

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	830	844	-2%
	Admits	478	519	-8%
	Discharges	516	448	15% ▲
	Service Hours	15,229	17,805	-14% ▼
	Bed Days	20,191	20,318	-1%
	S.Rehab/PHP/IOP	7,589	6,503	17% ▲

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

Consumer Satisfaction Survey

(Based on 142 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Overall		90%	80%	91%
✓ Access		86%	80%	88%
● Outcome		77%	80%	83%
● Recovery		75%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Community Support	306	23.3%
	Social Rehabilitation	261	19.9%
	Case Management	255	19.5%
	Employment Services	172	13.1%
	Residential Services	124	9.5%
	Housing Services	80	6.1%
	Recovery Support	57	4.3%
	Education Support	51	3.9%
	Forensic MH	Case Management	5

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	70	8%	11%	Male	428	52%	60%
26-34	119	14%	23%	Female	402	48%	40%
35-44	168	20%	22%	Transgender			0%
45-54	191	23%	20%				
55-64	234	28%	18%				
65+	48	6%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	651	78%	70%	White/Caucasian	605	73%	▲ 62%
Unknown	97	12%	10%	Black/African American	104	13%	17%
Hisp-Puerto Rican	52	6%	12%	Other	39	5%	13%
Hispanic-Other	26	3%	8%	Multiple Races	33	4%	1%
Hispanic-Cuban	2	0%	0%	Unknown	22	3%	5%
Hispanic-Mexican	2	0%	1%	Am. Indian/Native Alaskan	19	2%	1%
				Hawaiian/Other Pacific Islander	5	1%	0%
				Asian	3	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	3	2	50% ▲
Discharges	3	2	50% ▲
Bed Days	1,636	1,776	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	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	33%	60%	71%	-27% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	82%	10% ▲

Recovery

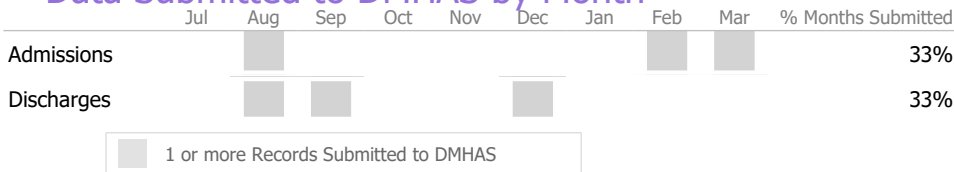
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	80%	60%	85%	20% ▲
Stable Living Situation		9	90%	95%	92%	-5%
Employed		0	0%	25%	10%	-25% ▼
Improved/Maintained Axis V GAF Score		7	88%	95%	63%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	470 days	0.3	85%	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	9	11	-18% ▼
Admits	1	3	-67% ▼
Discharges	-	1	-100% ▼
Bed Days	2,390	2,598	-8%

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		N/A	N/A	60%	71%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Recovery

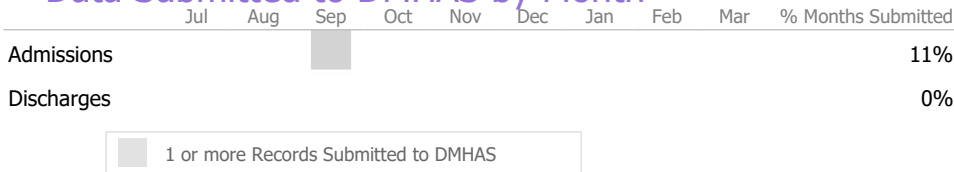
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	89%	60%	85%	29% ▲
✓ Stable Living Situation		9	100%	95%	92%	5%
● Improved/Maintained Axis V GAF Score		8	89%	95%	63%	-6%
● Employed		0	0%	25%	10%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,934 days	0.2	174%	90%	96%	84% ▲

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	172	157	10%
Admits	80	61	31% ▲
Discharges	82	63	30% ▲
Service Hours	1,687	1,912	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		60	34%	35%	43%	-1%

Service Utilization

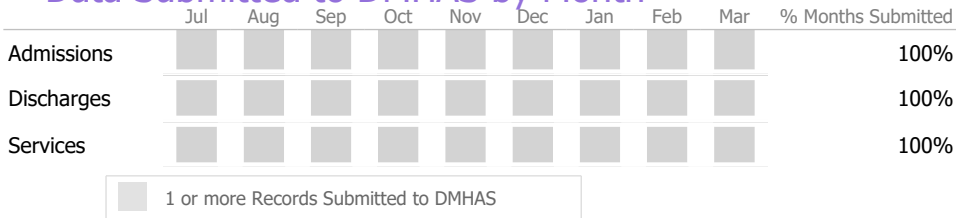
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		94	99%	90%	96%	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
6 Month Updates		96%

