

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,769	3,796	-1%
	Admits	4,331	4,618	-6%
	Discharges	3,846	4,478	-14% ▼
	Service Hours	31,664	41,699	-24% ▼
	Bed Days	52,858	42,962	23% ▲
	S.Rehab/PHP/IOP	2,715	4,219	-36% ▼

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

### Consumer Satisfaction Survey

(Based on 687 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ Respect		89%	80%	91%
✓ General Satisfaction		87%	80%	92%
✓ Access		85%	80%	88%
● Outcome		78%	80%	83%
● Recovery		77%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Residential Services	1,586	31.2%
	Outpatient	679	13.3%
	Case Management	275	5.4%
<b>Mental Health</b>	Outpatient	1,356	26.7%
	Community Support	485	9.5%
	Employment Services	198	3.9%
	Crisis Services	179	3.5%
	Social Rehabilitation	142	2.8%
	Case Management	62	1.2%
	Residential Services	28	0.6%
	ACT	13	0.3%
<b>Forensic MH</b>	Forensics Community-based	74	1.5%
	Residential Services	11	0.2%

### Client Demographics

Age	#	%	State Avg
18-25	365	10%	11%
26-34	921	24%	23%
35-44	811	22%	22%
45-54	815	22%	20%
55-64	674	18%	18%
65+	181	5%	6%

Gender	#	%	State Avg
Male	2,376	63%	60%
Female	1,389	37%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,697	72%	69%
Hispanic-Other	416	11%	8%
Unknown	344	9%	11%
Hisp-Puerto Rican	303	8%	11%
Hispanic-Mexican	9	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	2,766	73% ▲	62%
Black/African American	387	10%	17%
Unknown	288	8%	6%
Other	284	8%	13%
Asian	24	1%	1%
Am. Indian/Native Alaskan	15	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	53	-9%
Admits	4	32	-88% ▼
Discharges	6	9	-33% ▼
Service Hours	143	300	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	15%	20%
Co-occurring	Actual	State Avg
MH Screen Complete	57%	88%
SA Screen Complete	57%	96%
Diagnosis	Actual	State Avg
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		4	67%	50%	48%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		38	79%	55%	53%	24% ▲
✓ Not Arrested		47	98%	75%	82%	23% ▲
● Stable Living Situation		43	90%	95%	81%	-5%
● Self Help		23	48%	60%	27%	-12% ▼
● Improved/Maintained Axis V GAF Score		28	60%	75%	56%	-15% ▼
● Employed		3	6%	50%	40%	-44% ▼

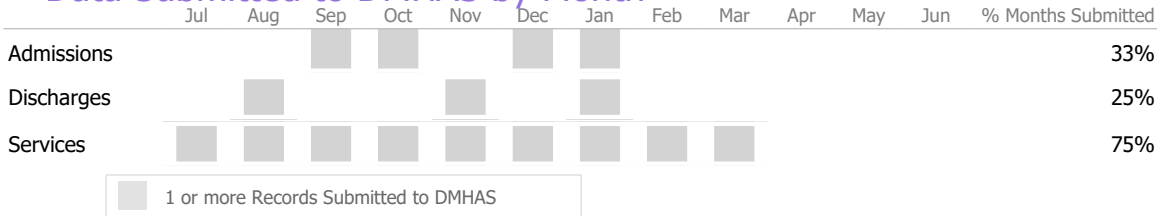
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		26	62%	90%	62%	-28% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	25%	75%	66%	-50% ▼

### 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	1,063	957	11% ▲
Admits	526	472	11% ▲
Discharges	387	435	-11% ▼
Service Hours	10,706	14,941	-28% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	21%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	43%	61%
SA Screen Complete	43%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	78%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		140	36%	50%	39%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		780	67%	60%	64%	7%
Employed		210	18%	30%	25%	-12% ▼
Stable Living Situation		793	68%	95%	81%	-27% ▼
Improved/Maintained Axis V GAF Score		453	46%	75%	55%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		563	73%	90%	85%	-17% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		227	49%	75%	74%	-26% ▼

