

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,858	2,590	10%
	Admits	1,777	1,491	19% ▲
	Discharges	1,585	1,478	7%
	Service Hours	31,085	45,185	-31% ▼
	Bed Days	23,359	26,600	-12% ▼
	S.Rehab/PHP/IOP	2,423	223	987%

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

Consumer Satisfaction Survey

(Based on 502 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		92%	80%	92%
✓ General Satisfaction		92%	80%	92%
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		91%	80%	91%
✓ Overall		90%	80%	91%
● Outcome		74%	80%	83%
● Recovery		67%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,265	59.3%
	Community Support	436	11.4%
	Crisis Services	236	6.2%
	Social Rehabilitation	183	4.8%
	Case Management	152	4.0%
	Employment Services	109	2.9%
	Consultation	56	1.5%
	Residential Services	43	1.1%
	ACT	35	0.9%
	Addiction	Outpatient	109
Employment Services		61	1.6%
Medication Assisted Treatment		47	1.2%
Forensic MH	Forensics Community-based	85	2.2%

Client Demographics

Age	#	%	State Avg
18-25	432	15%	10%
26-34	534	19%	22%
35-44	503	18%	23%
45-54	495	17%	19%
55-64	539	19%	18%
65+	339	12%	7%

Gender	#	%	State Avg
Female	1,687	59%	▲ 41%
Male	1,169	41%	▼ 59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	2,207	77%	▲ 61%
Other	453	16%	13%
Black/African American	102	4%	▼ 17%
Unknown	34	1%	6%
Asian	22	1%	1%
Am. Indian/Native Alaskan	18	1%	0%
Multiple Races	18	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	60	-7%
Admits	-	-	
Discharges	-	4	-100% ▼
Service Hours	-	2	-100% ▼

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 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	47	31	52% ▲
Admits	36	13	177% ▲
Discharges	27	19	42% ▲
Service Hours	207	175	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
Valid TEDS Data	100%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	26%
Co-occurring	Actual	State Avg
MH Screen Complete	92%	92%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	44%	50%	51%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		45	94%	75%	79%	19% ▲
Abstinence/Reduced Drug Use		30	62%	55%	49%	7%
Employed		28	58%	50%	32%	8%
Stable Living Situation		45	94%	95%	78%	-1%
Self Help		9	19%	60%	18%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	100%	90%	72%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		28	78%	75%	61%	3%

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				█	█	█	█	█	█	█	█	█	75%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 111 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	77	-19% ▼
Admits	33	27	22% ▲
Discharges	40	46	-13% ▼
Service Hours	279	461	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
Valid TEDS Data	98%	86%
On-Time Periodic		
6 Month Updates	100%	26%
Co-occurring		
MH Screen Complete	94%	92%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	28%	50%	51%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		65	100%	75%	79%	25% ▲
Abstinence/Reduced Drug Use		42	65%	55%	49%	10%
Stable Living Situation		65	100%	95%	78%	5%
Employed		26	40%	50%	32%	-10%
Self Help		15	23%	60%	18%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	100%	90%	72%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		20	61%	75%	61%	-14% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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 111 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,204	1,026	17% ▲
Admits	515	381	35% ▲
Discharges	366	339	8%
Service Hours	8,516	7,185	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	91%	80%
SA Screen Complete	93%	81%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		75	20%	50%	36%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		983	79%	60%	62%	19% ▲
Employed		441	36%	30%	24%	6%
Stable Living Situation		1,199	97%	95%	75%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		861	98%	90%	85%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		392	78%	75%	75%	3%

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 88 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,014	991	2%
Admits	444	317	40% ▲
Discharges	368	423	-13% ▼
Service Hours	7,687	7,606	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	90%	80%
SA Screen Complete	90%	81%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		88	24%	50%	36%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		826	79%	60%	62%	19% ▲
Stable Living Situation		1,022	98%	95%	75%	3%
Employed		325	31%	30%	24%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		673	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		332	76%	75%	75%	1%

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 88 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	103	-7%
Admits	24	23	4%
Discharges	18	30	-40% ▼
Service Hours	425	470	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	54%
Co-occurring		
MH Screen Complete	46%	80%
SA Screen Complete	50%	81%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	72%	50%	36%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		91	94%	60%	62%	34% ▲
✓ Stable Living Situation		94	97%	95%	75%	2%
● Employed		14	14%	30%	24%	-16% ▼

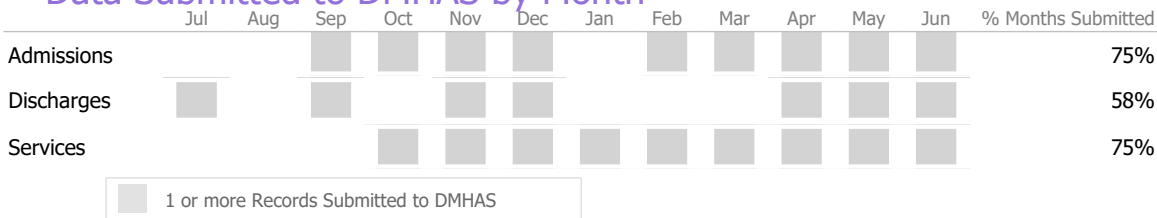
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	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		16	67%	75%	75%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

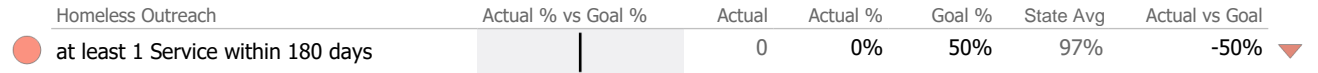
* State Avg based on 88 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