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	22	23	-4%
Admits	3	4	-25% ▼
Discharges	5	3	67% ▲
Bed Days	4,974	5,071	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	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		5	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge		5	100%	90%	82%	10%

Recovery

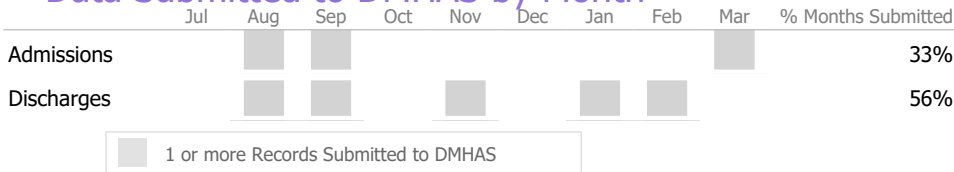
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	86%	60%	85%	26% ▲
Stable Living Situation		21	95%	95%	92%	0%
Improved/Maintained Axis V GAF Score		18	86%	95%	63%	-9%
Employed		1	5%	25%	10%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	2,187 days	0.3	90%	90%	96%	0%

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	306	327	-6%
Admits	77	88	-13% ▼
Discharges	74	92	-20% ▼
Service Hours	7,486	8,500	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	70%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	30%
SA Screen Complete	100%	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		59	80%	65%	63%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		276	89%	60%	82%	29% ▲
✓ Stable Living Situation		293	95%	80%	86%	15% ▲
✓ Improved/Maintained Axis V GAF Score		243	90%	65%	66%	25% ▲
● Employed		45	15%	20%	13%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		237	100%	90%	99%	10%

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 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Bed Days	1,584	1,590	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	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		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		1	100%	90%	67%	10%

Recovery

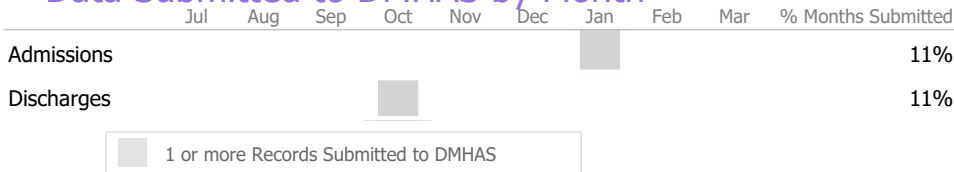
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		3	50%	75%	49%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	714 days	0.3	96%	90%	95%	6%

■ < 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	12	11	9%
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Service Hours	355	401	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		9	75%	85%	89%	-10%

Service Utilization

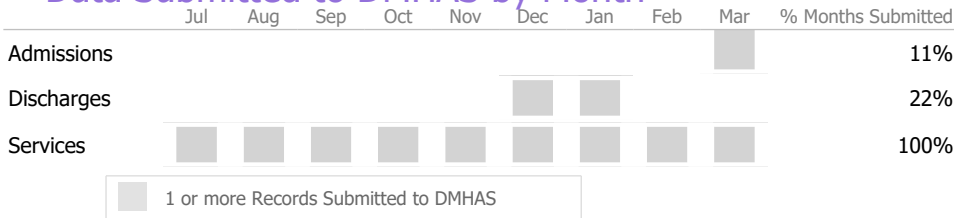
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	96%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		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

Housing Developer

Reliance Health Inc.

Mental Health - Housing Services - Housing Coordination

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	0		
Admits	-	-	
Discharges	-	-	

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

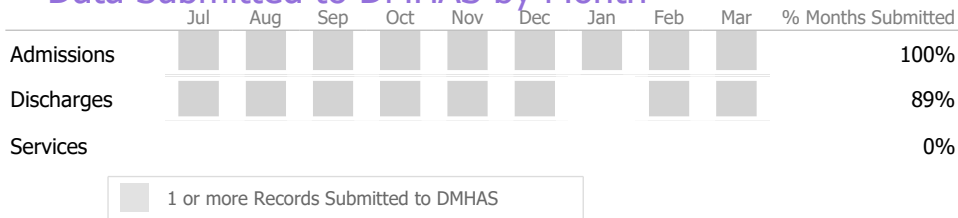
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	42	90% ▲
Admits	55	10	450% ▲
Discharges	49	23	113% ▲
Service Hours	-	-	

