

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,462	2,445	1%
	Admits	1,257	1,084	16% ▲
	Discharges	1,251	1,191	5%
	Service Hours	39,736	36,937	8%
	Bed Days	19,557	13,189	48% ▲

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

### Consumer Satisfaction Survey

(Based on 294 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		92%	80%	88%
✓ Respect		90%	80%	91%
● Outcome		77%	80%	83%
● Recovery		73%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	1,952	58.7%
	Community Support	377	11.3%
	Social Rehabilitation	190	5.7%
	Crisis Services	149	4.5%
	Case Management	128	3.9%
	Employment Services	124	3.7%
	Consultation	60	1.8%
	Residential Services	44	1.3%
	ACT	39	1.2%
	<b>Addiction</b>	Outpatient	103
Employment Services		51	1.5%
Medication Assisted Treatment		35	1.1%
<b>Forensic MH</b>	Forensics Community-based	71	2.1%

### Client Demographics

Age	#	%	State Avg
18-25	344	14%	11%
26-34	451	18%	23%
35-44	416	17%	22%
45-54	480	20%	20%
55-64	522	21%	18%
65+	243	10%	6%

Gender	#	%	State Avg
Female	1,443	59%	▲ 40%
Male	1,019	41%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,974	80%	70%
Hisp-Puerto Rican	348	14%	12%
Hispanic-Other	85	3%	8%
Unknown	31	1%	10%
Hispanic-Mexican	23	1%	1%
Hispanic-Cuban	1	0%	0%

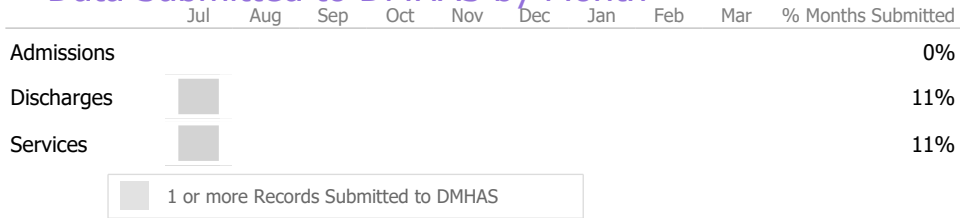
Race	#	%	State Avg
White/Caucasian	1,860	76%	▲ 62%
Other	461	19%	13%
Black/African American	84	3%	▼ 17%
Unknown	24	1%	5%
Asian	18	1%	1%
Am. Indian/Native Alaskan	12	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Multiple Races			1%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	87	-31%	▼
Admits	-	37	-100%	▼
Discharges	4	34	-88%	▼
Service Hours	2	175	-99%	▼

### Data Submitted to DMHAS by Month



\* State Avg based on 10 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	37	-22% ▼
Admits	11	17	-35% ▼
Discharges	15	21	-29% ▼
Service Hours	148	238	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Valid TEDS Data	100%	90%
<b>On-Time Periodic</b>		
6 Month Updates	100%	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	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	40%	50%	52%	-10% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		29	100%	75%	82%	25% ▲
Employed		16	55%	50%	43%	5% ▲
Improved/Maintained Axis V GAF Score		23	96%	75%	58%	21% ▲
Stable Living Situation		28	97%	95%	82%	2% ▲
Self Help		10	34%	60%	26%	-26% ▼
Abstinence/Reduced Drug Use		6	21%	55%	51%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	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		9	82%	75%	70%	7% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■		■		■	78%
Discharges	■	■	■	■	■	■	■			78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 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	74	78	-5%
Admits	24	49	-51% ▼
Discharges	44	27	63% ▲
Service Hours	393	598	-34% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
Valid TEDS Data	99%	90%
<b>On-Time Periodic</b>		
6 Month Updates	95%	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	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	48%	50%	52%	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		74	99%	75%	82%	24% ▲
Stable Living Situation		69	92%	95%	82%	-3%
Improved/Maintained Axis V GAF Score		53	83%	75%	58%	8%
Abstinence/Reduced Drug Use		29	39%	55%	51%	-16% ▼
Employed		25	33%	50%	43%	-17% ▼
Self Help		15	20%	60%	26%	-40% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	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		16	70%	75%	70%	-5%

