

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,557	2,640	-3%
	Admits	1,426	1,434	-1%
	Discharges	1,392	1,568	-11% ▼
	Service Hours	41,206	49,755	-17% ▼
	Bed Days	26,602	19,056	40% ▲
	S.Rehab/PHP/IOP	1		

### Consumer Satisfaction Survey

(Based on 294 FY19 Surveys)

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

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

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	2,030	58.7%
	Community Support	382	11.0%
	Social Rehabilitation	197	5.7%
	Crisis Services	182	5.3%
	Case Management	131	3.8%
	Employment Services	125	3.6%
	Consultation	60	1.7%
	Residential Services	45	1.3%
	ACT	39	1.1%
	<b>Addiction</b>	Outpatient	108
Employment Services		51	1.5%
Medication Assisted Treatment		35	1.0%
<b>Forensic MH</b>	Forensics Community-based	75	2.2%

### Client Demographics

Age	#	%	State Avg
18-25	364	14%	11%
26-34	474	19%	23%
35-44	433	17%	22%
45-54	495	19%	20%
55-64	538	21%	18%
65+	247	10%	6%

Gender	#	%	State Avg
Female	1,494	58%	▲ 40%
Male	1,063	42%	▼ 60%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,947	76%	▲ 62%
Other	464	18%	13%
Black/African American	85	3%	▼ 17%
Unknown	26	1%	6%
Asian	18	1%	1%
Am. Indian/Native Alaskan	12	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%
Multiple Races	1	0%	1%

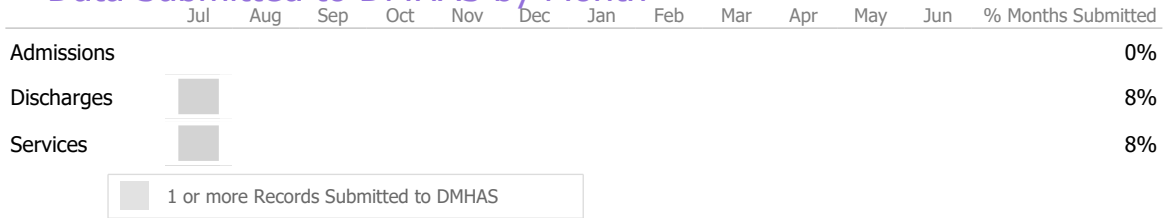
Ethnicity	#	%	State Avg
Non-Hispanic	2,051	80%	▲ 69%
Hisp-Puerto Rican	354	14%	11%
Hispanic-Other	78	3%	8%
Unknown	50	2%	11%
Hispanic-Mexican	23	1%	1%
Hispanic-Cuban	1	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	97	-38%	▼
Admits	-	47	-100%	▼
Discharges	4	41	-90%	▼
Service Hours	2	218	-99%	▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	43	-28% ▼
Admits	13	23	-43% ▼
Discharges	16	26	-38% ▼
Service Hours	157	286	-45% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	20%
Co-occurring		
MH Screen Complete	92%	88%
SA Screen Complete	92%	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		6	38%	50%	48%	-12% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		31	100%	75%	82%	25% ▲
Employed		17	55%	50%	40%	5%
Improved/Maintained Axis V GAF Score		23	82%	75%	56%	7%
Stable Living Situation		29	94%	95%	81%	-1%
Abstinence/Reduced Drug Use		10	32%	55%	53%	-23% ▼
Self Help		10	32%	60%	27%	-28% ▼

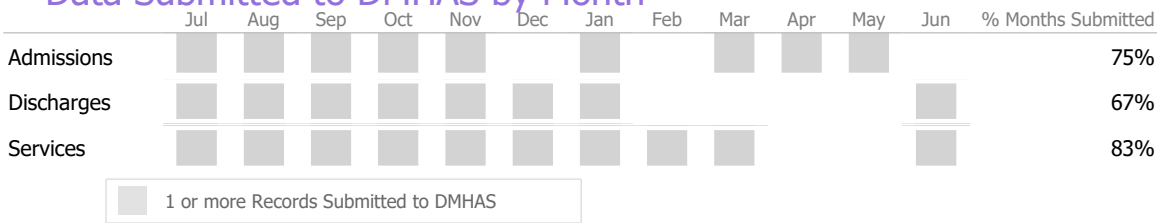
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	93%	90%	62%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	69%	75%	66%	-6%

### 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	77	87	-11% ▼
Admits	27	61	-56% ▼
Discharges	45	41	10%
Service Hours	412	840	-51% ▼

