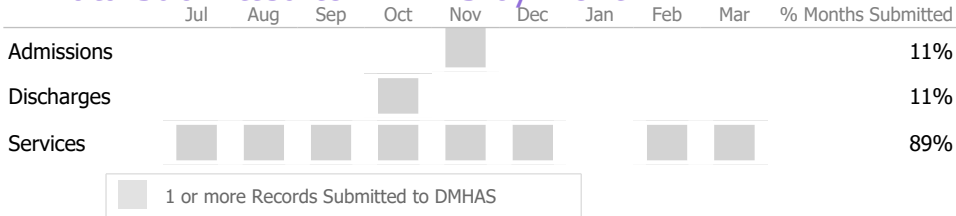
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	22	27% ▲
Admits	24	15	60% ▲
Discharges	22	14	57% ▲
Bed Days	1,972	1,906	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
Valid TEDS Data	99%	94%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	40%
<b>Co-occurring</b>		
MH Screen Complete	100%	85%
SA Screen Complete	100%	85%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	68%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		20	91%	70%	76%	21% ▲
✓ No Re-admit within 30 Days of Discharge		19	86%	85%	92%	1%
● Follow-up within 30 Days of Discharge		15	75%	90%	72%	-15% ▼

### Recovery

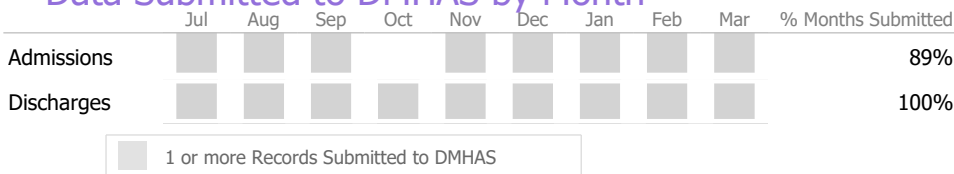
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		19	66%	70%	71%	-4%
● Improved/Maintained Axis V GAF Score		11	50%	95%	89%	-45% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	105 days	0.2	90%	90%	99%	0%

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 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	272	393	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	89%	15% ▲

### Service Utilization

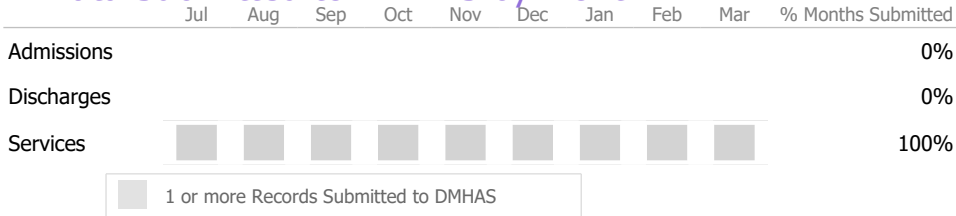
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

### 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	53	53	0%
Admits	15	26	-42% ▼
Discharges	12	13	-8%
Service Hours	3,814	4,463	-15% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	97%	97%
Co-occurring		
MH Screen Complete	93%	93%
SA Screen Complete	93%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	94%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	58%	50%	83%	8%

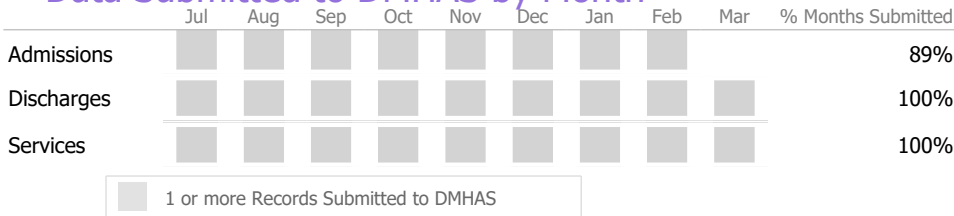
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		38	70%	60%	83%	10%
Stable Living Situation		51	94%	85%	98%	9%
Employed		7	13%	25%	11%	-12% ▼
Improved/Maintained Axis V GAF Score		42	91%	95%	60%	-4%