### 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 115 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	951	1,002	-5%
Admits	295	277	6%
Discharges	300	337	-11% ▼
Service Hours	5,486	6,510	-16% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	59%
SA Screen Complete	96%	59%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		76	25%	50%	40%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		882	90%	60%	64%	30% ▲
Employed		322	33%	30%	25%	3%
Stable Living Situation		917	94%	95%	81%	-1%
Improved/Maintained Axis V GAF Score		547	67%	75%	52%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		678	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		229	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	952	965	-1%
Admits	271	249	9%
Discharges	351	277	27% ▲
Service Hours	6,058	7,045	-14% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	98%	59%
SA Screen Complete	98%	59%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		96	27%	50%	40%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		800	82%	60%	64%	22% ▲
Stable Living Situation		928	96%	95%	81%	1%
Employed		293	30%	30%	25%	0%
Improved/Maintained Axis V GAF Score		602	71%	75%	52%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		619	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		184	69%	75%	76%	-6%

### 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	98	93	5%
Admits	18	39	-54% ▼
Discharges	28	21	33% ▲
Service Hours	380	495	-23% ▼

### 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	61%	59%
SA Screen Complete	61%	59%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	82%	50%	40%	32% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	88%	60%	64%	28% ▲
Stable Living Situation		92	94%	95%	81%	-1%
Improved/Maintained Axis V GAF Score		71	78%	75%	52%	3%
Employed		16	16%	30%	25%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		70	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		12	67%	75%	76%	-8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■	■		■	78%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

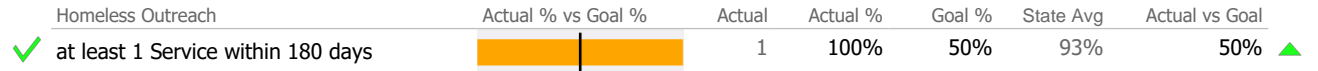
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

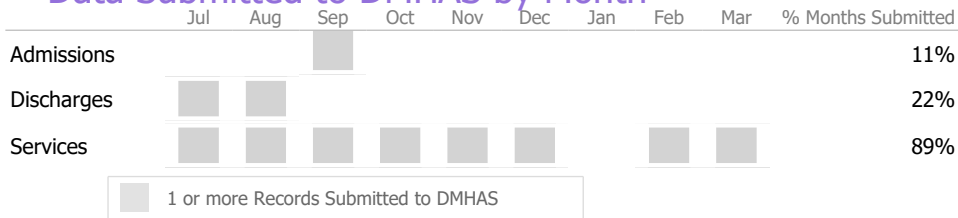
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	3	-67% ▼
Discharges	2	-	
Service Hours	9	33	-72% ▼

### 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	27	24	13% ▲
Admits	5	2	150% ▲
Discharges	4	2	100% ▲
Service Hours	371	323	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	93%	85%	90%	8%

### Service Utilization

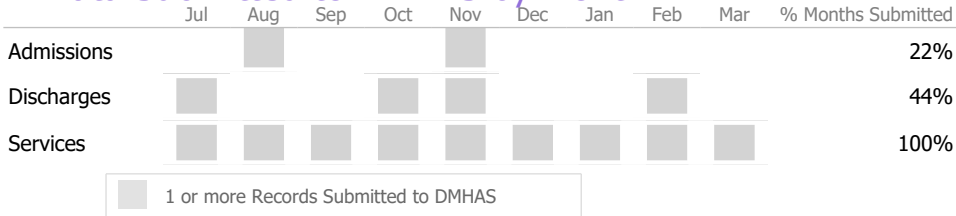
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	96%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94% vs 99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% vs 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	11	12	-8%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	132	162	-18% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	89%	6%