### 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	179	191	-6%
Admits	52	120	-57% ▼
Discharges	52	72	-28% ▼
Service Hours	1,137	1,310	-13% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	23%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	83%	61%
SA Screen Complete	83%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	97%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		49	94%	50%	39%	44% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		150	82%	60%	64%	22% ▲
Employed		38	21%	30%	25%	-9%
Improved/Maintained Axis V GAF Score		110	66%	75%	55%	-9%
Stable Living Situation		146	79%	95%	81%	-16% ▼

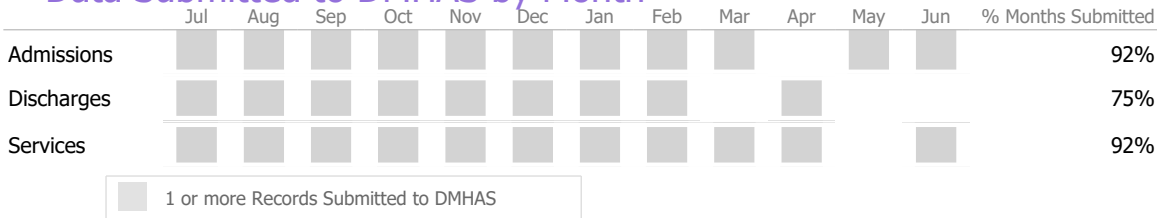
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		124	94%	90%	85%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	43%	75%	74%	-32% ▼

### 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

# BHH CHILDREN Program

Rushford Center

Mental Health - 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

## 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 46 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	7	57% ▲
Admits	8	4	100% ▲
Discharges	6	4	50% ▲
Bed Days	1,275	1,248	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	0%	0%
SA Screen Complete	11%	11%
Diagnosis	Actual	State Avg
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		4	67%	75%	67%	-8%
No Re-admit within 30 Days of Discharge		3	50%	85%	50%	-35% ▼
Follow-up within 30 Days of Discharge		3	75%	90%	75%	-15% ▼

### Recovery

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

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	211 days	0.3	58%	90%	58%	-32% ▼

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 1 Active MH Intensive Res. Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	198	223	-11% ▼
Admits	125	168	-26% ▼
Discharges	119	154	-23% ▼
Service Hours	448	886	-49% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		56	26%	35%	43%	-9%

### Service Utilization

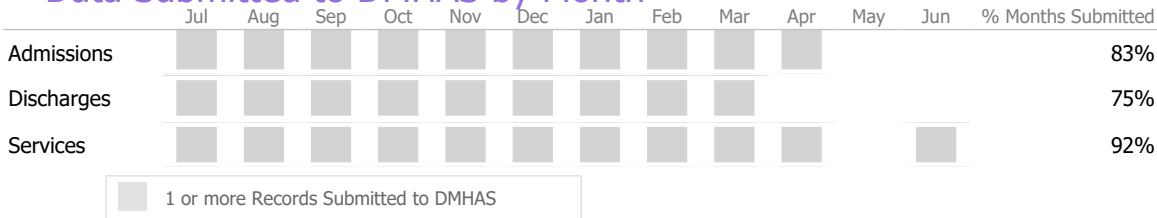
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	53%	90%	96%	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		80% vs 83%

On-Time Periodic	Actual	State Avg
6 Month Updates		35% vs 89%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

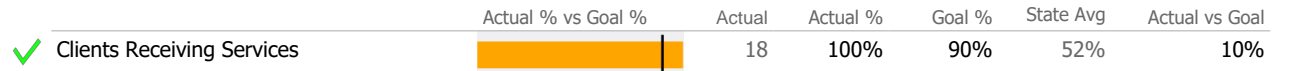
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services Programs

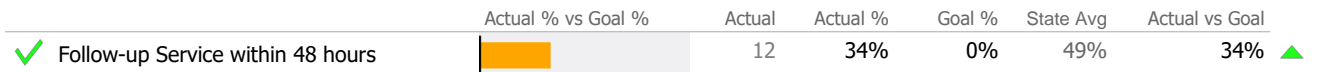
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	74	0%
Admits	55	53	4%
Discharges	60	52	15% ▲
Service Hours	63	232	-73% ▼

