

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	6,209	6,684	-7%
	Admits	1,434	2,030	-29% ▼
	Discharges	1,647	1,948	-15% ▼
	Service Hours	17,823	21,932	-19% ▼
	Bed Days	38,981	39,179	-1%

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

Consumer Satisfaction Survey

(Based on 588 FY19 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	4,941	77.9%
Addiction			
	Residential Services	315	5.0%
	Outpatient	219	3.5%
	Case Management	114	1.8%
	Recovery Support	36	0.6%
	Medication Assisted Treatment	8	0.1%
Mental Health			
	Outpatient	261	4.1%
	Case Management	254	4.0%
	Residential Services	128	2.0%
Forensic MH			
	Forensics Community-based	46	0.7%
	Residential Services	20	0.3%

Client Demographics

Age	#	%	State Avg
18-25	584	10%	11%
26-34	1,800	32%	23%
35-44	1,250	22%	22%
45-54	968	17%	20%
55-64	804	14%	18%
65+	279	5%	6%

Gender	#	%	State Avg
Male	3,906	67%	60%
Female	1,889	33%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,643	59%	69%
Unknown	1,740	28%	▲ 11%
Hisp-Puerto Rican	350	6%	11%
Hispanic-Other	344	6%	8%
Hispanic-Mexican	123	2%	1%
Hispanic-Cuban	9	0%	0%

Race	#	%	State Avg
White/Caucasian	3,525	57%	62%
Unknown	901	15%	6%
Black/African American	852	14%	17%
Other	792	13%	13%
Multiple Races	50	1%	1%
Asian	45	1%	1%
Am. Indian/Native Alaskan	35	1%	1%
Hawaiian/Other Pacific Islander	9	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	22	-45% ▼
Admits	6	15	-60% ▼
Discharges	13	16	-19% ▼
Service Hours	21	45	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	90%
Valid TEDS Data	100%	89%
On-Time Periodic		
6 Month Updates	N/A	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	75%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	23%	50%	48%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		12	92%	55%	53%	37% ▲
Not Arrested		13	100%	75%	82%	25% ▲
Employed		6	46%	50%	40%	-4%
Self Help		5	38%	60%	27%	-22% ▼
Improved/Maintained Axis V GAF Score		6	46%	75%	56%	-29% ▼
Stable Living Situation		9	69%	95%	81%	-26% ▼

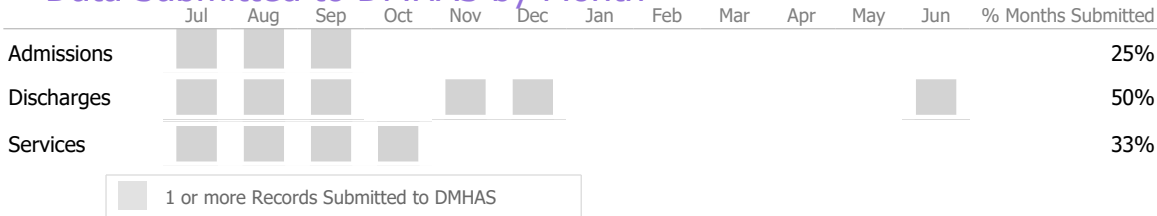
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	62%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	50%	75%	66%	-25% ▼

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	58	68	-15% ▼
Admits	2	22	-91% ▼
Discharges	43	15	187% ▲
Service Hours	247	1,532	-84% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
Valid TEDS Data	57%	42%
On-Time Periodic		
6 Month Updates	0%	71%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	92%
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		25	58%	75%	59%	-17% ▼

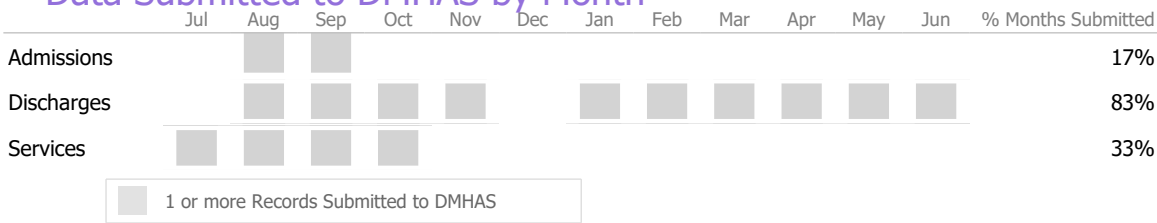
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	100%	90%	96%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	78%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	42	-31% ▼
Admits	2	20	-90% ▼
Discharges	29	17	71% ▲
Service Hours	127	683	-81% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	95%
Valid TEDS Data	52%	42%
On-Time Periodic		
6 Month Updates	100%	71%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	97%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	72%	75%	59%	-3%