### Service Utilization

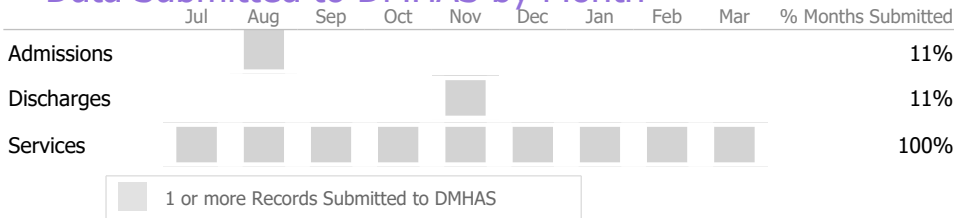
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	89%	90%	96%	-1%

### 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	174	180	-3%
Admits	75	33	127% ▲
Discharges	27	92	-71% ▼
Service Hours	3,625	2,562	42% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	70%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	87%	30%
SA Screen Complete	88%	30%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	99%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	33%	65%	63%	-32% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		163	94%	80%	86%	14% ▲
Social Support		128	74%	60%	82%	14% ▲
Improved/Maintained Axis V GAF Score		95	74%	65%	66%	9%
Employed		16	9%	20%	13%	-11% ▼

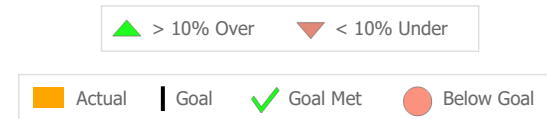
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		147	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS



\* State Avg based on 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	205	202	1%
Admits	85	17	400% ▲
Discharges	28	71	-61% ▼
Service Hours	5,863	4,804	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	70%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	89%	30%
SA Screen Complete	92%	30%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	21%	65%	63%	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		186	91%	60%	82%	31% ▲
Stable Living Situation		190	93%	80%	86%	13% ▲
Improved/Maintained Axis V GAF Score		127	78%	65%	66%	13% ▲
Employed		15	7%	20%	13%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		177	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
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 36 Active CSP Programs

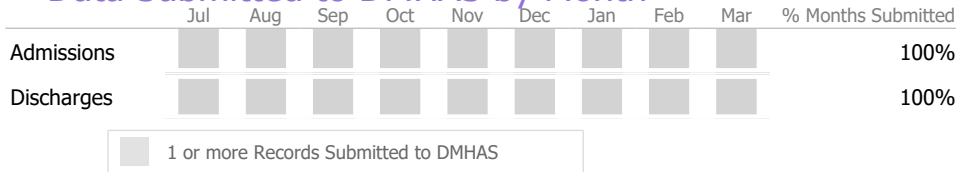
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	63	33% ▲
Admits	102	75	36% ▲
Discharges	100	69	45% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		91	92%	75%	75%	17% ▲
● Community Location Evaluation		65	66%	80%	92%	-14% ▼
✓ Follow-up Service within 48 hours		53	93%	90%	91%	3%

### 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	60	55	9%
Admits	33	27	22% ▲
Discharges	24	23	4%
Service Hours	929	715	30% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		27	43%	35%	43%	8%

### Service Utilization

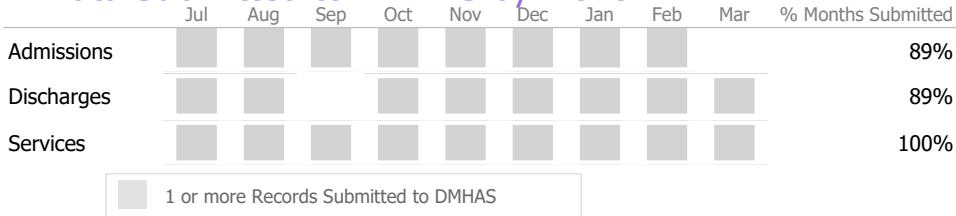
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	96%	10%

### 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

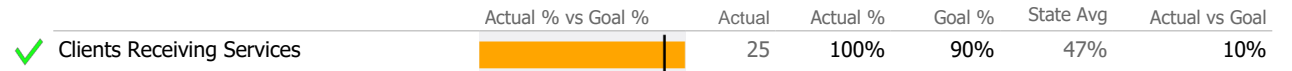
Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services Programs

