

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,778	2,794	-1%
	Admits	2,024	2,390	-15% ▼
	Discharges	2,047	2,166	-5%
	Service Hours	75,858	93,933	-19% ▼
	Bed Days	24,494	24,892	-2%
	S.Rehab/PHP/IOP	8,031	8,024	0%

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

Consumer Satisfaction Survey

(Based on 995 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Access		91%	80%	88%
✓ Recovery		82%	80%	79%
✓ Outcome		82%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,474	38.5%
	Crisis Services	412	10.8%
	Social Rehabilitation	260	6.8%
	Case Management	191	5.0%
	Community Support	166	4.3%
	Employment Services	163	4.3%
	ACT	162	4.2%
	Residential Services	76	2.0%
Forensic MH	Forensics Community-based	412	10.8%
	Outpatient	348	9.1%
	Case Management	6	0.2%
Addiction	Medication Assisted Treatment	105	2.7%
	Outpatient	51	1.3%

Client Demographics

Age	#	%	State Avg
18-25	396	15%	11%
26-34	583	21%	23%
35-44	573	21%	22%
45-54	520	19%	20%
55-64	509	19%	18%
65+	147	5%	6%

Gender	#	%	State Avg
Female	1,389	50%	40%
Male	1,388	50%	60%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,560	56%	62%
Other	701	25%	▲ 13%
Black/African American	380	14%	17%
Unknown	108	4%	6%
Asian	11	0%	1%
Am. Indian/Native Alaskan	9	0%	1%
Multiple Races	5	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	178	-24% ▼
Admits	43	106	-59% ▼
Discharges	89	91	-2%
Service Hours	2,701	4,153	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	84%
On-Time Periodic		
6 Month Updates	100%	56%
Co-occurring		
MH Screen Complete	96%	61%
SA Screen Complete	96%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		31	35%	50%	39%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		119	85%	60%	64%	25% ▲
Employed		43	31%	30%	25%	1%
Stable Living Situation		130	93%	95%	81%	-2%
Improved/Maintained Axis V GAF Score		96	71%	75%	55%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		33	79%	75%	74%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■				75%
Discharges	■	■	■	■	■	■	■	■	■		■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,205	936	29% ▲
Admits	663	401	65% ▲
Discharges	553	372	49% ▲
Service Hours	16,616	16,826	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	84%
On-Time Periodic		
6 Month Updates	100%	56%
Co-occurring		
MH Screen Complete	98%	61%
SA Screen Complete	98%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		150	27%	50%	39%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,041	84%	60%	64%	24% ▲
Stable Living Situation		1,130	91%	95%	81%	-4%
Improved/Maintained Axis V GAF Score		773	73%	75%	55%	-2%
Employed		227	18%	30%	25%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		691	99%	90%	85%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		614	95%	75%	74%	20% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services		■	■	■	■	■	■	■	■	■	■	■	92%

■ 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	82	84	-2%
Admits	9	20	-55% ▼
Discharges	15	11	36% ▲
Service Hours	7,058	8,274	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	67%
On-Time Periodic		
6 Month Updates	100%	91%
Co-occurring		
MH Screen Complete	100%	39%
SA Screen Complete	100%	40%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	65%	53%	-18% ▼
No Re-admit within 30 Days of Discharge		13	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		4	57%	90%	54%	-33% ▼

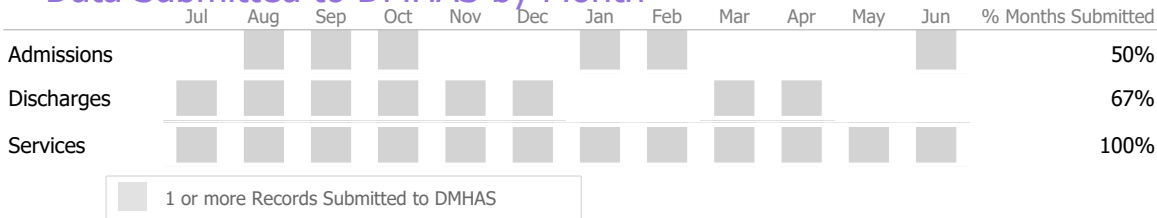
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		81	99%	60%	90%	39% ▲
Social Support		76	93%	60%	79%	33% ▲
Employed		5	6%	15%	13%	-9%
Improved/Maintained Axis V GAF Score		52	67%	85%	58%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	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	124	141	-12% ▼
Admits	100	141	-29% ▼
Discharges	120	121	-1%
Service Hours	721	741	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	84%
On-Time Periodic		
6 Month Updates	100%	56%
Co-occurring		
MH Screen Complete	97%	61%
SA Screen Complete	95%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		83	69%	50%	39%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		138	99%	60%	64%	39% ▲
✓ Improved/Maintained Axis V GAF Score		110	84%	75%	55%	9%
● Stable Living Situation		116	83%	95%	81%	-12% ▼
● Employed		8	6%	30%	25%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	90%	90%	85%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		68	74%	75%	74%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
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	47	66	-29% ▼
Admits	21	41	-49% ▼
Discharges	22	40	-45% ▼
Service Hours	203	329	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	50%	50%	39%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		49	100%	60%	64%	40% ▲
● Stable Living Situation		44	90%	95%	81%	-5%
● Employed		1	2%	30%	25%	-28% ▼