### Data Submission Quality

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

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		22	49%	50%	48%	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		78	100%	75%	82%	25% ▲
Stable Living Situation		72	92%	95%	81%	-3%
Abstinence/Reduced Drug Use		39	50%	55%	53%	-5%
Improved/Maintained Axis V GAF Score		51	74%	75%	56%	-1%
Employed		26	33%	50%	40%	-17% ▼
Self Help		13	17%	60%	27%	-43% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	94%	90%	62%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		17	65%	75%	66%	-10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 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	1,008	1,072	-6%
Admits	358	358	0%
Discharges	322	419	-23% ▼
Service Hours	5,946	8,516	-30% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	100%	56%
Co-occurring		
MH Screen Complete	90%	61%
SA Screen Complete	91%	61%
Diagnosis		
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	97%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		86	27%	50%	39%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		911	88%	60%	64%	28% ▲
Employed		345	33%	30%	25%	3%
Stable Living Situation		973	93%	95%	81%	-2%
Improved/Maintained Axis V GAF Score		575	65%	75%	55%	-10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		679	94%	90%	84%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		234	67%	75%	74%	-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	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 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	977	1,036	-6%
Admits	304	338	-10%
Discharges	385	378	2%
Service Hours	6,462	9,568	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic		
6 Month Updates	100%	56%
Co-occurring		
MH Screen Complete	97%	61%
SA Screen Complete	97%	61%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		106	28%	50%	39%	-22% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		833	83%	60%	64%	23% ▲
Stable Living Situation		959	96%	95%	81%	1%
Employed		299	30%	30%	25%	0%
Improved/Maintained Axis V GAF Score		632	69%	75%	55%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		598	97%	90%	84%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		192	64%	75%	74%	-11% ▼

### 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	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 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	99	106	-7%
Admits	19	53	-64% ▼
Discharges	30	27	11% ▲
Service Hours	405	655	-38% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	57%	61%
SA Screen Complete	57%	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		24	80%	50%	39%	30% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		85	86%	60%	64%	26% ▲
Stable Living Situation		93	94%	95%	81%	-1%
Improved/Maintained Axis V GAF Score		73	78%	75%	55%	3%
Employed		14	14%	30%	25%	-16% ▼

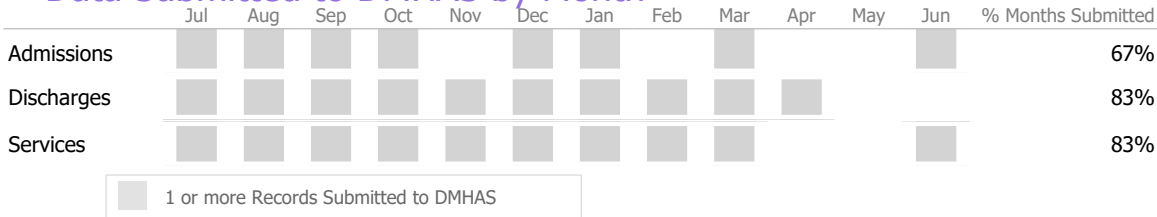
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		68	99%	90%	84%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		12	63%	75%	74%	-12% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

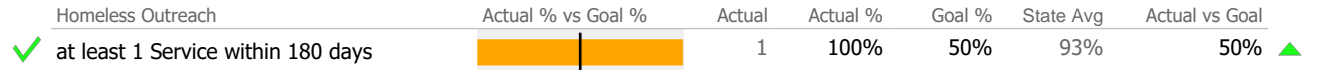
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	3	-67% ▼
Discharges	2	1	100% ▲
Service Hours	10	39	-75% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	24	13% ▲
Admits	5	2	150% ▲
Discharges	5	2	150% ▲
Service Hours	387	491	-21% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	93%	85%	91%	8%

### Service Utilization

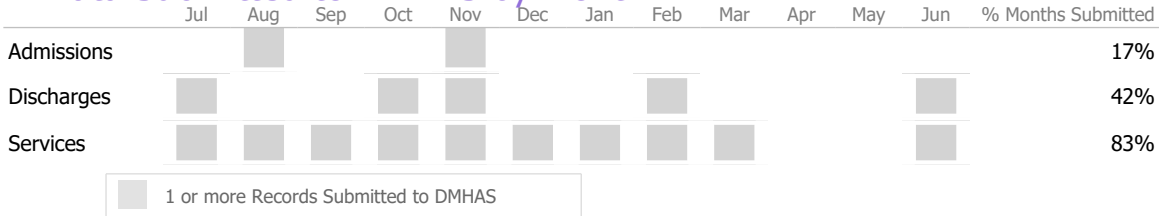
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	97%	10%