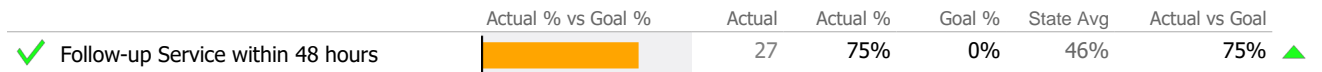
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	64	11% ▲
Admits	41	43	-5%
Discharges	47	41	15% ▲
Service Hours	234	254	-8%

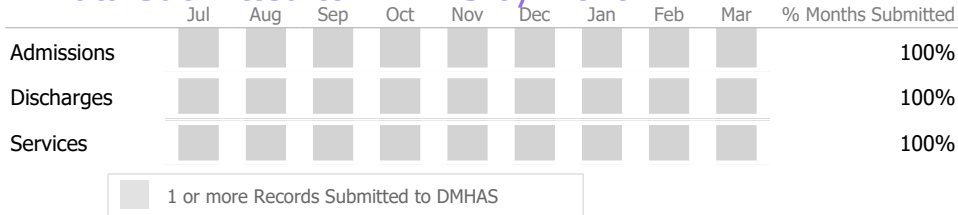
### Service Utilization



### 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	10		
Admits	10	-	
Discharges	5	-	
Service Hours	98	-	

### Data Submission Quality

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

### Discharge Outcomes

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

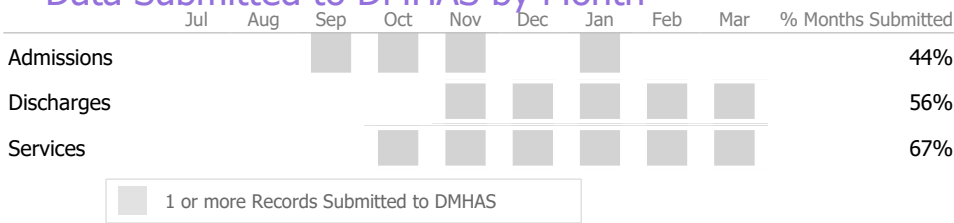
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		10	100%	75%	74%	25% ▲
Stable Living Situation		8	80%	95%	76%	-15% ▼
Abstinence/Reduced Drug Use		3	30%	55%	53%	-25% ▼
Employed		2	20%	50%	32%	-30% ▼
Self Help		3	30%	60%	26%	-30% ▼
Improved/Maintained Axis V GAF Score		3	60%	75%	51%	-15% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	52%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

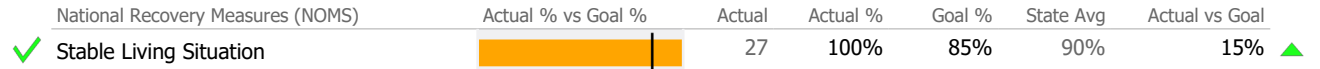
\* State Avg based on 24 Active Buprenorphine Maintenance Programs



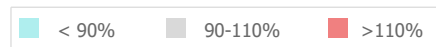
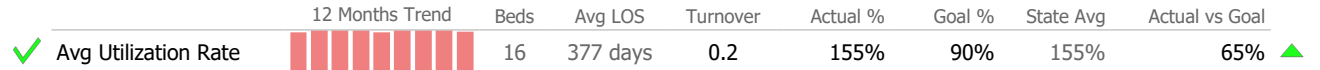
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	25	8%
Admits	4	25	-84% ▼
Discharges	-	-	
Bed Days	6,837	801	754% ▲