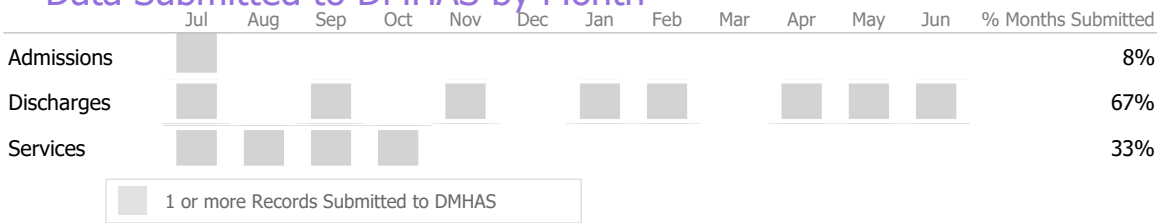
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	96%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	100%	75%	78%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	1	1	0%
Discharges	1	2	-50% ▼
Bed Days	3,178	3,293	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	89%
Co-occurring		
MH Screen Complete	100%	76%
SA Screen Complete	100%	86%
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		1	100%	80%	83%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	82%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%

Recovery

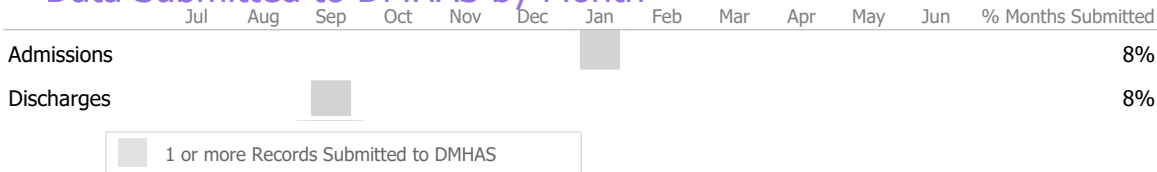
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	90%	60%	88%	30% ▲
✓ Stable Living Situation		10	100%	90%	99%	10%
○ Improved/Maintained Axis V GAF Score		7	78%	95%	74%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	1,226 days	0.2	109%	90%	94%	19% ▲

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

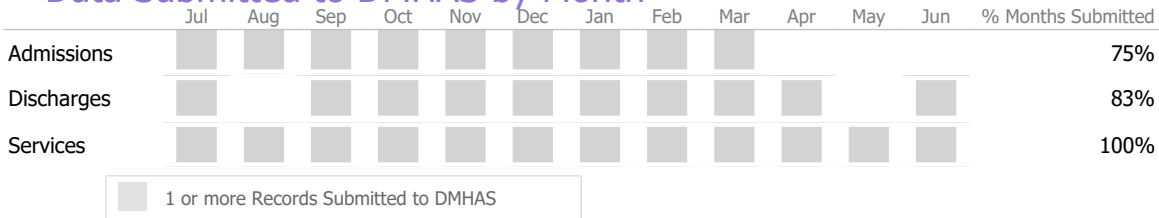
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	62	-26% ▼
Admits	26	41	-37% ▼
Discharges	26	41	-37% ▼
Service Hours	5,141	4,836	6%

Data Submission Quality

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

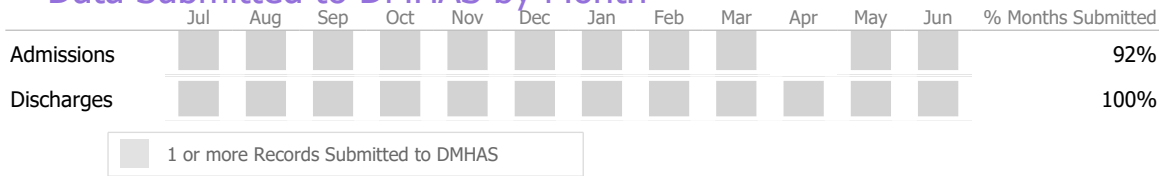
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Day Reporting Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	113	-5%
Admits	92	101	-9%
Discharges	97	100	-3%
Bed Days	9,996	10,057	-1%

Data Submitted to DMHAS by Month



* State Avg based on 4 Active Shelter Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	22	0%
Admits	4	10	-60% ▼
Discharges	4	4	0%
Service Hours	196	151	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	86%	85%	89%	1%