### 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	11	12	-8%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	143	215	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	91%	85%	88%	6%

### Service Utilization

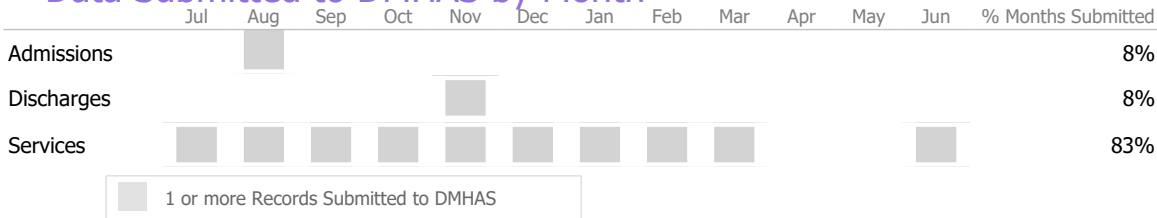
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

### 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	176	199	-12% ▼
Admits	77	55	40% ▲
Discharges	36	106	-66% ▼
Service Hours	3,712	3,431	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	85%	40%
SA Screen Complete	84%	36%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	98%
Valid Axis V GAF Score	95%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	31%	65%	62%	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		166	94%	80%	87%	14% ▲
Social Support		124	70%	60%	81%	10%
Employed		17	10%	20%	13%	-10% ▼
Improved/Maintained Axis V GAF Score		94	60%	65%	66%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		139	99%	90%	99%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 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	209	206	1%
Admits	89	21	324% ▲
Discharges	31	87	-64% ▼
Service Hours	6,058	6,349	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	89%	40%
SA Screen Complete	91%	36%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	97%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	23%	65%	62%	-42% ▼

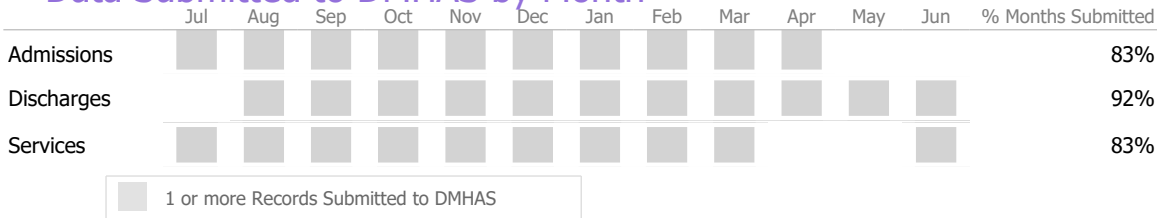
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		193	92%	60%	81%	32% ▲
Stable Living Situation		195	93%	80%	87%	13% ▲
Improved/Maintained Axis V GAF Score		125	68%	65%	66%	3%
Employed		14	7%	20%	13%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		177	99%	90%	99%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

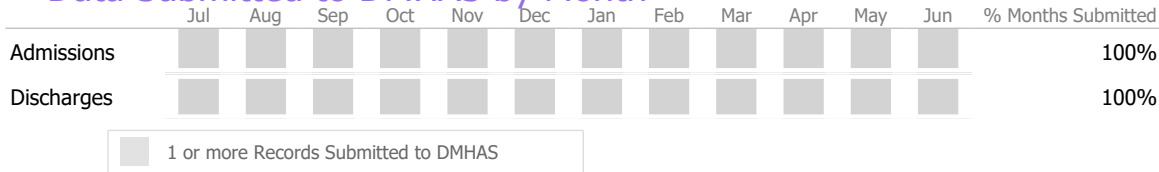
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	104	75	39% ▲
Admits	130	92	41% ▲
Discharges	128	92	39% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		117	94%	75%	75%	19% ▲
● Community Location Evaluation		88	70%	80%	93%	-10% ▼
● Follow-up Service within 48 hours		57	83%	90%	89%	-7%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	56	7%
Admits	33	30	10%
Discharges	26	29	-10%
Service Hours	940	915	3%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	37%	35%	43%	2%

### Service Utilization

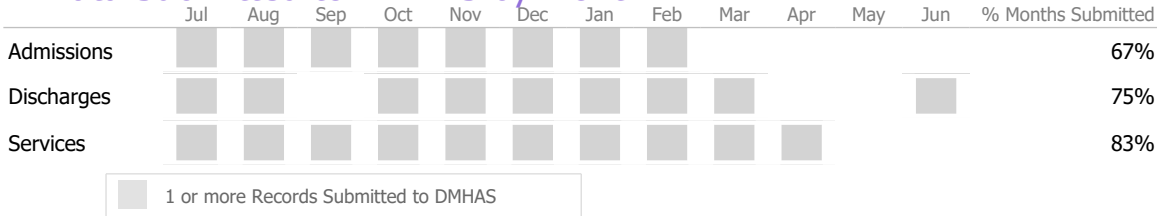
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	96%	10%