### 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 25 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	333	236	41% ▲
Admits	94	166	-43% ▼
Discharges	121	84	44% ▲
Service Hours	786	1,044	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	85%
6 Month Updates	0%	58%
MH Screen Complete	100%	59%
SA Screen Complete	100%	59%
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	75%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	6%	50%	40%	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		229	67%	60%	64%	7%
Employed		84	25%	30%	25%	-5%
Stable Living Situation		213	63%	95%	81%	-32% ▼
Improved/Maintained Axis V GAF Score		6	2%	75%	52%	-73% ▼

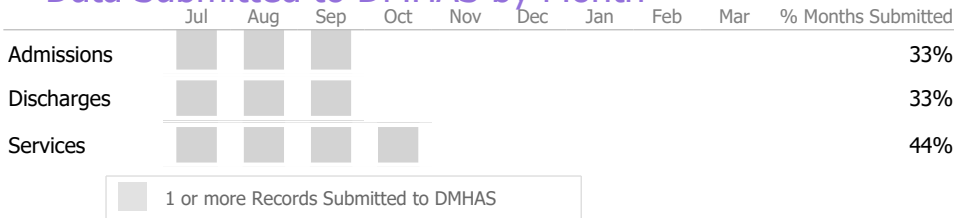
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		128	58%	90%	85%	-32% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		80	85%	75%	76%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

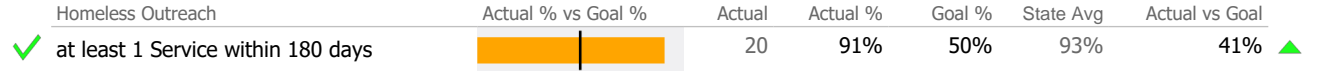
Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

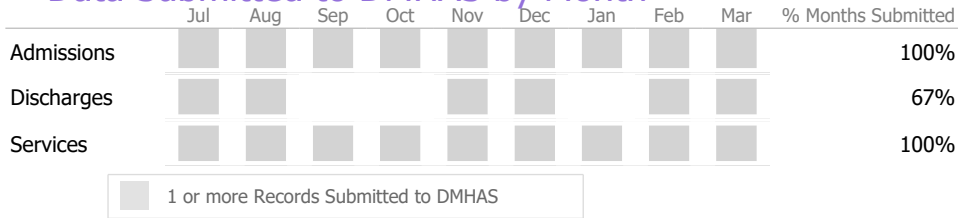
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	61	-8%
Admits	23	29	-21% ▼
Discharges	27	27	0%
Service Hours	996	594	68% ▲

### 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	14	16	-13% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	3,850	3,918	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	77%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	86%
SA Screen Complete	N/A	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		N/A	N/A	75%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	67%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		8	57%	75%	49%	-18% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	1,654 days	0.4	93%	90%	95%	3%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### 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 28 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% ▼
Admits	1	6	-83% ▼
Discharges	1	4	-75% ▼
Bed Days	3,263	2,748	19% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	51%
On-Time Periodic		
6 Month Updates	100%	88%
Co-occurring		
MH Screen Complete	100%	56%
SA Screen Complete	100%	56%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	15%	94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	71%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

### Recovery

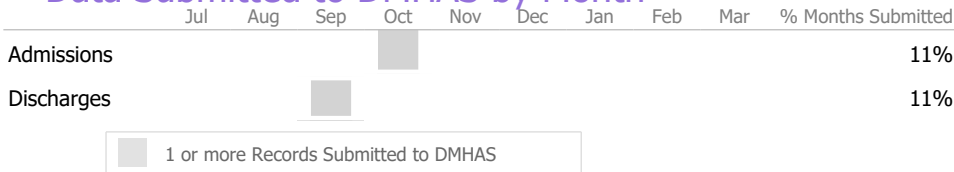
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	85%	60%	85%	25% ▲
Stable Living Situation		13	100%	95%	92%	5%
Employed		2	15%	25%	10%	-10% ▼
Improved/Maintained Axis V GAF Score		6	50%	95%	63%	-45% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	789 days	0.3	99%	90%	96%	9%