### Recovery



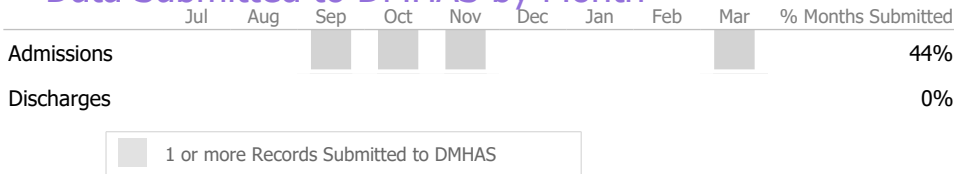
### Bed Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	25	28% ▲
Admits	20	11	82% ▲
Discharges	18	13	38% ▲
Bed Days	3,472	3,644	-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	90%	83%
SA Screen Complete	90%	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		16	89%	80%	83%	9%
No Re-admit within 30 Days of Discharge		17	100%	85%	82%	15% ▲
Follow-up within 30 Days of Discharge		10	62%	90%	77%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		32	100%	60%	88%	40% ▲
Stable Living Situation		32	100%	90%	100%	10%
Improved/Maintained Axis V GAF Score		23	96%	95%	74%	1%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	272 days	0.2	90%	90%	94%	0%

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

### Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 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	11	11	0%
Admits	-	1	-100% ▼
Discharges	2	-	
Service Hours	258	231	12% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	82%	85%	89%	-3%

### Service Utilization

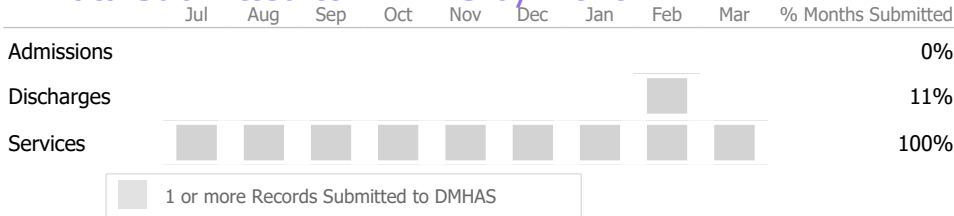
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	96%	10%

### 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

# Senior Outreach

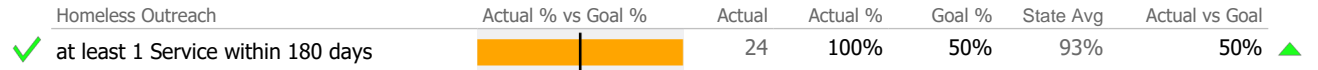
United Services Inc.

Mental Health - Case Management - Outreach & Engagement

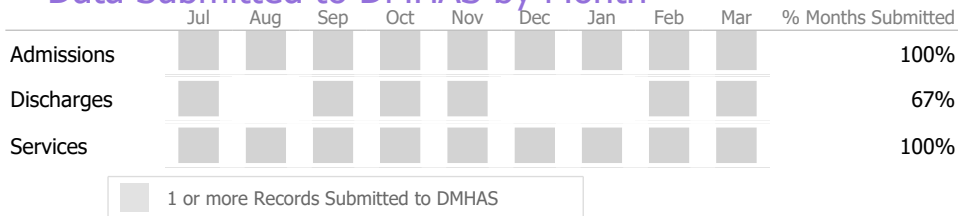
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	33	15% ▲
Admits	24	23	4%
Discharges	19	14	36% ▲
Service Hours	357	255	40% ▲

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

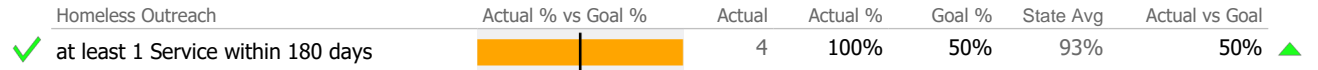
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

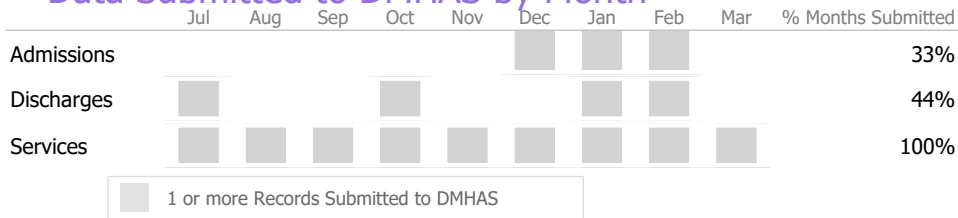
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	29	-62% ▼
Admits	4	10	-60% ▼
Discharges	6	20	-70% ▼
Service Hours	121	405	-70% ▼

### 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

**Social Club - Windham Area**

United Services Inc.