### 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

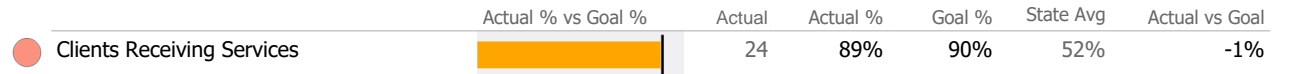
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 42 Active Employment Services Programs

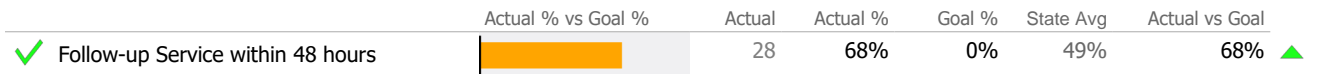
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	75	0%
Admits	45	54	-17% ▼
Discharges	49	46	7%
Service Hours	242	329	-26% ▼

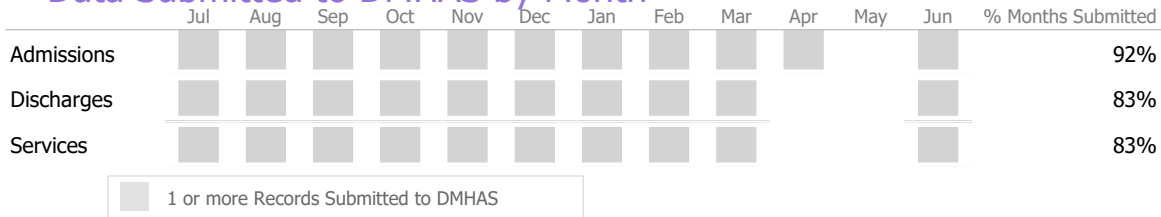
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	10	-	
Discharges	5	-	
Service Hours	101	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
Valid TEDS Data	98%	95%
<b>On-Time Periodic</b>		
6 Month Updates	100%	35%
<b>Co-occurring</b>		
MH Screen Complete	100%	81%
SA Screen Complete	100%	91%
<b>Diagnosis</b>		
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		2	40%	50%	48%	-10% ▼

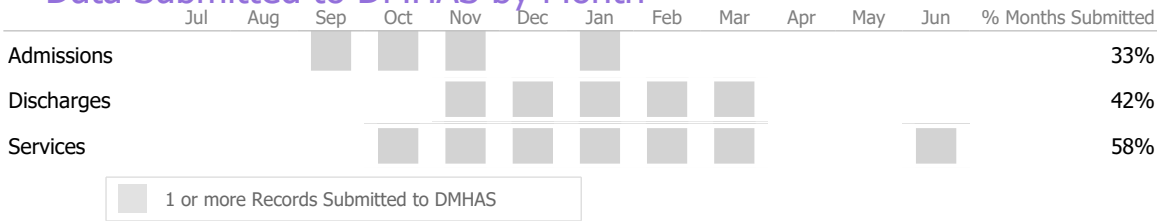
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		10	100%	75%	77%	25% ▲
Stable Living Situation		8	80%	95%	78%	-15% ▼
Abstinence/Reduced Drug Use		4	40%	55%	56%	-15% ▼
Employed		2	20%	50%	33%	-30% ▼
Self Help		2	20%	60%	26%	-40% ▼
Improved/Maintained Axis V GAF Score		3	30%	75%	56%	-45% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	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



### Program Activity

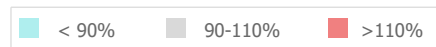
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	25	16% ▲
Admits	6	25	-76% ▼
Discharges	-	2	-100% ▼
Bed Days	9,474	2,990	217% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	100%	85%	91%	15% ▲

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	16	456 days	0.2	162%	90%	162%	72% ▲