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	37	40	-8%
Admits	5	4	25% ▲
Discharges	6	11	-45% ▼
Service Hours	1,602	967	66% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	90%	97%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	93%
SA Screen Complete	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	84%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	83%	-50% ▼

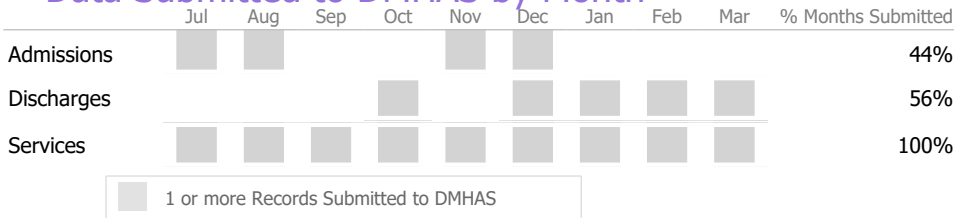
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		35	95%	85%	98%	10%
Social Support		23	62%	60%	83%	2%
Improved/Maintained Axis V GAF Score		31	89%	95%	60%	-6%
Employed		4	11%	25%	11%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	97%	90%	99%	7%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

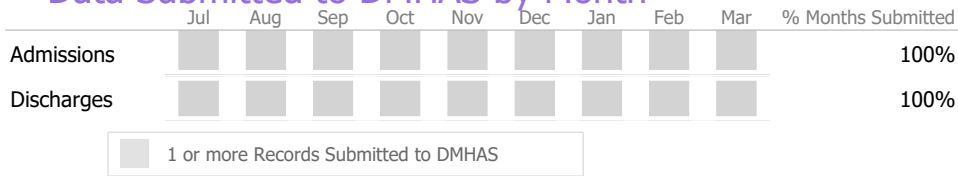
\* State Avg based on 25 Active Residential Support Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4,905	4,973	-1%
Admits	689	751	-8%
Discharges	681	757	-10%

### Data Submitted to DMHAS by Month

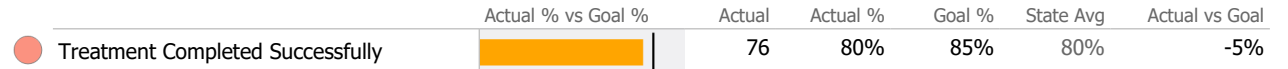


\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

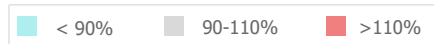
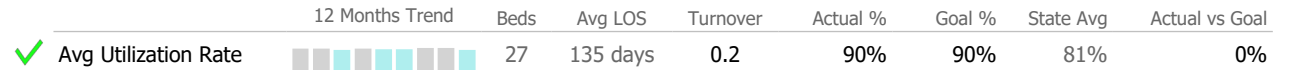
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	124	-4%
Admits	94	102	-8%
Discharges	95	103	-8%
Bed Days	6,692	7,095	-6%

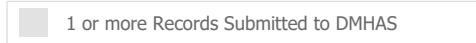
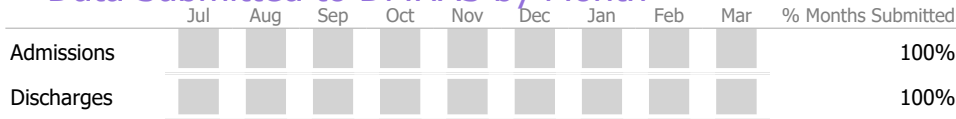
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 13 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% ▼
Admits	-	3	-100% ▼
Discharges	1	3	-67% ▼
Service Hours	149	352	-58% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	90%	15% ▲