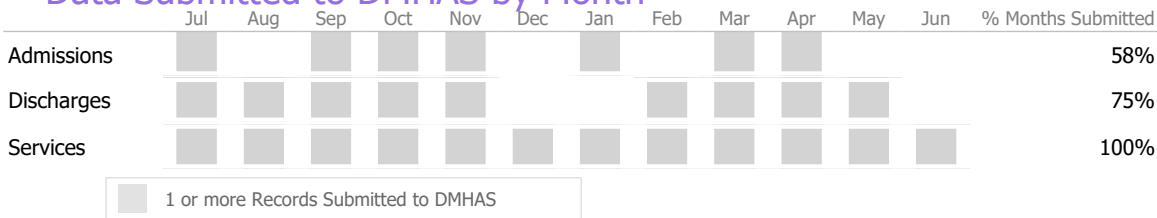
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	85%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		4	20%	75%	74%	-55% ▼

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	81	94	-14% ▼
Admits	15	26	-42% ▼
Discharges	19	29	-34% ▼
Service Hours	7,661	8,764	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	67%
On-Time Periodic		
6 Month Updates	100%	91%
Co-occurring		
MH Screen Complete	93%	39%
SA Screen Complete	73%	40%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	47%	65%	53%	-18% ▼
No Re-admit within 30 Days of Discharge		15	79%	85%	91%	-6%
Follow-up within 30 Days of Discharge		2	22%	90%	54%	-68% ▼

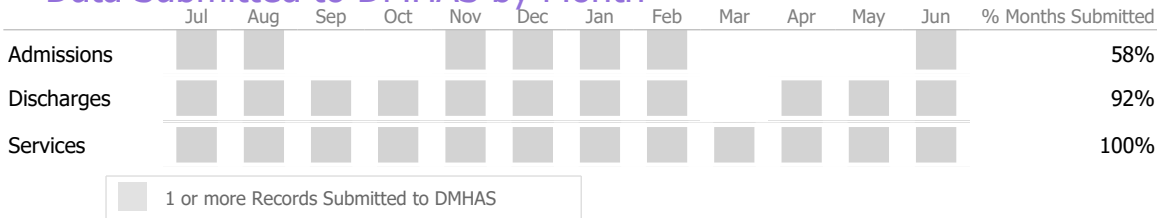
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		77	94%	60%	90%	34% ▲
Social Support		73	89%	60%	79%	29% ▲
Employed		12	15%	15%	13%	0%
Improved/Maintained Axis V GAF Score		46	61%	85%	58%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		63	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	10	14	-29% ▼
Admits	4	3	33% ▲
Discharges	3	8	-63% ▼
Bed Days	2,237	3,010	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	52%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	64%
SA Screen Complete	100%	59%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	60%	72%	-27% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	82%	10% ▲

Recovery

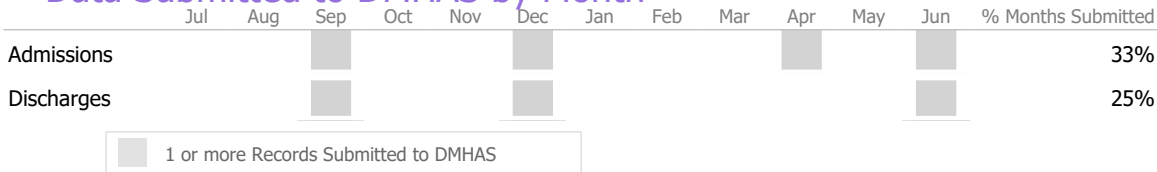
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	100%	60%	86%	40% ▲
Stable Living Situation		10	100%	95%	94%	5%
Employed		2	20%	25%	9%	-5%
Improved/Maintained Axis V GAF Score		3	38%	95%	64%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	532 days	0.4	51%	90%	97%	-39% ▼