Service Utilization

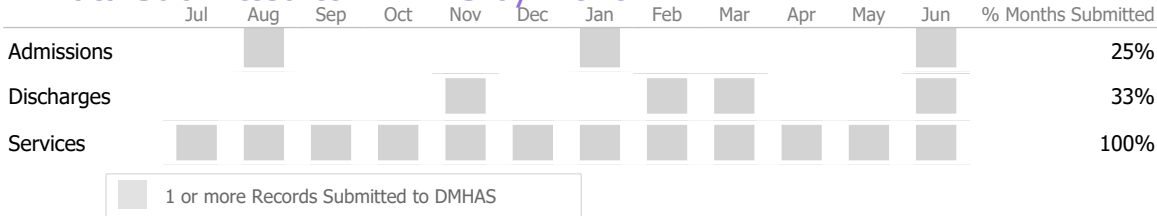
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	94%	90%	97%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	128	-39% ▼
Admits	29	125	-77% ▼
Discharges	72	78	-8%
Service Hours	234	594	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Valid TEDS Data	86%	89%
On-Time Periodic		
6 Month Updates	0%	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	76%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		35	49%	50%	48%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		76	96%	75%	82%	21% ▲
Abstinence/Reduced Drug Use		51	65%	55%	53%	10%
Employed		42	53%	50%	40%	3%
Stable Living Situation		68	86%	95%	81%	-9%
Self Help		30	38%	60%	27%	-22% ▼
Improved/Maintained Axis V GAF Score		19	24%	75%	56%	-51% ▼

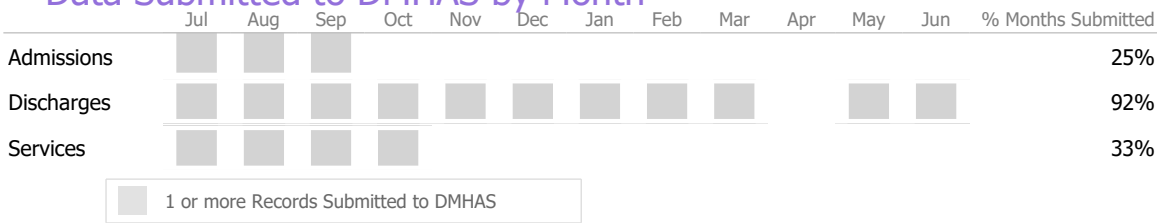
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	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		28	97%	75%	66%	22% ▲

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	35	26	35% ▲
Admits	27	19	42% ▲
Discharges	28	19	47% ▲
Bed Days	2,786	2,711	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
Valid TEDS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	13%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	86%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	64%	70%	76%	-6%
No Re-admit within 30 Days of Discharge		28	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		12	67%	90%	71%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		24	83%	95%	88%	-12% ▼
Abstinence/Reduced Drug Use		10	29%	70%	73%	-41% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	138 days	0.1	95%	90%	93%	5%

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

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	1	-	
Service Hours	116	131	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	91%	15% ▲

Service Utilization

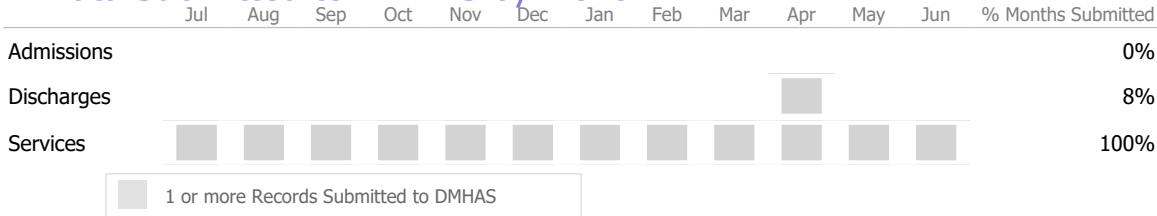
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		87%

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	45	38	18% ▲
Admits	26	20	30% ▲
Discharges	25	19	32% ▲
Service Hours	194	205	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	54%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	12%	50%	60%	-38% ▼

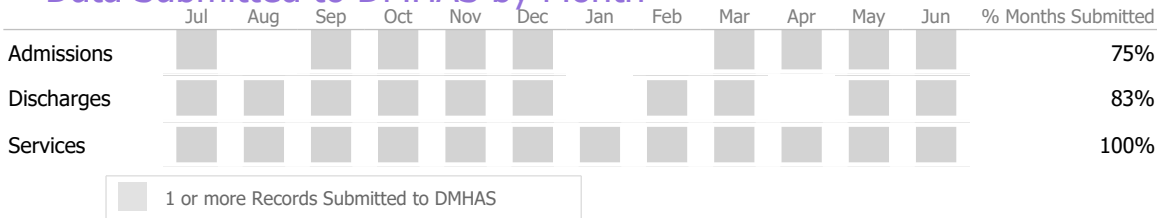
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		42	93%	60%	72%	33% ▲
Employed		14	31%	20%	13%	11% ▲
Stable Living Situation		33	73%	80%	78%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	100%	90%	83%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
Valid TEDS Data	N/A	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	10	10	0%
Admits	2	2	0%
Discharges	-	2	-100% ▼
Service Hours	106	176	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	91%	15% ▲