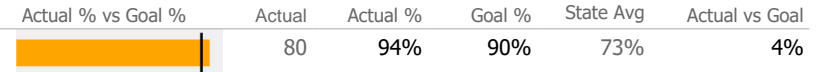
Mental Health - Social Rehabilitation - Social Rehabilitation

**Program Activity**

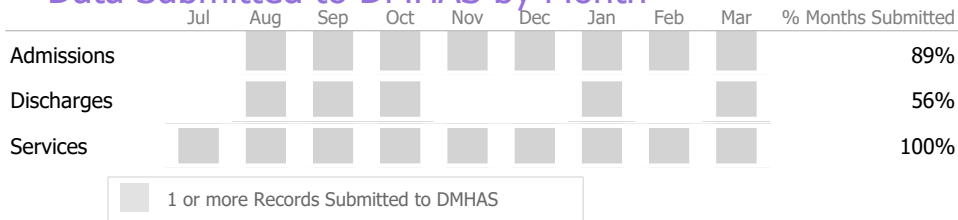
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	141	-13% ▼
Admits	29	19	53% ▲
Discharges	39	25	56% ▲
Social Rehab/PHP/IOP Days	0	0	

**Service Utilization**

✓ Clients Receiving Services



**Data Submitted to DMHAS by Month**



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

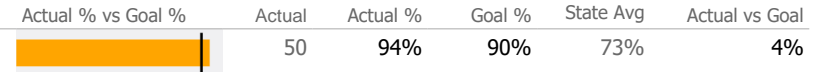
\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

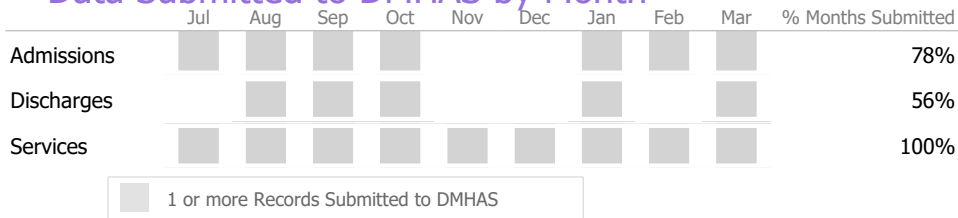
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	57	21% ▲
Admits	18	8	125% ▲
Discharges	16	9	78% ▲
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization

✓ Clients Receiving Services



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

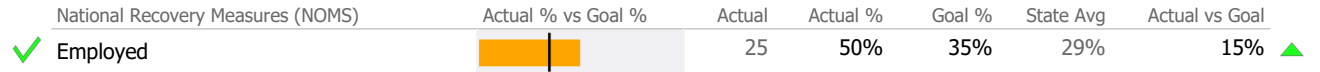
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

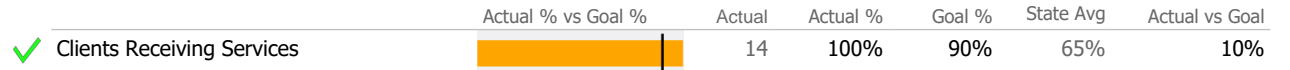
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49		
Admits	43	-	
Discharges	36	-	
Service Hours	407	-	