Data Submitted to DMHAS by Month



* State Avg based on 4 Active Housing Coordination Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	126	125	1%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	83%	N/A

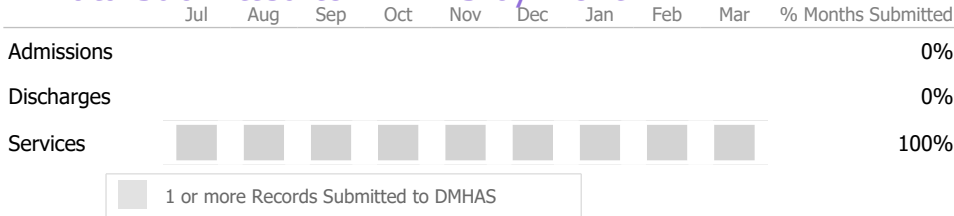
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	83%	40% ▲
✓ Stable Living Situation		1	100%	85%	98%	15% ▲
● Employed		0	0%	25%	11%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	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	7	6	17% ▲
Admits	5	1	400% ▲
Discharges	3	4	-25% ▼
Service Hours	1,181	1,614	-27% ▼
Bed Days	1,040	920	13% ▲

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		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		6	86%	60%	85%	26% ▲
Stable Living Situation		7	100%	95%	92%	5%
Improved/Maintained Axis V GAF Score		6	100%	95%	63%	5%
Employed		1	14%	25%	10%	-11% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	355 days	0.4	63%	90%	96%	-27% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■						44%
Discharges	■		■	■						33%
Services	■	■	■	■	■	■	■	■	■	100%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	5	40% ▲
Admits	1	2	-50% ▼
Discharges	4	1	300% ▲
Bed Days	1,202	1,145	5%

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		3	75%	60%	71%	15% ▲
Follow-up within 30 Days of Discharge		2	67%	90%	82%	-23% ▼

Recovery

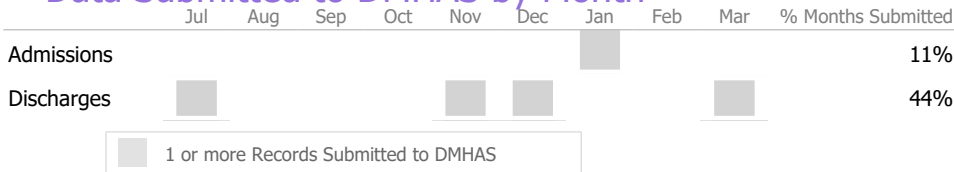
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	71%	60%	85%	11% ▲
Stable Living Situation		7	100%	95%	92%	5%
Improved/Maintained Axis V GAF Score		5	83%	95%	63%	-12% ▼
Employed		0	0%	25%	10%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	570 days	0.4	73%	90%	96%	-17% ▼

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	6	5	20% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	1,372	1,370	0%

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	100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	82%	-90% ▼

Recovery

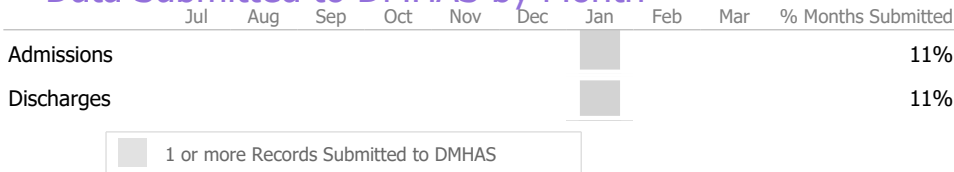
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	85%	40% ▲
Stable Living Situation		6	100%	95%	92%	5%
Employed		0	0%	25%	10%	-25% ▼
Improved/Maintained Axis V GAF Score		4	80%	95%	63%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	886 days	0.3	100%	90%	96%	10%

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	20	21	-5%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Service Hours	705	700	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	95%	85%	90%	10%