Service Utilization

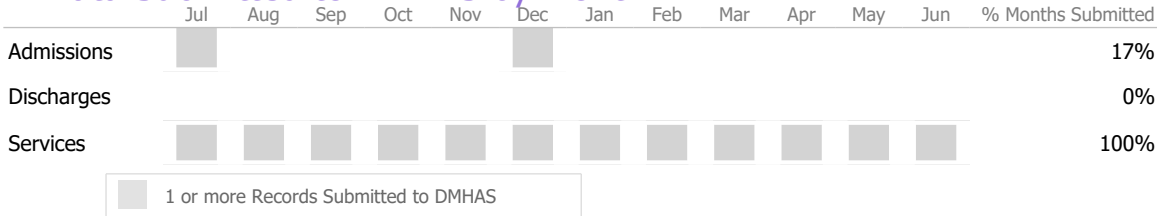
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	23	22% ▲
Admits	7	1	600% ▲
Discharges	4	2	100% ▲
Service Hours	550	514	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	89%	85%	89%	4%

Service Utilization

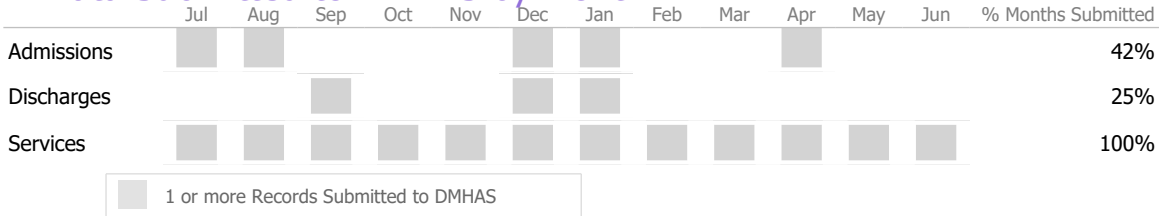
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	97%	10%

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	16	19	-16% ▼
Admits	1	3	-67% ▼
Discharges	1	4	-75% ▼
Service Hours	191	442	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		7	44%	85%	91%	-41% ▼

Service Utilization

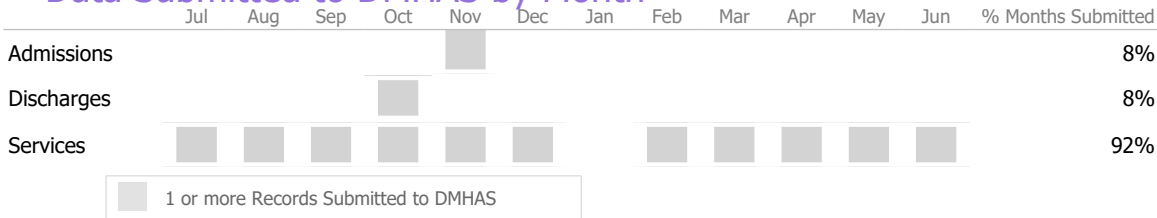
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

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	30	25	20% ▲
Admits	26	18	44% ▲
Discharges	24	20	20% ▲
Bed Days	2,620	2,567	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
Valid TEDS Data	99%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	13%

Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	70%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	92%	70%	76%	22% ▲
✓ No Re-admit within 30 Days of Discharge		21	88%	85%	92%	3%
● Follow-up within 30 Days of Discharge		17	77%	90%	71%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		22	71%	70%	73%	1%
● Improved/Maintained Axis V GAF Score		13	54%	95%	88%	-41% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	134 days	0.2	89%	90%	93%	-1%

Legend: ■ < 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	■	■	■		■	■	■	■	■			■	75%
Discharges	■	■	■	■	■	■	■	■	■			■	83%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	298	504	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	89%	5%

Service Utilization

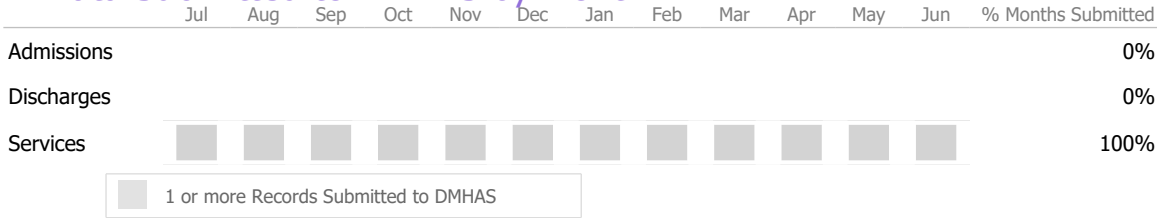
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

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	54	58	-7%
Admits	16	31	-48% ▼
Discharges	15	19	-21% ▼
Service Hours	4,135	5,431	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	97%	98%
Co-occurring		
MH Screen Complete	94%	91%
SA Screen Complete	94%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	94%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	50%	76%	-3%