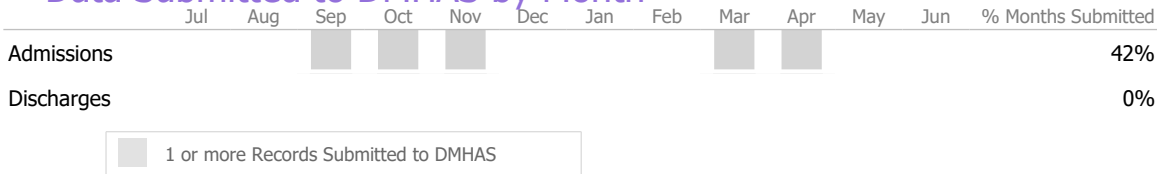


### Data Submission Quality

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



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	29	14% ▲
Admits	22	15	47% ▲
Discharges	21	17	24% ▲
Bed Days	4,700	4,786	-2%

### 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	88%	76%
SA Screen Complete	83%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	94%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	81%	80%	83%	1%
✓ No Re-admit within 30 Days of Discharge		19	95%	85%	82%	10%
● Follow-up within 30 Days of Discharge		11	65%	90%	79%	-25%

### Recovery

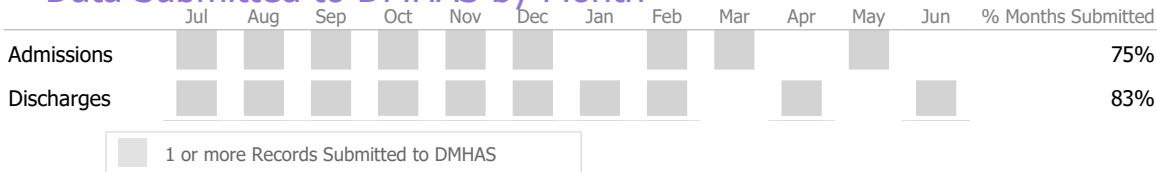
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		34	100%	60%	88%	40% ▲
✓ Stable Living Situation		34	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		27	90%	95%	74%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	310 days	0.2	92%	90%	94%	2%

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	11	12	-8%
Admits	-	2	-100% ▼
Discharges	2	1	100% ▲
Service Hours	271	302	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		9	82%	85%	88%	-3%

### Service Utilization

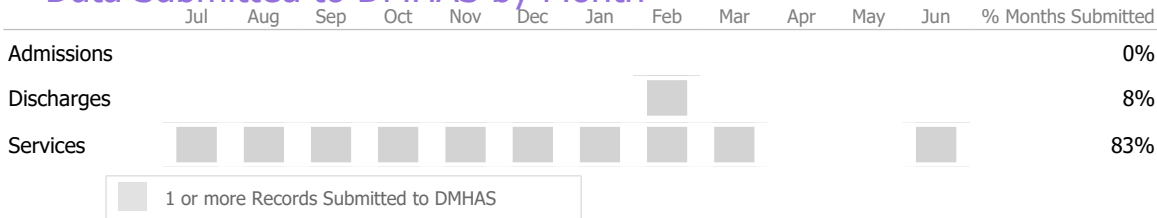
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

### 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

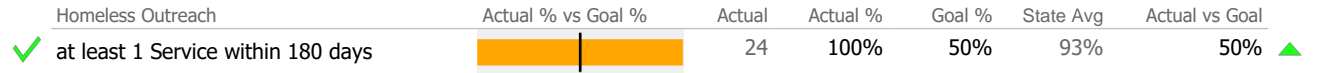
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

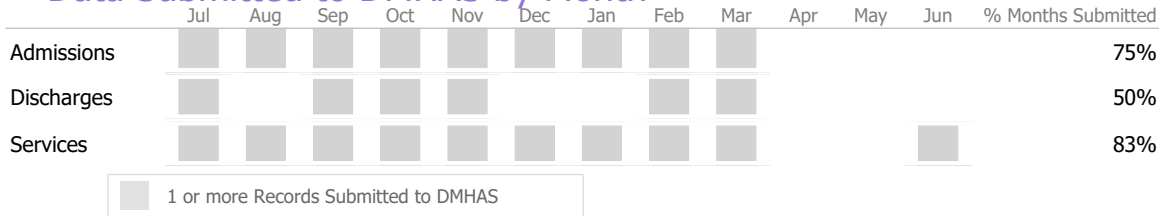
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	39	-3%
Admits	24	29	-17% ▼
Discharges	19	25	-24% ▼
Service Hours	367	378	-3%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

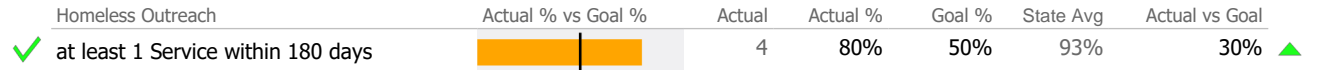
Actual    | Goal    Goal Met    Below Goal