Service Utilization

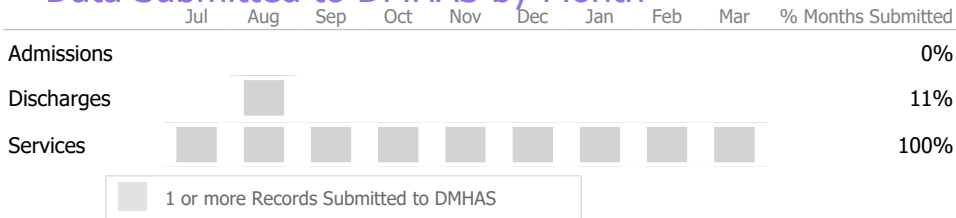
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	96%	10%

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	36	35	3%
Admits	4	1	300% ▲
Discharges	3	3	0%
Service Hours	1,305	1,469	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	89%	85%	89%	4%

Service Utilization

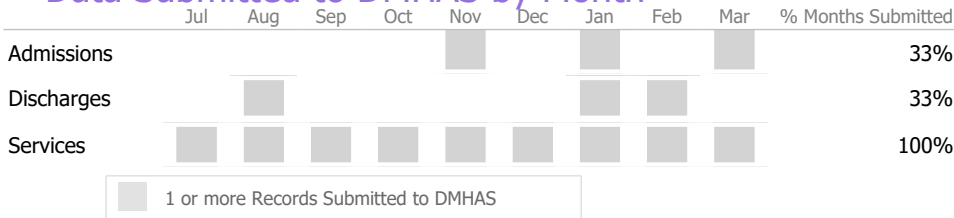
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	97%	90%	96%	7%

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

Outreach to Homeless 409-294

Reliance Health Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

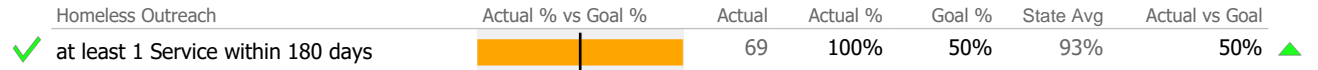
Program Quality Dashboard

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

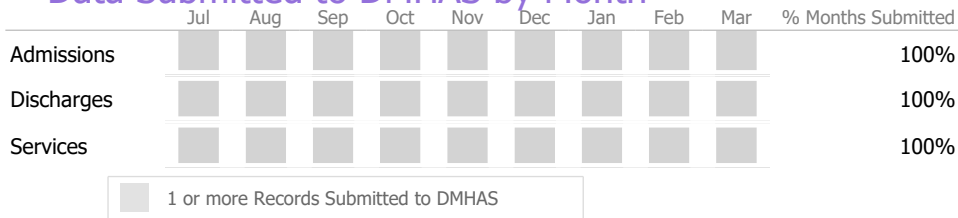
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	101	112	-10%
Admits	70	85	-18% ▼
Discharges	63	65	-3%
Service Hours	613	898	-32% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

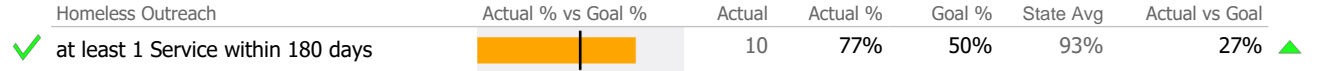
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

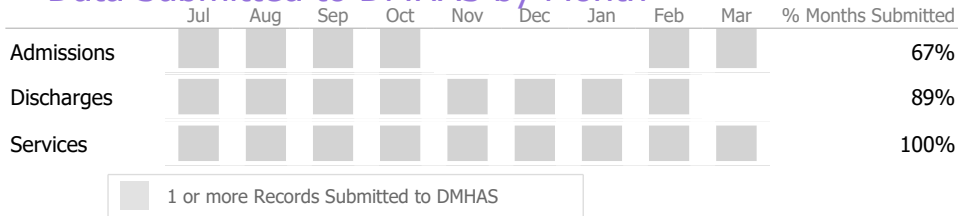
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	77	-12% ▼
Admits	13	46	-72% ▼
Discharges	45	35	29% ▲
Service Hours	189	310	-39% ▼

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

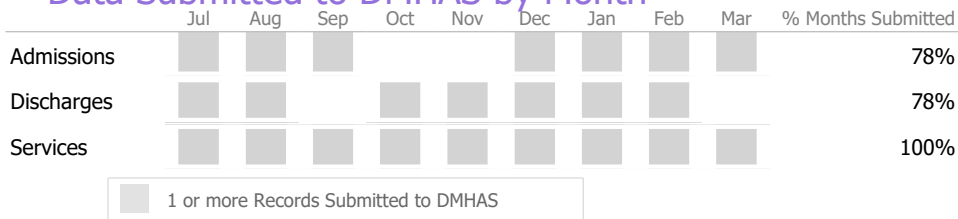
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	81	16% ▲
Admits	29	44	-34% ▼
Discharges	28	21	33% ▲
Social Rehab/PHP/IOP Days	1,671	1,774	-6%