### Service Utilization

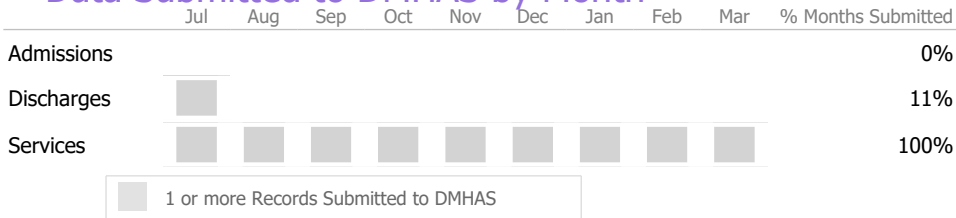
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

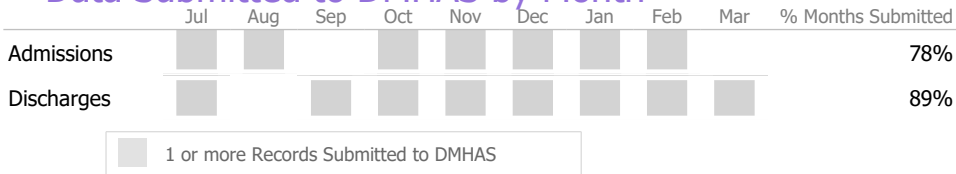
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	14	16	-13% ▼
Discharges	15	14	7%
Bed Days	2,094	1,551	35% ▲

### Data Submission Quality

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 2 Active Transitional Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	15	-40% ▼
Admits	-	16	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	-	41	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%
Valid TEDS Data	N/A	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	33%
<b>Co-occurring</b>		
MH Screen Complete	N/A	83%
SA Screen Complete	N/A	94%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	89%	98%

### 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
✓ Not Arrested		9	100%	75%	74%	25% ▲
✓ Abstinence/Reduced Drug Use		7	78%	55%	53%	23% ▲
● Stable Living Situation		7	78%	95%	76%	-17% ▼
● Employed		2	22%	50%	32%	-28% ▼
● Self Help		1	11%	60%	26%	-49% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	52%	N/A ▼

### 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 24 Active Buprenorphine Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	33	3%
Admits	6	-	
Discharges	2	5	-60% ▼
Service Hours	1,162	555	109% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		34	100%	85%	90%	15% ▲

### Service Utilization

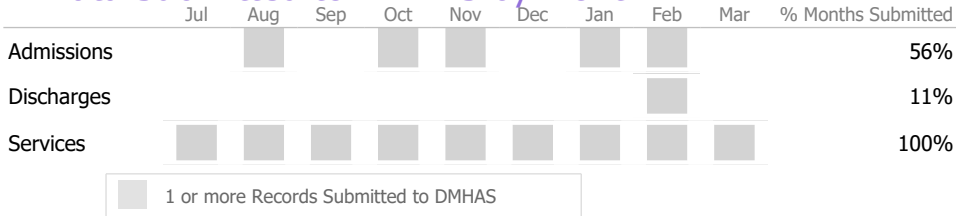
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	308	170	82% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	90%	15% ▲

### Service Utilization

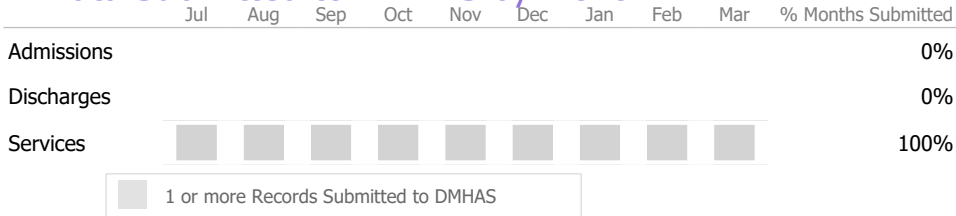
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 66 Active Supportive Housing – Development Programs

# Women's REACH Program

Connection Inc.