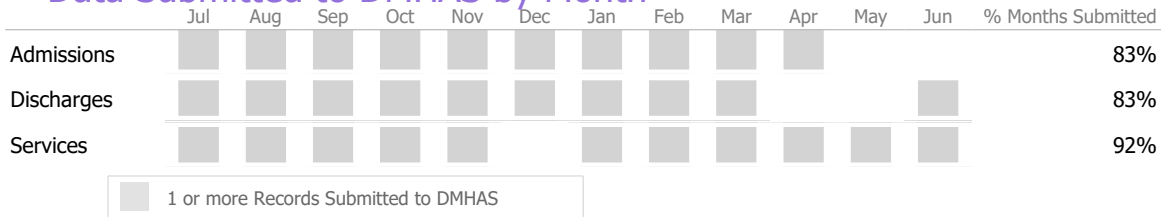
### Service Utilization



### 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	76	81	-6%
Admits	82	97	-15% ▼
Discharges	85	98	-13% ▼
Bed Days	1,693	2,235	-24% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		80	94%	85%	89%	9%
● Follow-up within 30 Days of Discharge		44	77%	90%	81%	-13% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	31 days	0.1	46%	90%	67%	-44% ▼

■ < 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	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 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

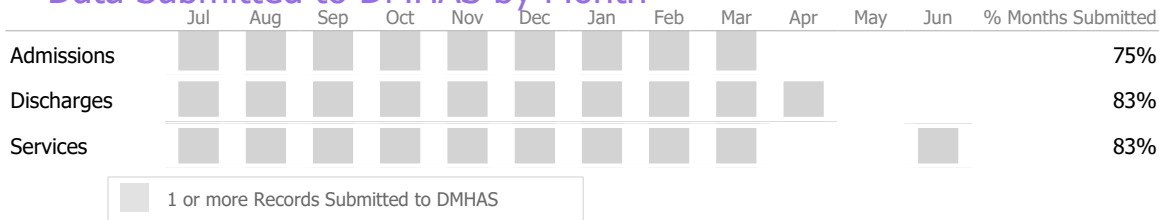
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	170	-16% ▼
Admits	52	96	-46% ▼
Discharges	53	88	-40% ▼
Social Rehab/PHP/IOP Days	2,715	4,219	-36% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

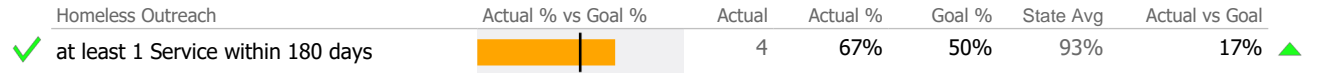
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	23	-61% ▼
Admits	6	19	-68% ▼
Discharges	6	23	-74% ▼
Service Hours	-	72	-100% ▼

### 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	212	204	4%
Admits	68	67	1%
Discharges	42	73	-42% ▼
Service Hours	2,558	3,689	-31% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	27%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	69%	61%
SA Screen Complete	68%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	91%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	48%	50%	39%	-2%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		159	72%	60%	64%	12% ▲
Stable Living Situation		167	76%	95%	81%	-19% ▼
Employed		19	9%	30%	25%	-21% ▼
Improved/Maintained Axis V GAF Score		91	45%	75%	55%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		144	80%	90%	85%	-10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		46	71%	75%	74%	-4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
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	22	23	-4%
Admits	3	5	-40% ▼
Discharges	4	4	0%
Bed Days	6,945	6,925	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	52%
6 Month Updates	65%	86%
MH Screen Complete	25%	64%
SA Screen Complete	25%	59%
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	91%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	60%	72%	-10% ▼
Follow-up within 30 Days of Discharge		1	50%	90%	82%	-40% ▼