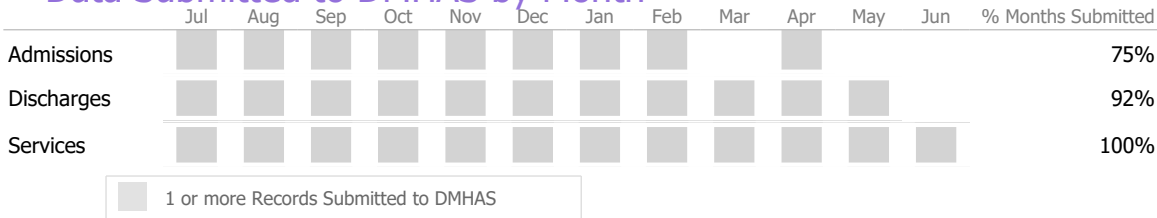
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		37	67%	60%	83%	7%
Stable Living Situation		51	93%	85%	98%	8%
Improved/Maintained Axis V GAF Score		47	94%	95%	61%	-1%
Employed		6	11%	25%	10%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	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	261	343	-24% ▼
Admits	94	302	-69% ▼
Discharges	267	197	36% ▲
Service Hours	786	1,859	-58% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	84%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		62	23%	50%	39%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		169	63%	60%	64%	3%
Employed		79	29%	30%	25%	-1%
Stable Living Situation		192	72%	95%	81%	-23% ▼
Improved/Maintained Axis V GAF Score		91	34%	75%	55%	-41% ▼

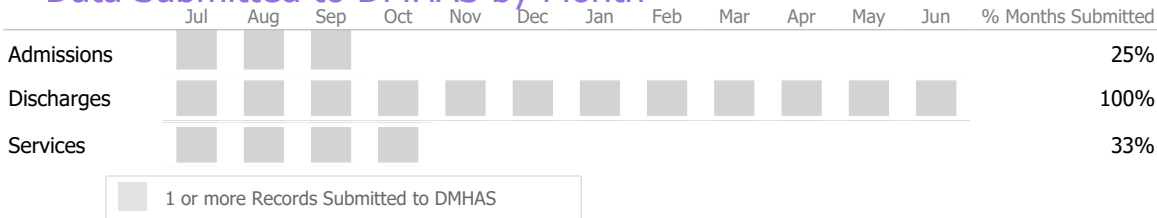
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	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		80	85%	75%	74%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

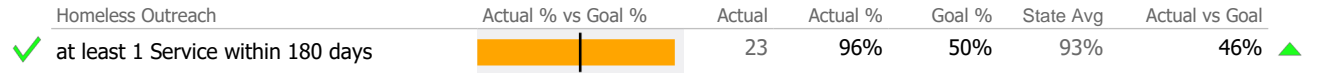
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs

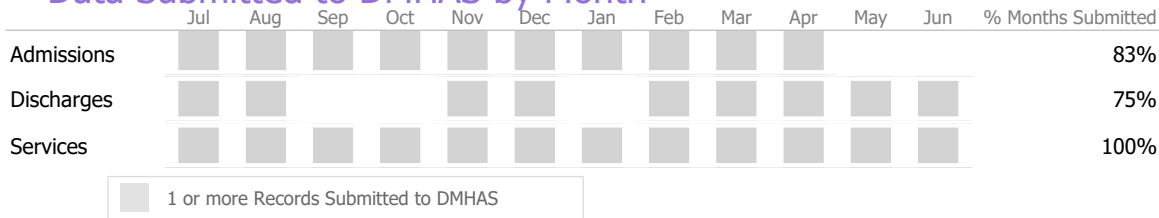
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	77	-25% ▼
Admits	25	46	-46% ▼
Discharges	38	43	-12% ▼
Service Hours	1,116	806	39% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	16	-13% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	5,124	5,192	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	75%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	85%
SA Screen Complete	N/A	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		N/A	N/A	75%	71%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		8	57%	75%	52%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	1,745 days	0.3	93%	90%	97%	3%

■ < 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													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 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	13	17	-24% ▼
Admits	1	7	-86% ▼
Discharges	2	5	-60% ▼
Bed Days	4,265	3,800	12% ▲

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	50%	60%	72%	-10% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	82%	10% ▲

Recovery

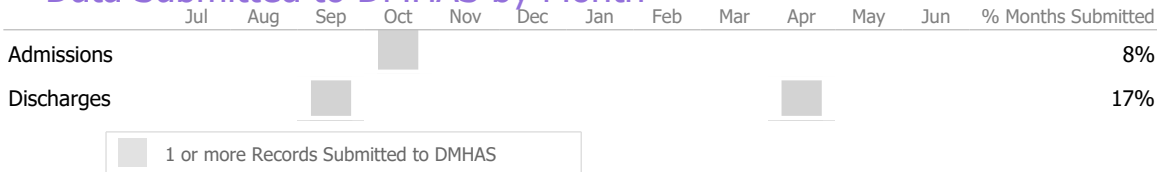
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	85%	60%	86%	25% ▲
Stable Living Situation		13	100%	95%	94%	5%
Improved/Maintained Axis V GAF Score		11	85%	95%	64%	-10%
Employed		1	8%	25%	9%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	853 days	0.3	97%	90%	97%	7%