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 80 Active Supervised Apartments Programs

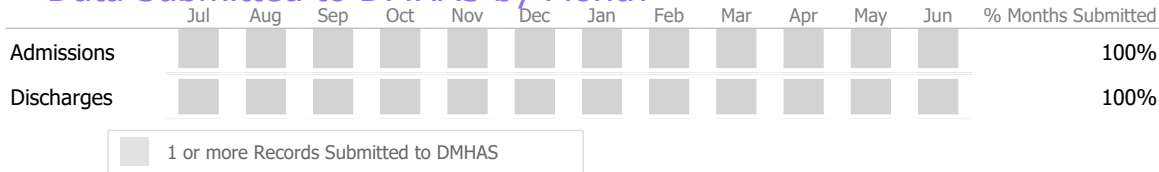
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	386	485	-20% ▼
Admits	426	580	-27% ▼
Discharges	422	570	-26% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		163	94%	75%	75%	19% ▲
✓ Community Location Evaluation		169	97%	80%	93%	17% ▲
✓ Follow-up Service within 48 hours		76	99%	90%	89%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	10	-40% ▼
Admits	-	8	-100% ▼
Discharges	-	5	-100% ▼
Service Hours	350	292	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic		
6 Month Updates	100%	96%
Co-occurring		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	86%
Valid Axis V GAF Score	100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	27%	N/A

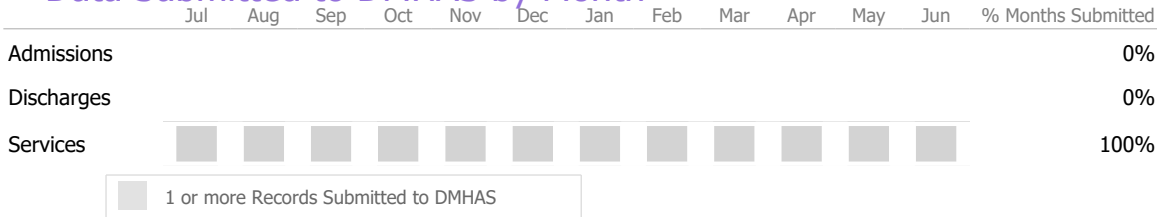
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	63%	23% ▲
✓ Stable Living Situation		6	100%	80%	80%	20% ▲
● Employed		1	17%	20%	6%	-3%
● Self Help		0	0%	60%	83%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	100%	10%

Data Submitted to DMHAS by Month



▲ > 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	32	32	0%
Admits	29	30	-3%
Discharges	33	26	27% ▲
Bed Days	1,992	1,226	62% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		31	94%	85%	89%	9%
● Follow-up within 30 Days of Discharge		21	84%	90%	81%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	83 days	0.1	136%	90%	67%	46% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	190	-13% ▼
Admits	25	48	-48% ▼
Discharges	48	49	-2%
Service Hours	6,573	8,708	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	40%
SA Screen Complete	92%	36%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	62%	65%	62%	-3%

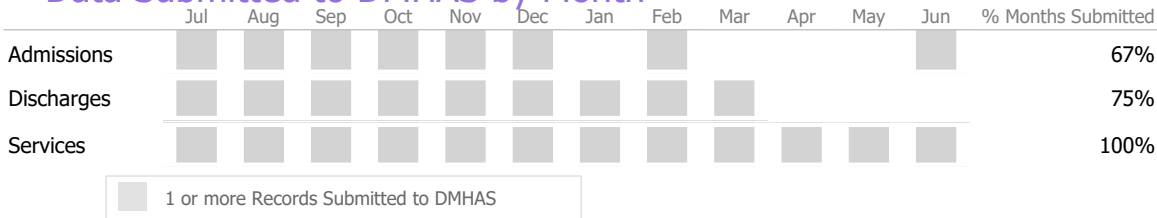
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		138	83%	60%	81%	23% ▲
Stable Living Situation		157	95%	80%	87%	15% ▲
Improved/Maintained Axis V GAF Score		98	60%	65%	66%	-5%
Employed		12	7%	20%	13%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		115	97%	90%	99%	7%