Service Utilization

✓ Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	67	100%	90%	73%	10%

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	6	4	50% ▲
Admits	3	-	
Discharges	2	-	
Service Hours	95	192	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	90%	15% ▲

Service Utilization

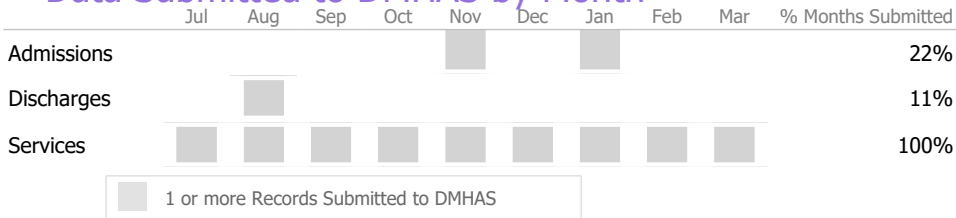
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	96%	10%

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	18	25	-28% ▼
Admits	2	5	-60% ▼
Discharges	3	12	-75% ▼
Service Hours	488	546	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		14	78%	85%	89%	-7%

Service Utilization

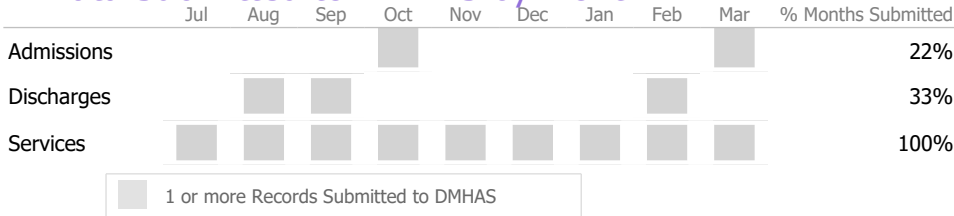
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		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	5	6	-17% ▼
Admits	1	-	
Discharges	2	2	0%
Service Hours	129	386	-67% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	30%	0%

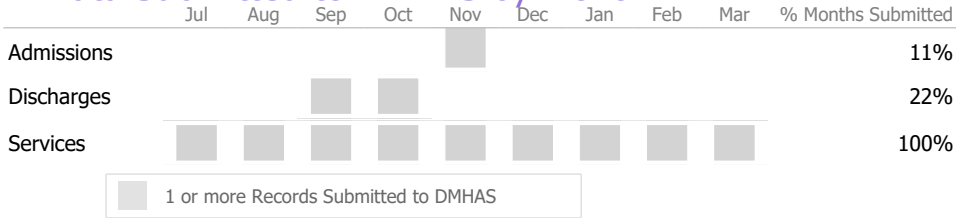
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		5	100%	60%	82%	40% ▲
✓ Social Support		5	100%	60%	65%	40% ▲
✓ Stable Living Situation		5	100%	80%	76%	20% ▲
● Employed		0	0%	20%	6%	-20% ▼

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	18	67% ▲
Admits	23	15	53% ▲
Discharges	25	15	67% ▲
Service Hours	215	186	16% ▲
Bed Days	1,221	1,058	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	N/A	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	84%	95%	77%	-11% ▼
No Re-admit within 30 Days of Discharge		24	96%	85%	96%	11% ▲
Follow-up within 30 Days of Discharge		11	52%	90%	81%	-38% ▼

Recovery

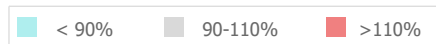
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Service Utilization

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	74 days	0.1	111%	90%	82%	21% ▲



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	89%
Discharges	■		■	■	■	■			■	67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	37	38% ▲
Admits	23	13	77% ▲
Discharges	24	8	200% ▲
Service Hours	519	471	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program		31	60%	35%	69%	25% ▲