### Recovery



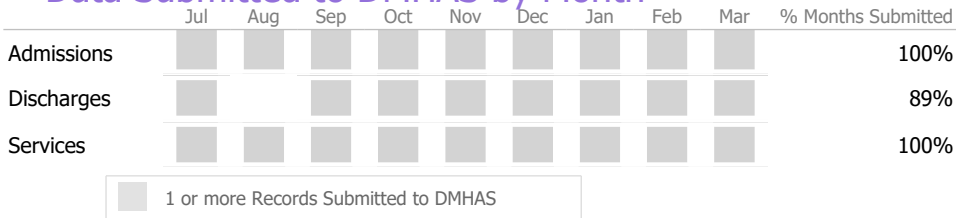
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Employment Services Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	8	213% ▲
Admits	16	8	100% ▲
Discharges	10	1	900% ▲
Service Hours	607	70	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	93%
Valid TEDS Data	100%	96%
On-Time Periodic		
6 Month Updates	100%	33%
Co-occurring		
MH Screen Complete	94%	83%
SA Screen Complete	94%	94%
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		4	40%	50%	40%	-10% ▼

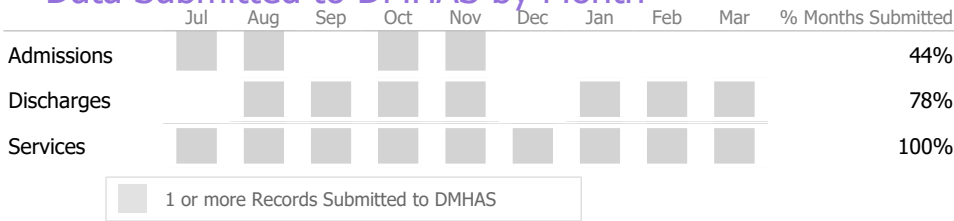
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		26	100%	75%	74%	25% ▲
Improved/Maintained Axis V GAF Score		20	95%	75%	51%	20% ▲
Employed		13	50%	50%	32%	0%
Stable Living Situation		23	88%	95%	76%	-7%
Abstinence/Reduced Drug Use		14	54%	55%	53%	-1%
Self Help		8	31%	60%	26%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	52%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

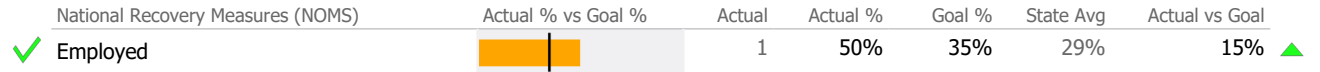
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Buprenorphine Maintenance Programs

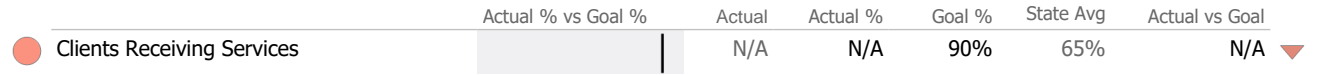
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	2	-	
Service Hours	9	-	

### Recovery



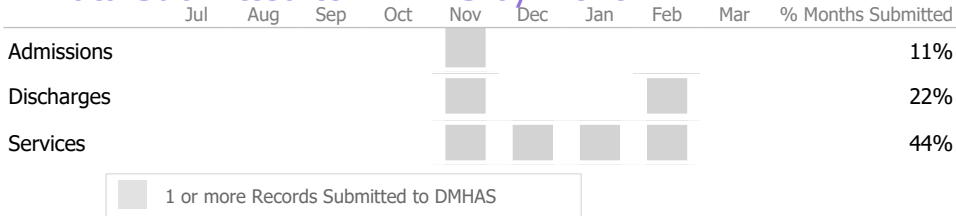
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 15 Active Employment Services 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 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% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	35%	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 7 Active Naltrexone Programs

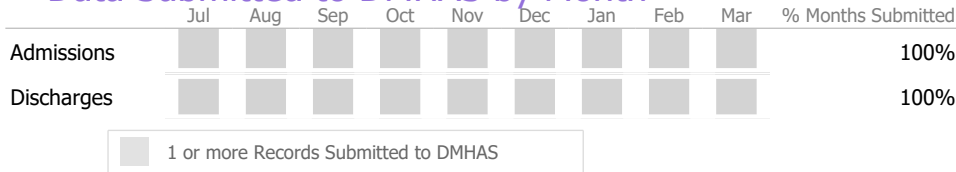
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	56	23% ▲
Admits	78	62	26% ▲
Discharges	78	61	28% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		65	89%	75%	75%	14% ▲
✓ Community Location Evaluation		61	84%	80%	92%	4%
✓ Follow-up Service within 48 hours		23	96%	90%	91%	6%