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

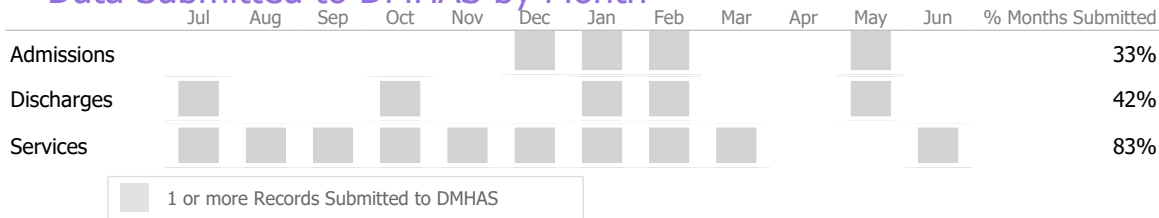
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	31	-61% ▼
Admits	5	12	-58% ▼
Discharges	7	24	-71% ▼
Service Hours	122	436	-72% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

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

## Social Club - Windham Area

United Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

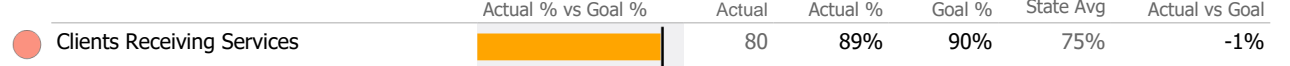
Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 23, 2020)

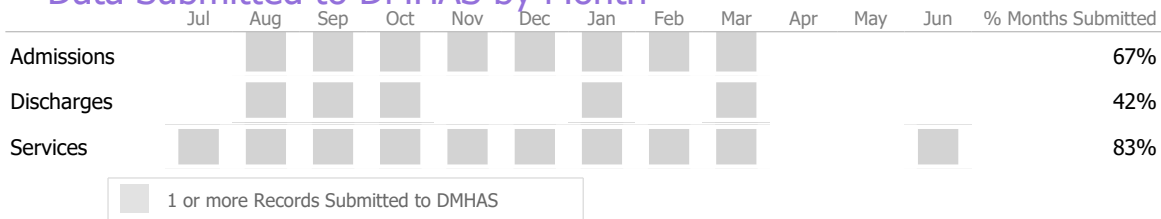
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	150	-15% ▼
Admits	30	24	25% ▲
Discharges	39	52	-25% ▼
Social Rehab/PHP/IOP Days	1	0	

### 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

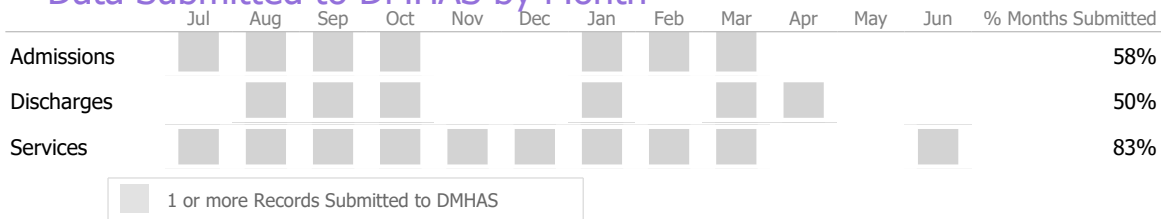
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	67	6%
Admits	20	18	11% ▲
Discharges	17	16	6%
Social Rehab/PHP/IOP Days	0	0	

### Service Utilization

✓ Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	49	91%	90%	75%	1%

### 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

# SOR - Employment

United Services Inc.

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

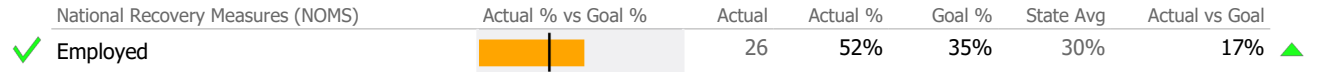
Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 23, 2020)

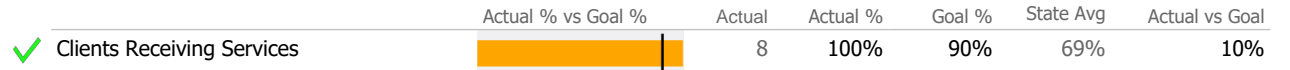
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	7	600% ▲
Admits	43	7	514% ▲
Discharges	42	-	
Service Hours	410	16	