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	38	45	-16% ▼
Admits	6	9	-33% ▼
Discharges	9	13	-31% ▼
Service Hours	1,840	1,412	30% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
On-Time Periodic		
6 Month Updates	93%	98%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	97%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	76%	-50% ▼

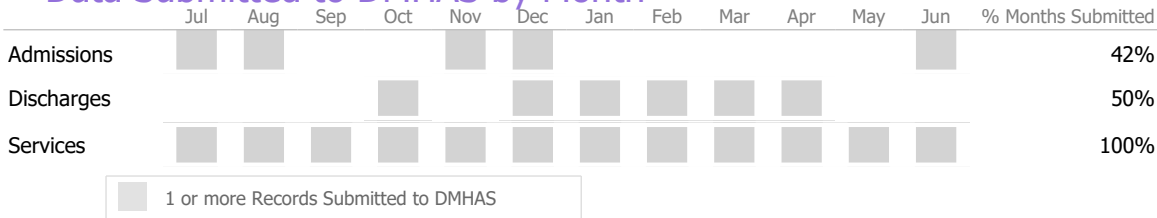
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		37	97%	85%	98%	12% ▲
Social Support		23	61%	60%	83%	1%
Improved/Maintained Axis V GAF Score		33	89%	95%	61%	-6%
Employed		3	8%	25%	10%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	97%	90%	99%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

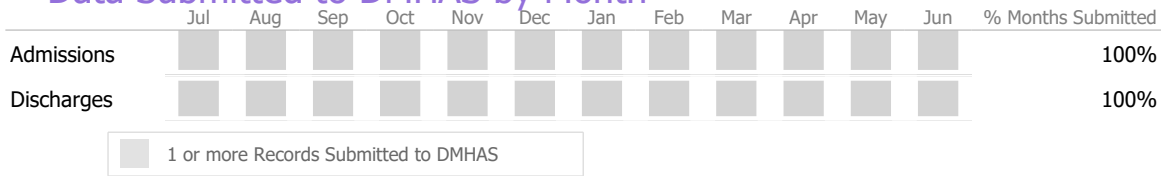
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4,941	5,193	-5%
Admits	726	974	-25% ▼
Discharges	716	982	-27% ▼

Data Submitted to DMHAS by Month

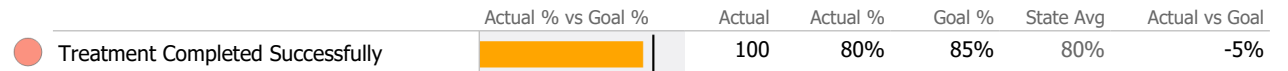


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

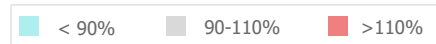
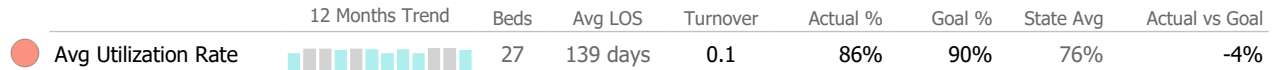
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	157	-8%
Admits	121	138	-12% ▼
Discharges	125	136	-8%
Bed Days	8,531	9,356	-9%

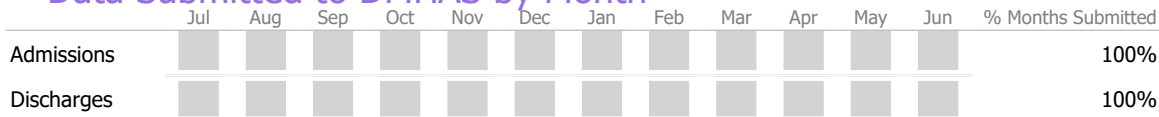
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



█ 1 or more Records Submitted to DMHAS



* State Avg based on 13 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	17	-24% ▼
Admits	-	4	-100% ▼
Discharges	1	4	-75% ▼
Service Hours	174	543	-68% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		10	77%	85%	91%	-8%