### 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	64	47	36% ▲
Admits	26	26	0%
Discharges	29	13	123% ▲
Service Hours	824	862	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	37%	35%	43%	2%

### Service Utilization

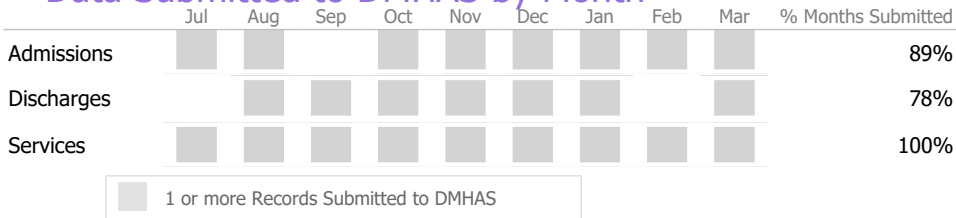
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	96%	10%

### 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	39	31	26% ▲
Admits	15	13	15% ▲
Discharges	10	8	25% ▲
Service Hours	8,265	7,804	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	64%
On-Time Periodic		
6 Month Updates	100%	90%
Co-occurring		
MH Screen Complete	93%	29%
SA Screen Complete	93%	30%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	97%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	60%	65%	54%	-5%
No Re-admit within 30 Days of Discharge		9	90%	85%	90%	5%
Follow-up within 30 Days of Discharge		3	50%	90%	55%	-40%

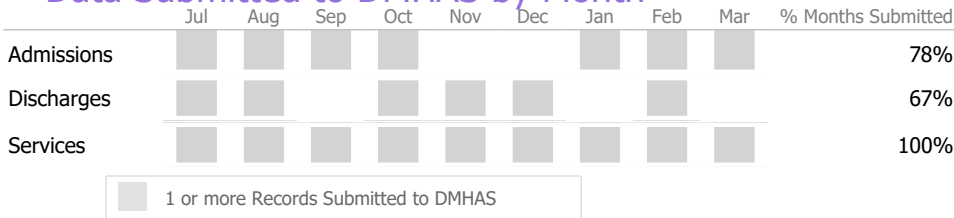
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		34	87%	60%	89%	27% ▲
Social Support		29	74%	60%	78%	14% ▲
Employed		9	23%	15%	14%	8%
Improved/Maintained Axis V GAF Score		25	78%	85%	58%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

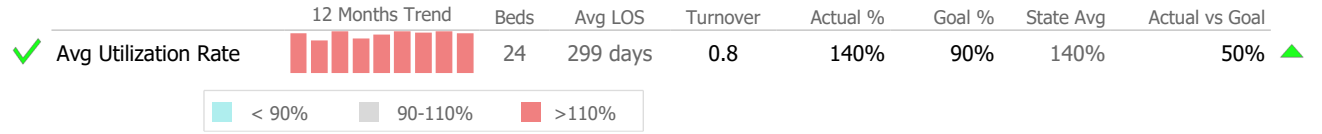
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

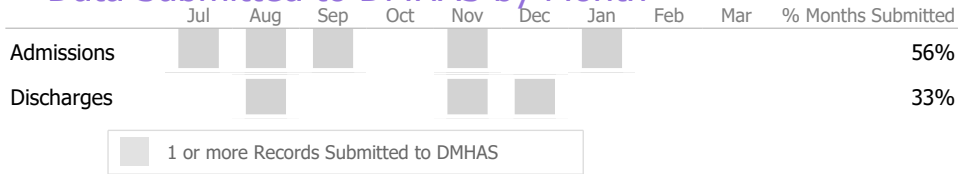
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	7	9	-22% ▼
Discharges	5	10	-50% ▼
Bed Days	9,248	8,744	6%

### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 1 Active Other Programs