Data Submitted to DMHAS by Month



▲ > 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	163	182	-10% ▼
Admits	86	102	-16% ▼
Discharges	80	106	-25% ▼
Service Hours	3,349	4,382	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		54	33%	35%	43%	-2%

Service Utilization

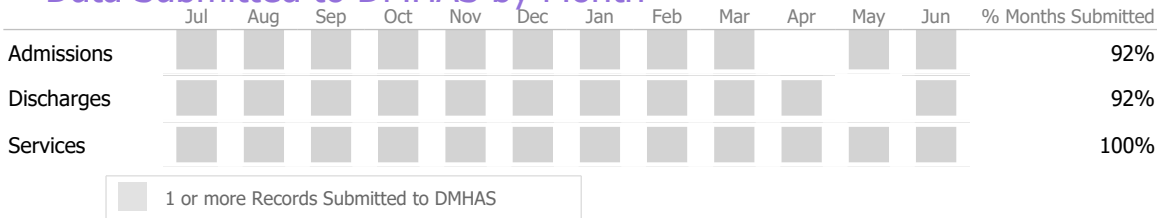
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		86	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		83%

On-Time Periodic	Actual	State Avg
6 Month Updates		89%

Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 42 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	6	3	100% ▲
Discharges	5	4	25% ▲
Bed Days	2,410	2,394	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	76%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	80%	83%	0%
● No Re-admit within 30 Days of Discharge		3	60%	85%	82%	-25% ▼
● Follow-up within 30 Days of Discharge		3	75%	90%	79%	-15% ▼

Recovery

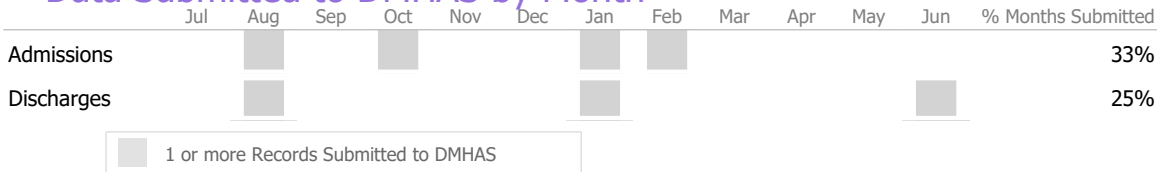
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	100%	60%	88%	40% ▲
✓ Stable Living Situation		12	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		2	22%	95%	74%	-73% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	751 days	0.3	82%	90%	94%	-8%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	71	213	-67% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	20%
Co-occurring		
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	48%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		6	100%	75%	82%	25% ▲
Abstinence/Reduced Drug Use		4	67%	55%	53%	12% ▲
Stable Living Situation		6	100%	95%	81%	5%
Employed		3	50%	50%	40%	0%
Self Help		1	17%	60%	27%	-43% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	56%	-75% ▼

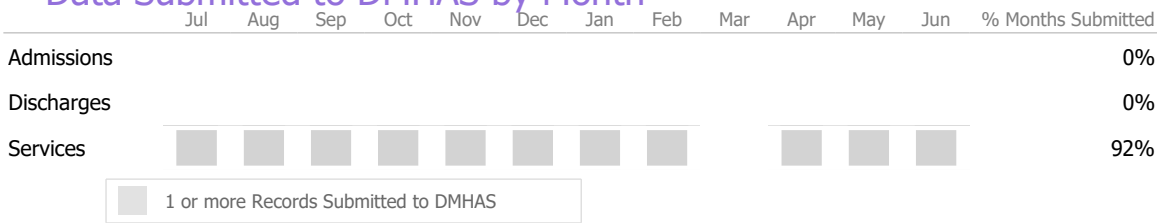
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	62%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	66%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	5	4	25% ▲
Discharges	4	5	-20% ▼
Bed Days	4,242	4,186	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	52%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	100%	64%
SA Screen Complete	100%	59%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		2	50%	90%	82%	-40% ▼