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

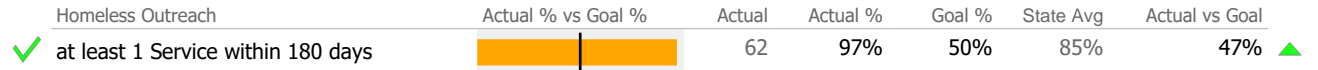
Program Quality Dashboard

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

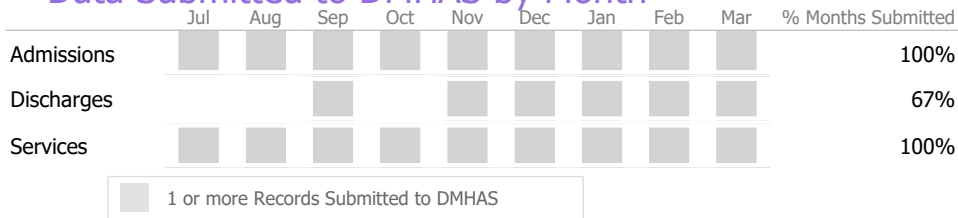
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68		
Admits	64	-	
Discharges	21	-	
Service Hours	446	-	

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

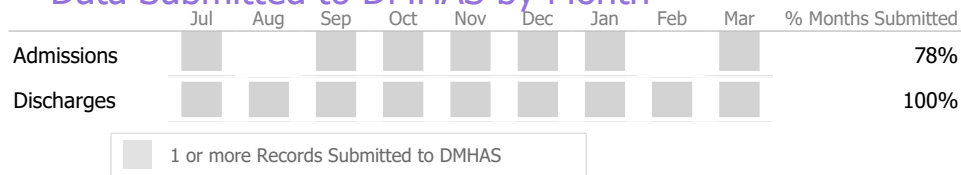
\* State Avg based on 21 Active Outreach & Engagement Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	36	-17% ▼
Admits	12	18	-33% ▼
Discharges	20	18	11% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Other Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
Valid TEDS Data	N/A	97%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	4%
<b>Co-occurring</b>		
MH Screen Complete	N/A	92%
SA Screen Complete	N/A	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	63%	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%	42%	-55% ▼
Employed		N/A	N/A	50%	35%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	72%	-75% ▼
Not Arrested		N/A	N/A	75%	78%	-75% ▼
Self Help		N/A	N/A	60%	16%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	77%	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 53 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	33	0%
Admits	33	2	1550% ▲
Discharges	5	33	-85% ▼
Service Hours	134	108	24% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	91%
Valid TEDS Data	57%	90%
<b>On-Time Periodic</b>		
6 Month Updates	0%	20%
<b>Co-occurring</b>		
MH Screen Complete	100%	88%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	24%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	50%	52%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		33	100%	75%	82%	25% ▲
Stable Living Situation		31	94%	95%	82%	-1%
Employed		13	39%	50%	43%	-11% ▼
Self Help		13	39%	60%	26%	-21% ▼
Abstinence/Reduced Drug Use		11	33%	55%	51%	-22% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	58%	-75% ▼

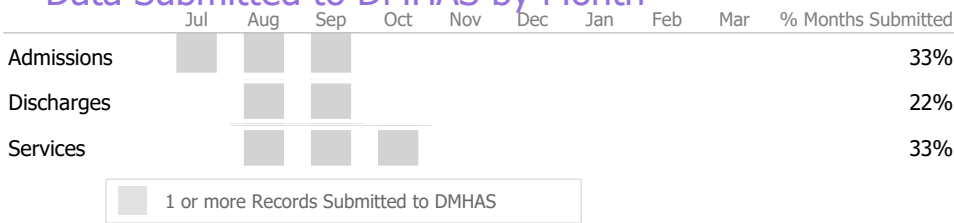
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	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		31	94%	75%	70%	19% ▲

### 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