Service Utilization

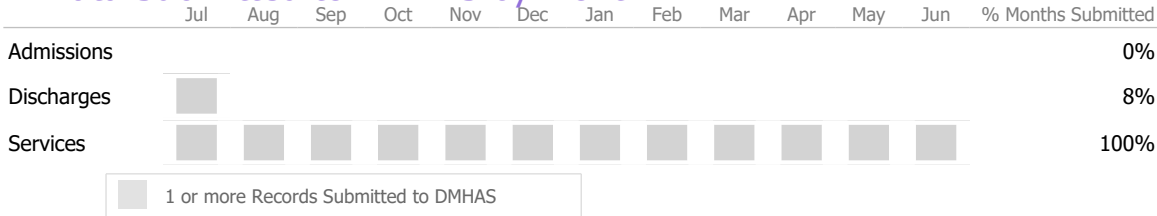
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

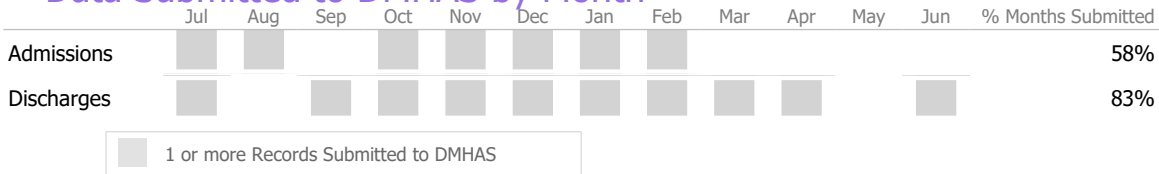
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	25	-20% ▼
Admits	14	22	-36% ▼
Discharges	19	18	6%
Bed Days	2,481	2,203	13% ▲

Data Submission Quality

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Transitional Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	15	-47% ▼
Admits	-	16	-100% ▼
Discharges	8	8	0%
Service Hours	-	45	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	91%
Valid TEDS Data	84%	95%
On-Time Periodic		
6 Month Updates	N/A	35%
Co-occurring		
MH Screen Complete	N/A	81%
SA Screen Complete	N/A	91%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	75%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	25%	50%	48%	-25% ▼

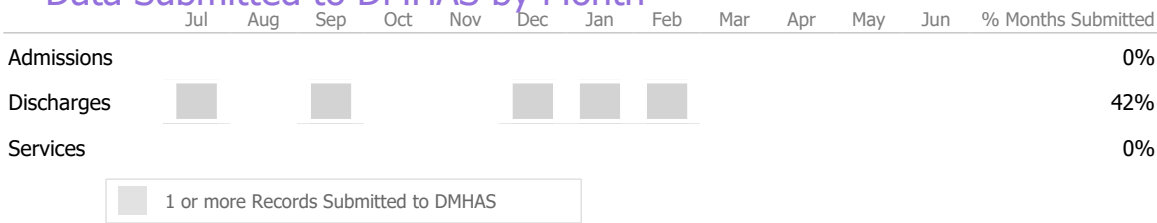
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		7	88%	55%	55%	33% ▲
✓ Not Arrested		8	100%	75%	77%	25% ▲
✓ Improved/Maintained Axis V GAF Score		6	75%	75%	56%	0%
● Employed		3	38%	50%	33%	-12% ▼
● Stable Living Situation		4	50%	95%	78%	-45% ▼
● Self Help		1	12%	60%	26%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	47%	N/A ▼

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	36	35	3%
Admits	8	2	300% ▲
Discharges	4	7	-43% ▼
Service Hours	1,312	1,022	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		35	97%	85%	91%	12% ▲

Service Utilization

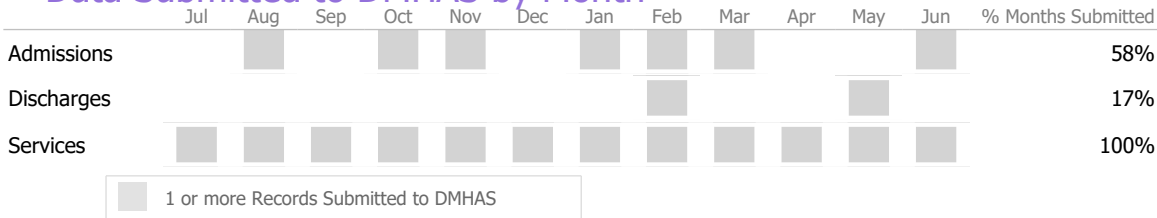
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	12	-17% ▼
Admits	-	2	-100% ▼
Discharges	1	2	-50% ▼
Service Hours	370	345	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	91%	5%

Service Utilization

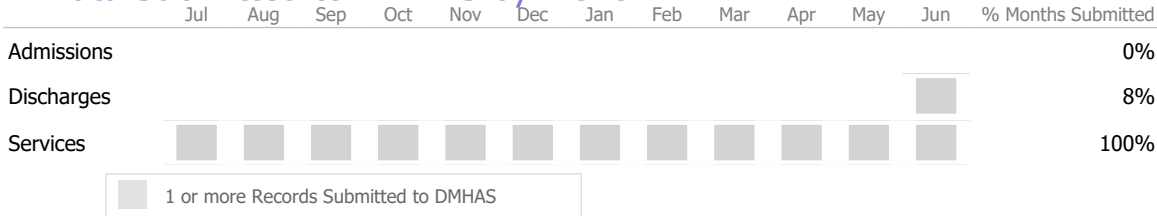
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

Women's REACH Program

Connection Inc.