Recovery

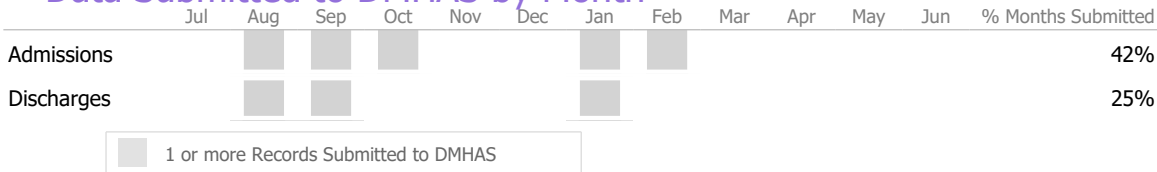
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	100%	60%	86%	40% ▲
Stable Living Situation		16	100%	95%	94%	5%
Employed		2	12%	25%	9%	-13% ▼
Improved/Maintained Axis V GAF Score		8	57%	95%	64%	-38% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	799 days	0.2	97%	90%	97%	7%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

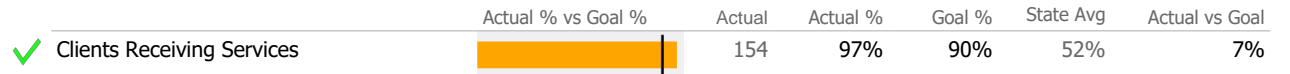
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 80 Active Supervised Apartments Programs

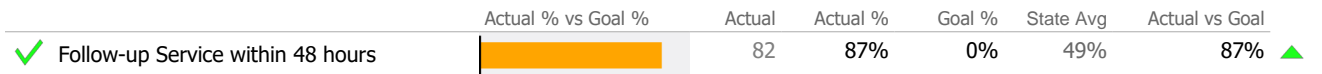
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	328	354	-7%
Admits	201	274	-27% ▼
Discharges	183	224	-18% ▼
Service Hours	1,648	2,340	-30% ▼

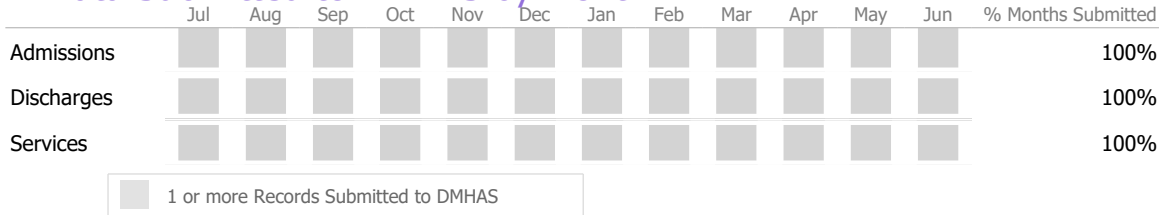
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

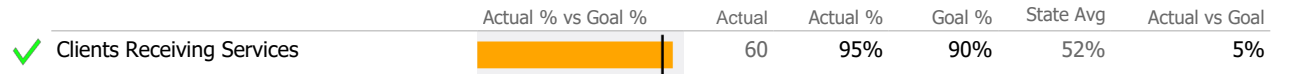
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

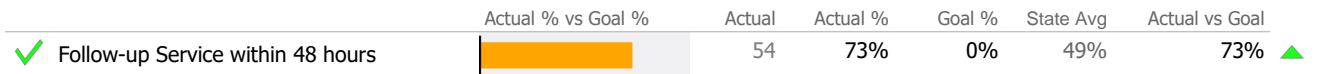
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	130	-9%
Admits	81	100	-19% ▼
Discharges	63	101	-38% ▼
Service Hours	1,928	2,760	-30% ▼