## Recovery



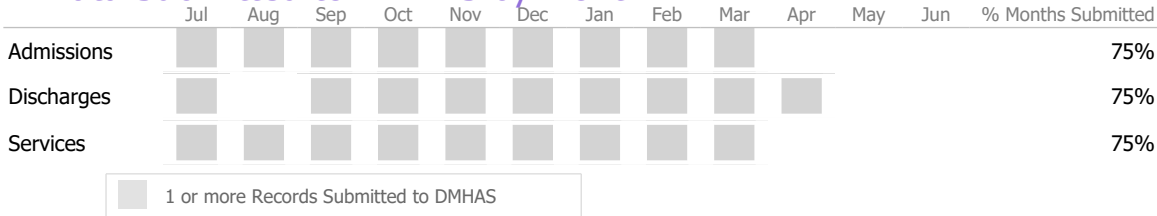
## Service Utilization



## Data Submission Quality



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Employment Services Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	12	108% ▲
Admits	16	13	23% ▲
Discharges	10	3	233% ▲
Service Hours	619	214	189% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	100%	35%
Co-occurring		
MH Screen Complete	94%	81%
SA Screen Complete	94%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	92%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	40%	50%	48%	-10% ▼

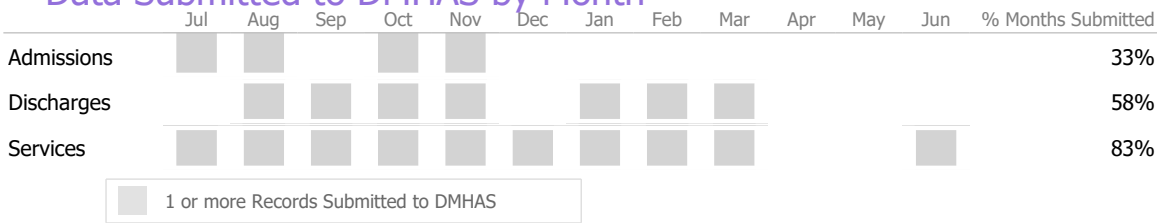
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		26	100%	75%	77%	25% ▲
Abstinence/Reduced Drug Use		18	69%	55%	56%	14% ▲
Employed		13	50%	50%	33%	0%
Improved/Maintained Axis V GAF Score		19	73%	75%	56%	-2%
Stable Living Situation		23	88%	95%	78%	-7%
Self Help		9	35%	60%	26%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% ▲
Admits	1	1	0%
Discharges	2	-	
Service Hours	9	3	

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		1	50%	35%	30%	15% ▲

### Service Utilization

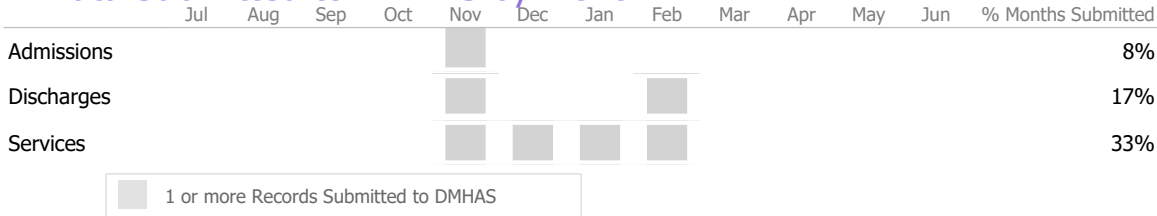
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		N/A	N/A	90%	69%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		77%

On-Time Periodic	Actual	State Avg
6 Month Updates		31%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under






■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 15 Active Employment Services Programs


### Program Activity

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


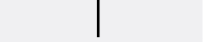
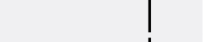
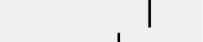
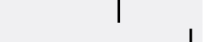
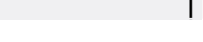
### Data Submission Quality

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

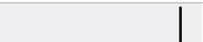
### Discharge Outcomes

	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% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	38%	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 7 Active Naltrexone Programs

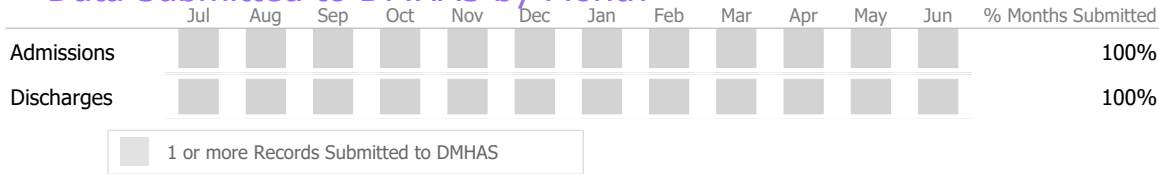
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	74	12% ▲
Admits	98	84	17% ▲
Discharges	96	86	12% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		82	88%	75%	75%	13% ▲
✓ Community Location Evaluation		81	87%	80%	93%	7%
● Follow-up Service within 48 hours		23	74%	90%	89%	-16% ▼