### Recovery

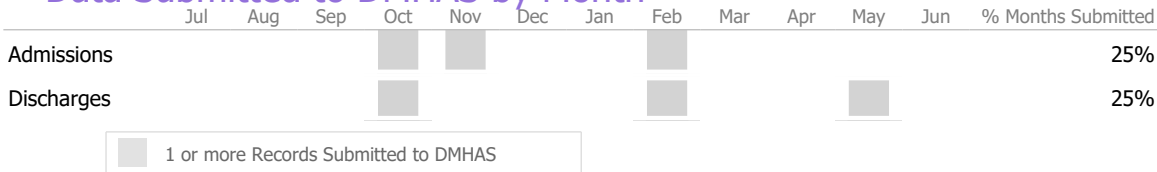
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		19	86%	60%	86%	26% ▲
Employed		5	23%	25%	9%	-2%
Improved/Maintained Axis V GAF Score		15	71%	95%	64%	-24% ▼
Stable Living Situation		15	68%	95%	94%	-27% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	1,584 days	0.3	90%	90%	97%	0%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 80 Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	1	4	-75% ▼
Discharges	1	5	-80% ▼
Service Hours	178	283	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	100%	89%
<b>On-Time Periodic</b>		
6 Month Updates	25%	20%
<b>Co-occurring</b>		
MH Screen Complete	100%	88%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
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		0	0%	50%	48%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		5	83%	55%	53%	28% ▲
Not Arrested		6	100%	75%	82%	25% ▲
Improved/Maintained Axis V GAF Score		5	100%	75%	56%	25% ▲
Self Help		4	67%	60%	27%	7%
Stable Living Situation		6	100%	95%	81%	5%
Employed		0	0%	50%	40%	-50% ▼

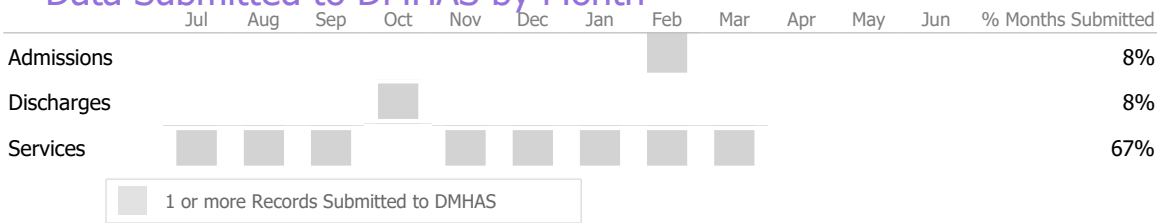
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	62%	-10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	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

# Mobile Crisis Program

Rushford Center

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

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

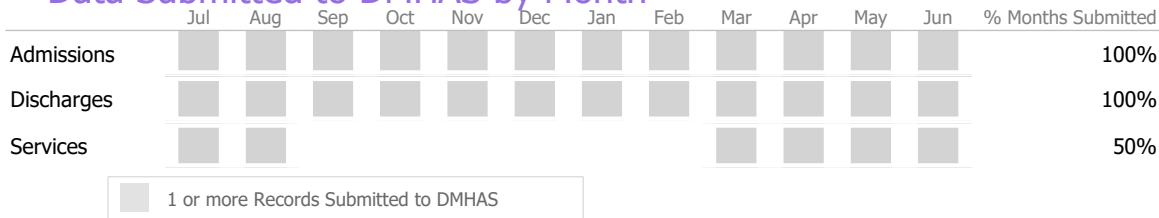
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	93	23% ▲
Admits	138	103	34% ▲
Discharges	137	102	34% ▲
Service Hours	7	4	102% ▲

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		140	97%	75%	75%	22% ▲
● Community Location Evaluation		84	58%	80%	93%	-22% ▼
● Follow-up Service within 48 hours		9	47%	90%	89%	-43% ▼