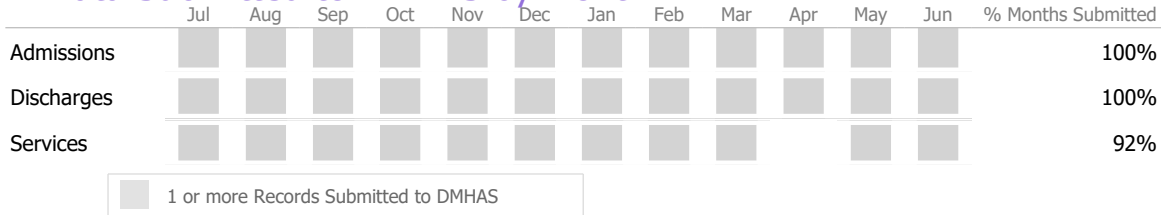
Service Utilization



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	348	366	-5%
Admits	151	211	-28% ▼
Discharges	174	171	2%
Service Hours	6,268	7,555	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	99%
Co-occurring	Actual	State Avg
MH Screen Complete	86%	87%
SA Screen Complete	86%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		253	69%	60%	71%	9%
Employed		85	23%	30%	22%	-7%
Stable Living Situation		305	84%	95%	83%	-11% ▼
Improved/Maintained Axis V GAF Score		204	65%	75%	62%	-10%
Self Help		15	4%	60%	18%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		190	99%	90%	99%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		124	85%	75%	86%	10%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	45	0%
Admits	15	8	88% ▲
Discharges	10	16	-38% ▼
Service Hours	1,078	1,306	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	90%
Valid TEDS Data	99%	89%
On-Time Periodic		
6 Month Updates	100%	20%
Co-occurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	10%	50%	48%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		34	76%	55%	53%	21% ▲
Not Arrested		42	93%	75%	82%	18% ▲
Stable Living Situation		42	93%	95%	81%	-2%
Improved/Maintained Axis V GAF Score		28	68%	75%	56%	-7%
Employed		4	9%	50%	40%	-41% ▼
Self Help		0	0%	60%	27%	-60% ▼

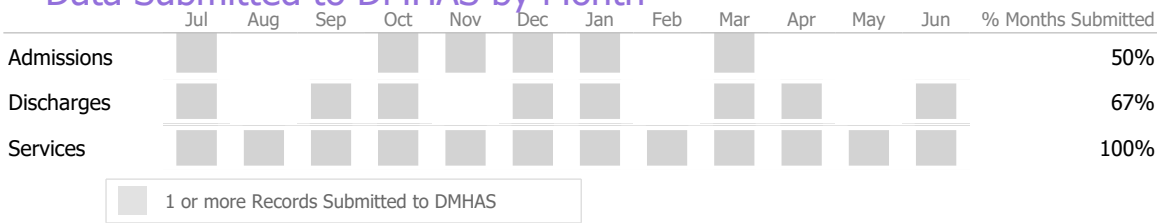
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	100%	90%	62%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	87%	75%	66%	12% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

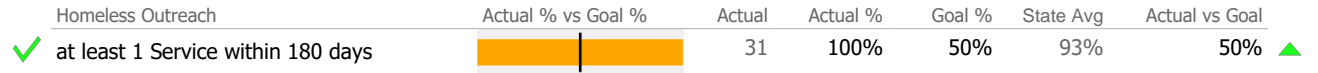
Actual | Goal Goal Met Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

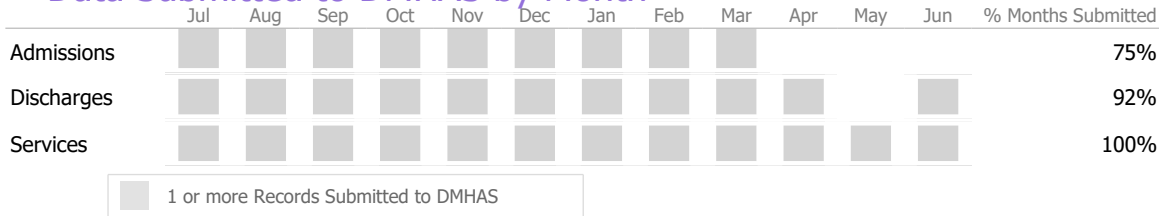
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	120	-11% ▼
Admits	31	71	-56% ▼
Discharges	55	49	12% ▲
Service Hours	3,076	4,819	-36% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 86%
Valid TEDS Data		N/A 98%
On-Time Periodic		
6 Month Updates		N/A 0%
Co-occurring		
MH Screen Complete		N/A 91%
SA Screen Complete		N/A 100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	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%	38%	-55% ▼
Employed		N/A	N/A	50%	28%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
Not Arrested		N/A	N/A	75%	85%	-75% ▼
Self Help		N/A	N/A	60%	22%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	125	-16% ▼
Admits	21	29	-28% ▼
Discharges	30	40	-25% ▼
Service Hours	2,696	4,183	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	100%	35%
Co-occurring		
MH Screen Complete	91%	81%
SA Screen Complete	91%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	30%	50%	48%	-20% ▼