### 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	65	57	14% ▲
Admits	27	38	-29% ▼
Discharges	35	21	67% ▲
Service Hours	835	1,173	-29% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		19	29%	35%	43%	-6%

### Service Utilization

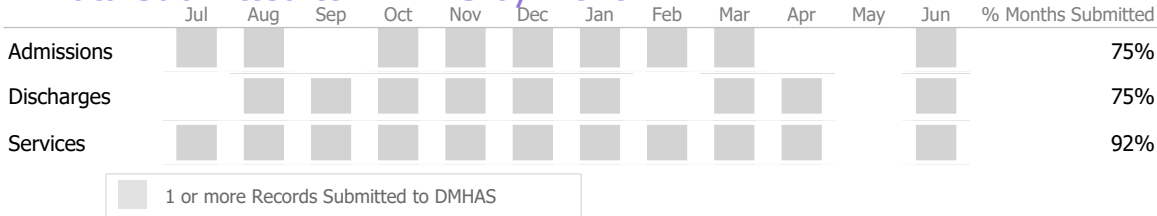
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	97%	90%	96%	7%

### 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	39	34	15% ▲
Admits	15	16	-6%
Discharges	10	11	-9%
Service Hours	8,433	10,150	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	67%
On-Time Periodic		
6 Month Updates	100%	91%
Co-occurring		
MH Screen Complete	93%	39%
SA Screen Complete	93%	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		6	60%	65%	53%	-5%
No Re-admit within 30 Days of Discharge		9	90%	85%	91%	5%
Follow-up within 30 Days of Discharge		3	50%	90%	54%	-40%

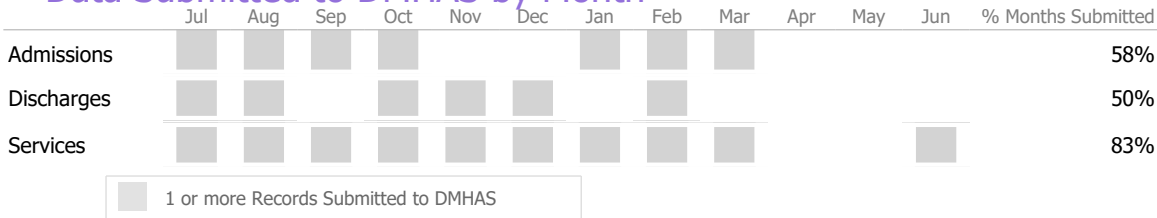
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		36	92%	60%	90%	32% ▲
Social Support		28	72%	60%	78%	12% ▲
Employed		9	23%	15%	13%	8%
Improved/Maintained Axis V GAF Score		24	73%	85%	58%	-12% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

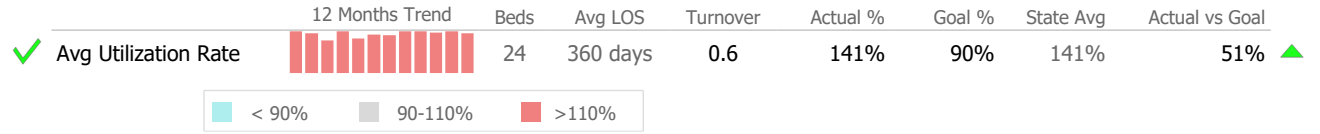
█ Actual | Goal ✓ Goal Met ● Below Goal

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

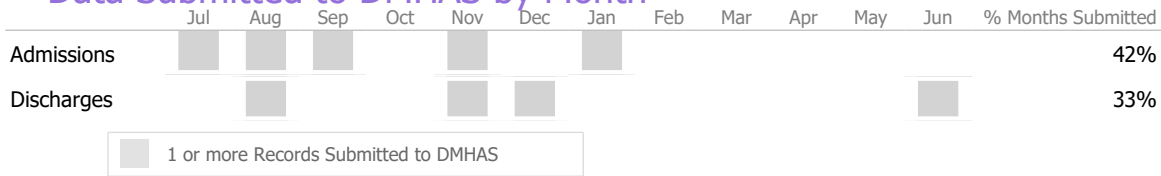
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	18	-22% ▼
Admits	7	12	-42% ▼
Discharges	6	13	-54% ▼
Bed Days	12,428	11,280	10%

### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 1 Active Other Programs