## 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	383	361	6%
Admits	305	300	2%
Discharges	172	293	-41% ▼
Service Hours	1,685	2,695	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	90%
Valid TEDS Data	66%	89%
<b>On-Time Periodic</b>		
6 Month Updates	2%	20%
<b>Co-occurring</b>		
MH Screen Complete	55%	88%
SA Screen Complete	55%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	68%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		94	55%	50%	48%	5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		160	40%	50%	40%	-10%
● Not Arrested		249	62%	75%	82%	-13% ▼
● Abstinence/Reduced Drug Use		152	38%	55%	53%	-17% ▼
● Self Help		109	27%	60%	27%	-33% ▼
● Stable Living Situation		228	57%	95%	81%	-38% ▼
● Improved/Maintained Axis V GAF Score		134	52%	75%	56%	-23% ▼

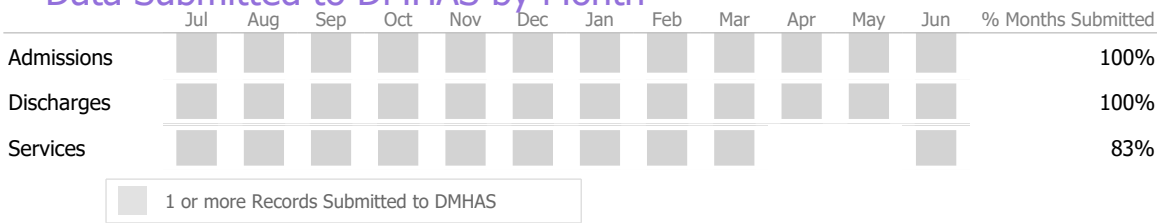
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		119	52%	90%	62%	-38% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		168	58%	75%	66%	-17% ▼

### 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	6	7	-14% ▼
Admits	-	2	-100% ▼
Discharges	1	1	0%
Bed Days	1,902	1,766	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	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	83%	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

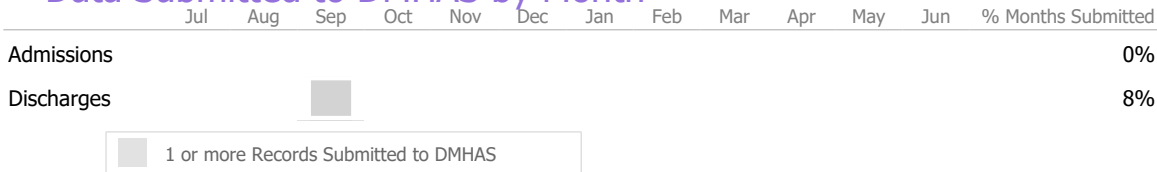
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		4	67%	75%	52%	-8%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	1,338 days	0.2	104%	90%	97%	14% ▲

■ < 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	22	23	-4%
Admits	1	-	
Discharges	5	2	150% ▲
Service Hours	149	271	-45% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		17	77%	85%	89%	-8%

### Service Utilization

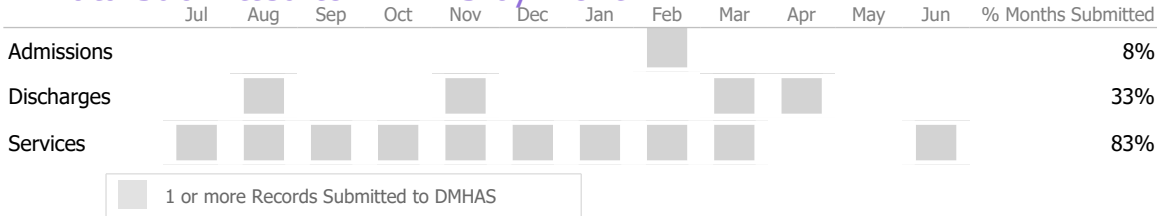
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	97%	4%

### 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	717	674	6%
Admits	749	691	8%
Discharges	704	695	1%
Bed Days	15,156	13,386	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	85%
Valid TEDS Data	71%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	72%	98%
SA Screen Complete	71%	98%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	91%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		525	75%	80%	76%	-5%
✓ No Re-admit within 30 Days of Discharge		637	90%	85%	90%	5%
● Follow-up within 30 Days of Discharge		257	49%	90%	65%	-41% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		467	60%	60%	54%	0%
✓ Improved/Maintained Axis V GAF Score		580	82%	75%	91%	7%
● Abstinence/Reduced Drug Use		443	57%	70%	49%	-13% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	25 days	0.0	122%	90%	102%	32% ▲