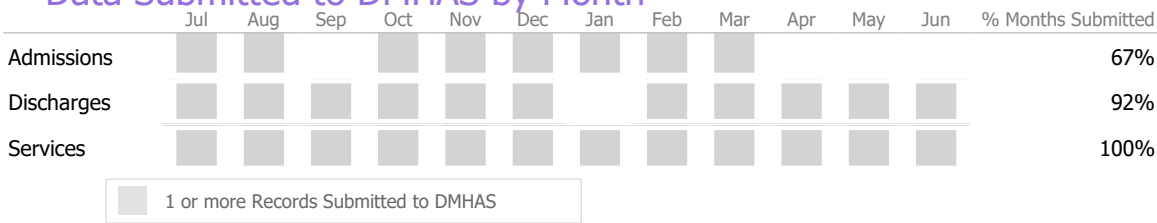
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		95	88%	55%	55%	33% ▲
Not Arrested		101	94%	75%	77%	19% ▲
Improved/Maintained Axis V GAF Score		76	75%	75%	56%	0%
Stable Living Situation		96	89%	95%	78%	-6%
Employed		22	20%	50%	33%	-30% ▼
Self Help		13	12%	60%	26%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		79	100%	90%	47%	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

Next Steps 603551

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	30	-20% ▼
Admits	3	3	0%
Discharges	5	9	-44% ▼
Service Hours	588	904	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	92%	85%	89%	7%

Service Utilization

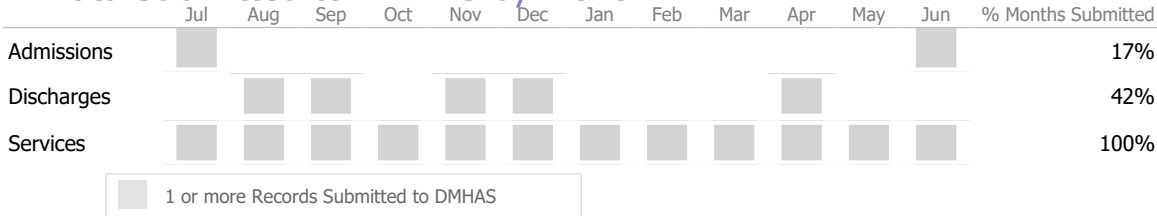
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	97%	10%

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 99 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	3	4	-25% ▼
Discharges	3	2	50% ▲
Bed Days	5,930	5,940	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	94%	75%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	75%	71%	-8%
No Re-admit within 30 Days of Discharge		1	50%	85%	69%	-35% ▼
Follow-up within 30 Days of Discharge		1	50%	90%	69%	-40% ▼

Recovery

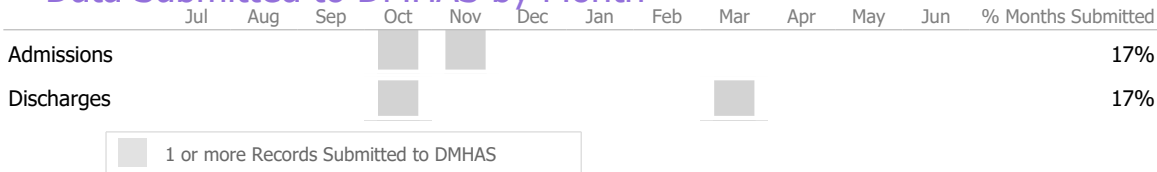
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		11	58%	75%	52%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	1,468 days	0.2	101%	90%	97%	11% ▲

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 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	2,159	2,091	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	75%
Co-occurring		
MH Screen Complete	87%	85%
SA Screen Complete	87%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	75%	71%	25% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	69%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	69%	-90% ▼

Recovery

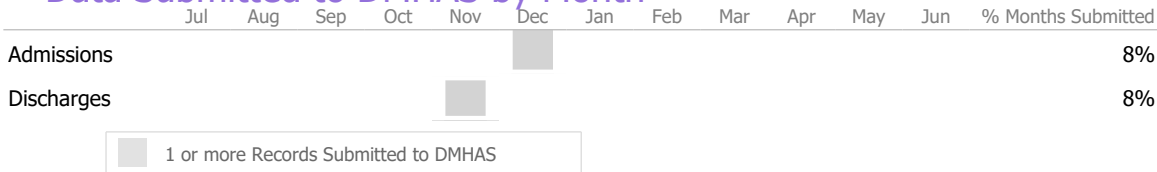
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	29%	75%	52%	-46% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	1,341 days	0.2	98%	90%	97%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under


■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal



* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

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


Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Co-occurring	Actual	State Avg
MH Screen Complete		N/A
SA Screen Complete		N/A

Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	6	13	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	100%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	60%	50% ▲