Service Utilization

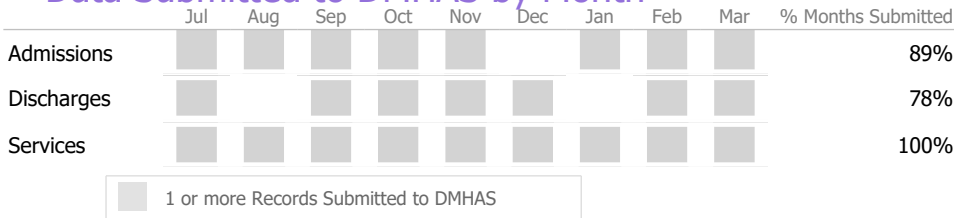
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		27	93%	90%	98%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		95%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

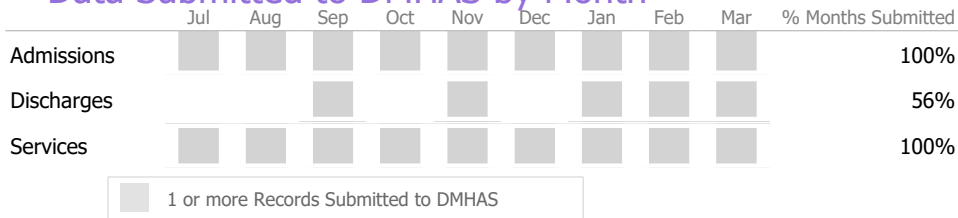
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	211	175	21% ▲
Admits	59	91	-35% ▼
Discharges	59	42	40% ▲
Social Rehab/PHP/IOP Days	5,918	4,729	25% ▲

Service Utilization

✓ Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	155	99%	90%	73%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	29	-24% ▼
Admits	11	15	-27% ▼
Discharges	9	15	-40% ▼
Bed Days	3,637	3,565	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	89%	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	44%	60%	71%	-16% ▼
Follow-up within 30 Days of Discharge		3	75%	90%	82%	-15% ▼

Recovery

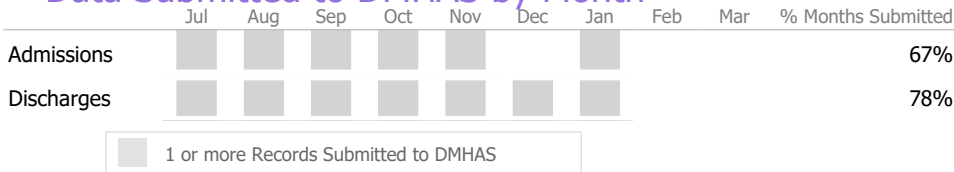
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	96%	60%	85%	36% ▲
Employed		12	52%	25%	10%	27% ▲
Stable Living Situation		21	91%	95%	92%	-4%
Improved/Maintained Axis V GAF Score		17	94%	95%	63%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	301 days	0.3	94%	90%	96%	4%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

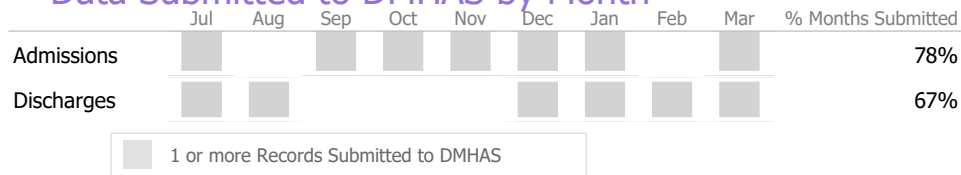
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 81 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	70	-19% ▼
Admits	10	29	-66% ▼
Discharges	25	35	-29% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Transportation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	1	0%
Discharges	3	2	50% ▲
Bed Days	1,135	1,225	-7%

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		3	100%	60%	71%	40% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	82%	10%

Recovery

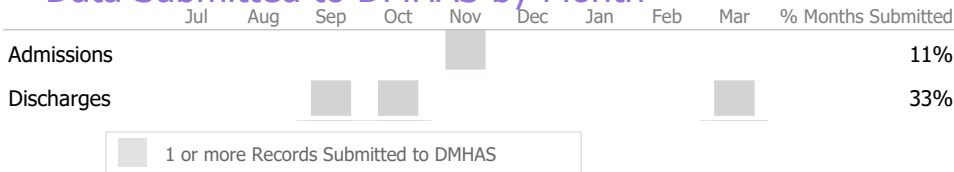
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	100%	60%	85%	40% ▲
✓ Stable Living Situation		6	100%	95%	92%	5%
● Employed		0	0%	25%	10%	-25% ▼
● Improved/Maintained Axis V GAF Score		4	80%	95%	63%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	544 days	0.4	83%	90%	96%	-7%

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