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

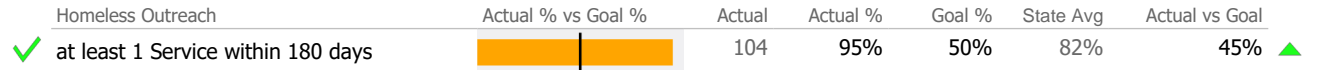
Program Quality Dashboard

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

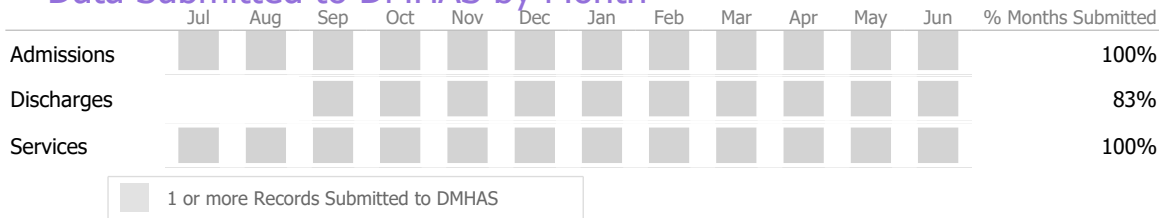
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	4	2750% ▲
Admits	112	4	2700% ▲
Discharges	43	-	
Service Hours	534	29	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Outreach & Engagement Programs

Women's Recovery Supports 069444

Connection Inc.

Addiction - Recovery Support - Other

Connecticut Dept of Mental Health and Addiction Services

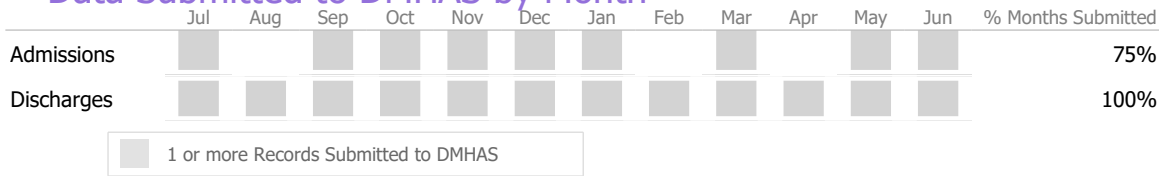
Program Quality Dashboard

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	41	-12% ▼
Admits	18	24	-25% ▼
Discharges	26	24	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Other Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
Valid TEDS Data	N/A	94%
On-Time Periodic		
6 Month Updates	N/A	2%
Co-occurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	64%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	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%	65%	-55% ▼
Employed		N/A	N/A	50%	27%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	77%	-75% ▼
Not Arrested		N/A	N/A	75%	79%	-75% ▼
Self Help		N/A	N/A	60%	35%	-60% ▼
Stable Living Situation		N/A	N/A	95%	88%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	70%	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 56 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	33	27% ▲
Admits	42	2	2000% ▲
Discharges	5	33	-85% ▼
Service Hours	134	108	24% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	90%
Valid TEDS Data	64%	89%
On-Time Periodic		
6 Month Updates	0%	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	40%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	50%	48%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		41	98%	75%	82%	23% ▲
Stable Living Situation		40	95%	95%	81%	0%
Employed		17	40%	50%	40%	-10%
Abstinence/Reduced Drug Use		18	43%	55%	53%	-12% ▼
Self Help		15	36%	60%	27%	-24% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	56%	-75% ▼

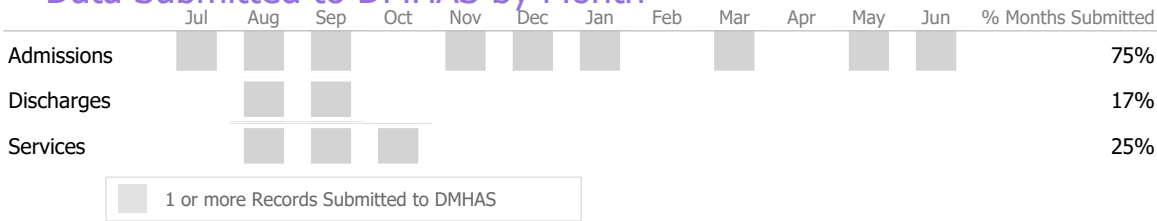
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	76%	90%	62%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		31	74%	75%	66%	-1%

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