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	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,146	1,236	-7%
Admits	1,418	1,448	-2%
Discharges	1,341	1,447	-7%
Bed Days	10,268	5,927	73% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		986	74%	80%	69%	-6%
● No Re-admit within 30 Days of Discharge		1,132	84%	85%	79%	-1%
● Follow-up within 30 Days of Discharge		501	51%	90%	54%	-39% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		82%
Valid TEDS Data		72%
<b>On-Time Periodic</b>		
6 Month Updates		N/A
<b>Co-occurring</b>		
MH Screen Complete		74%
SA Screen Complete		74%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis		100%
Valid Axis V GAF Score		93%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		19	12 days	0.0	148%	90%	94%	58% ▲

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													100%

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

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	485	493	-2%
Admits	156	159	-2%
Discharges	131	162	-19% ▼
Service Hours	10,971	13,426	-18% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	89%	71%
○ On-Time Periodic	48%	84%
○ 6 Month Updates	48%	84%
✓ Co-occurring	Actual	State Avg
✓ MH Screen Complete	59%	40%
✓ SA Screen Complete	60%	36%
✓ Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	93%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Treatment Completed Successfully		57	44%	65%	62%	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		399	80%	60%	81%	20% ▲
○ Employed		50	10%	20%	13%	-10% ▼
○ Improved/Maintained Axis V GAF Score		236	53%	65%	66%	-12% ▼
○ Stable Living Situation		305	61%	80%	87%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		360	98%	90%	99%	8%

### 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 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	33	-3%
Admits	3	7	-57% ▼
Discharges	1	5	-80% ▼
Service Hours	309	345	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		16	50%	85%	89%	-35% ▼

### Service Utilization

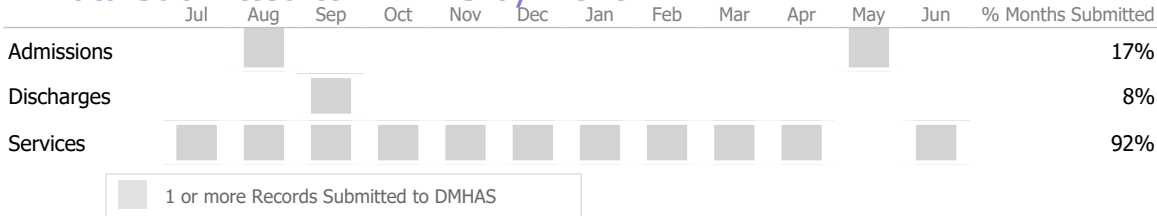
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	97%	90%	97%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	125	5%
Admits	110	110	0%
Discharges	74	110	-33% ▼
Bed Days	12,656	8,191	55% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	83%
Valid TEDS Data	69%	94%
<b>On-Time Periodic</b>		
6 Month Updates	0%	13%
<b>Co-occurring</b>		
MH Screen Complete	71%	86%
SA Screen Complete	70%	86%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	85%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		55	74%	70%	76%	4%
✓ No Re-admit within 30 Days of Discharge		68	92%	85%	92%	7%
○ Follow-up within 30 Days of Discharge		33	60%	90%	71%	-30% ▼

### Recovery

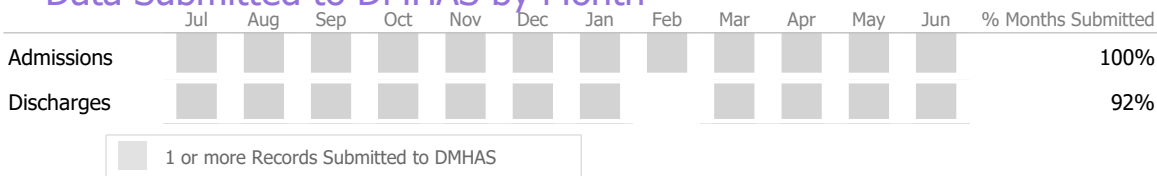
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Abstinence/Reduced Drug Use		83	63%	70%	73%	-7%
○ Improved/Maintained Axis V GAF Score		60	63%	95%	88%	-32% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		26	145 days	0.1	133%	90%	93%	43% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	275	392	-30% ▼
Admits	284	436	-35% ▼
Discharges	283	432	-34% ▼
Service Hours	333	316	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		282	100%	50%	78%	50% ▲