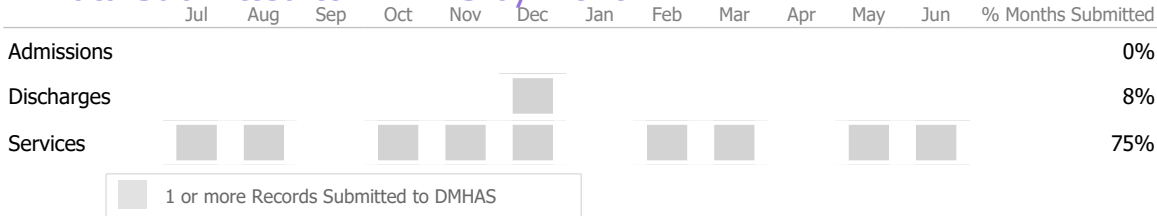
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	80%	78%	20% ▲
● Social Support		2	50%	60%	72%	-10%
● Employed		0	0%	20%	13%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	83%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	90	-10%
Admits	3	24	-88% ▼
Discharges	11	12	-8%
Service Hours	2,607	3,817	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		76	94%	85%	89%	9%

Service Utilization

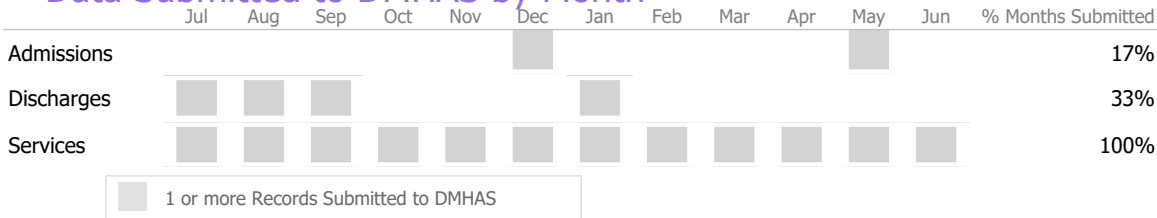
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	99%	90%	97%	9%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	260	261	0%
Admits	75	135	-44% ▼
Discharges	88	85	4%
Social Rehab/PHP/IOP Days	8,031	8,024	0%

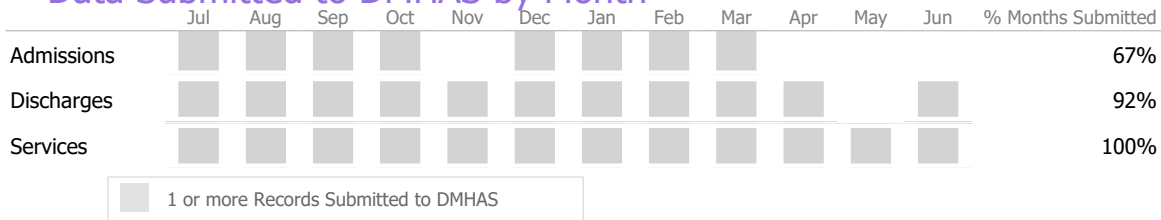
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	171	98%	90%	75%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	33	-27% ▼
Admits	7	16	-56% ▼
Discharges	10	17	-41% ▼
Bed Days	5,524	6,045	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	85%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	75%	71%	25% ▲
● No Re-admit within 30 Days of Discharge		7	70%	85%	69%	-15% ▼
● Follow-up within 30 Days of Discharge		5	50%	90%	69%	-40% ▼

Recovery

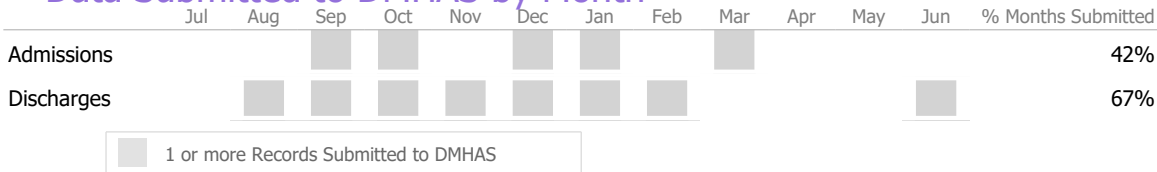
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		9	41%	75%	52%	-34% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		17	617 days	0.2	89%	90%	97%	-1%

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 29 Active MH Intensive Res. Rehabilitation Programs