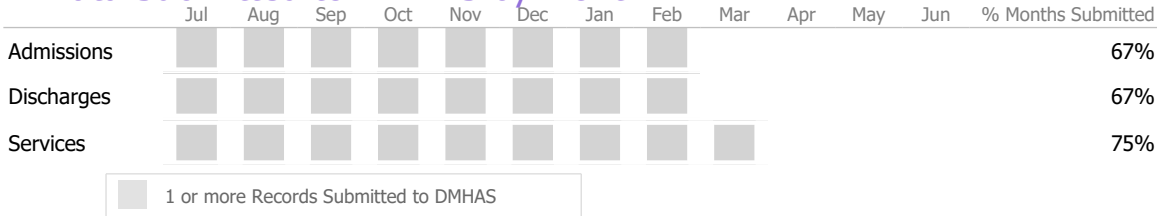
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		238	80%	60%	74%	20% ▲
✓ Employed		108	36%	20%	35%	16% ▲
✓ Stable Living Situation		262	89%	80%	86%	9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		4	31%	90%	80%	-59% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	252	276	-9%
Admits	181	220	-18% ▼
Discharges	170	207	-18% ▼
Service Hours	1,809	2,421	-25% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	90%
Valid TEDS Data	69%	89%
<b>On-Time Periodic</b>		
6 Month Updates	20%	20%
<b>Co-occurring</b>		
MH Screen Complete	54%	88%
SA Screen Complete	54%	96%
<b>Diagnosis</b>		
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		85	50%	50%	48%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		186	69%	75%	82%	-6%
● Abstinence/Reduced Drug Use		125	46%	55%	53%	-9%
● Employed		88	32%	50%	40%	-18% ▼
● Self Help		90	33%	60%	27%	-27% ▼
● Stable Living Situation		177	65%	95%	81%	-30% ▼
● Improved/Maintained Axis V GAF Score		75	33%	75%	56%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		77	75%	90%	62%	-15% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		96	57%	75%	66%	-18% ▼

### 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	■	■	■	■	■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 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	13	14	-7%
Admits	4	5	-20% ▼
Discharges	6	5	20% ▲
Bed Days	2,963	3,284	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	67%
On-Time Periodic		
6 Month Updates	20%	91%
Co-occurring		
MH Screen Complete	40%	39%
SA Screen Complete	40%	40%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	77%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	33%	65%	53%	-32% ▼
No Re-admit within 30 Days of Discharge		5	83%	85%	91%	-2%
Follow-up within 30 Days of Discharge		1	50%	90%	54%	-40% ▼

### Recovery

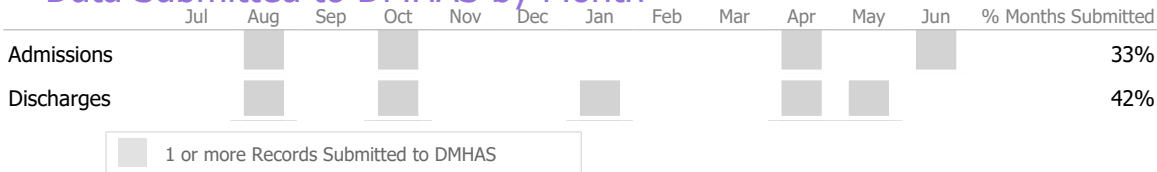
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	69%	60%	79%	9%
Stable Living Situation		9	69%	60%	90%	9%
Employed		0	0%	15%	13%	-15% ▼
Improved/Maintained Axis V GAF Score		9	82%	85%	58%	-3%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	922 days	0.3	81%	90%	81%	-9%

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 23 Active Assertive Community Treatment Programs