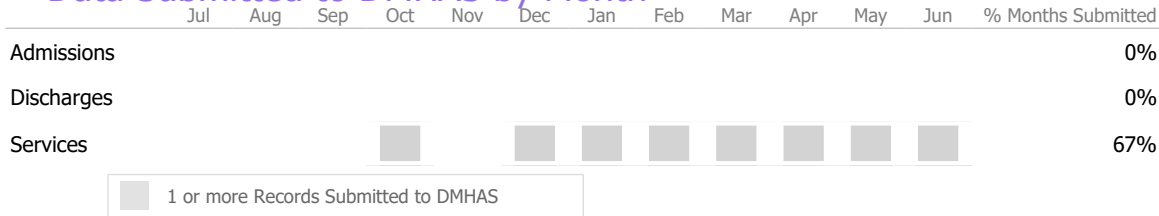
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	5	-40% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	10	12	-16% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 46 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	27	-4%
Admits	4	5	-20% ▼
Discharges	5	5	0%
Service Hours	282	416	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	92%	85%	95%	7%

Service Utilization

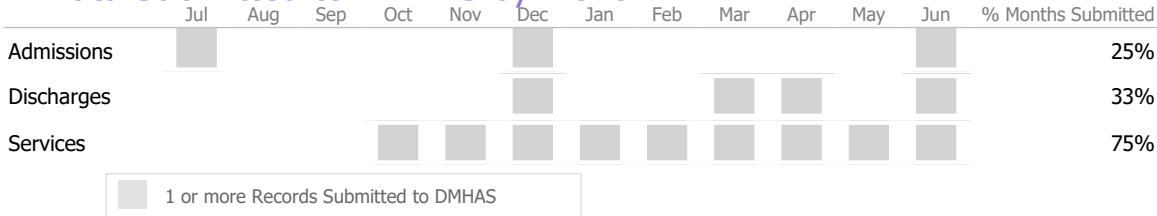
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	130	152	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	89%	15% ▲

Service Utilization

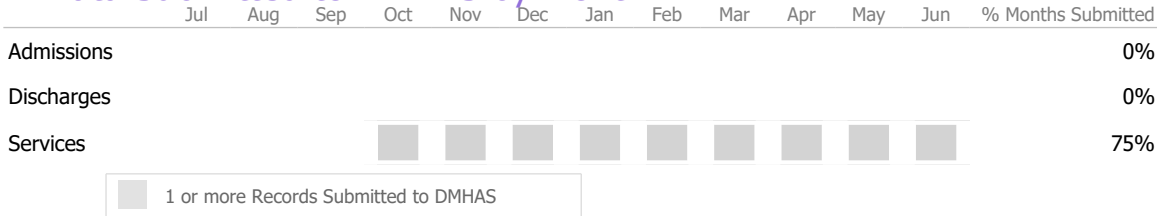
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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 106 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	29%	-20% ▼
Self Help		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	195	180	8%
Admits	58	81	-28% ▼
Discharges	55	43	28% ▲
Service Hours	2,520	3,933	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	81%
On-Time Periodic		
6 Month Updates	100%	86%
Co-occurring		
MH Screen Complete	86%	87%
SA Screen Complete	91%	77%
Diagnosis		
Valid Axis I Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		28	51%	65%	56%	-14% ▼

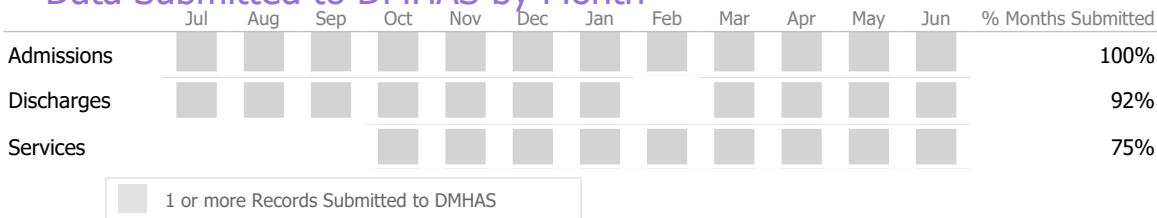
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		191	98%	80%	88%	18% ▲
Social Support		145	74%	60%	81%	14% ▲
Employed		30	15%	20%	13%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		140	100%	90%	98%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	242	213	14% ▲
Admits	62	94	-34% ▼
Discharges	66	34	94% ▲
Service Hours	4,020	6,532	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	81%
On-Time Periodic		
6 Month Updates	99%	86%
Co-occurring		
MH Screen Complete	89%	87%
SA Screen Complete	92%	77%
Diagnosis		
Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	45%	65%	56%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		210	87%	60%	81%	27% ▲
Stable Living Situation		232	96%	80%	88%	16% ▲
Employed		21	9%	20%	13%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		173	98%	90%	98%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	■	■	■	92%
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 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

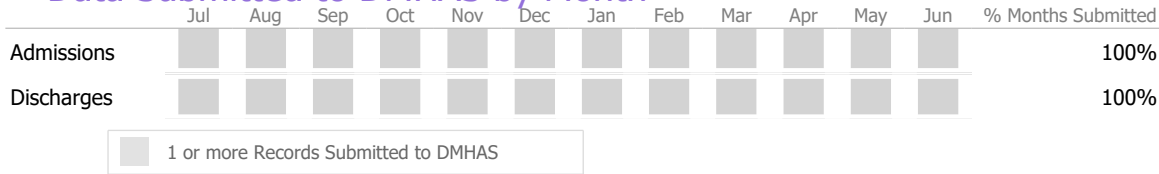
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	144	105	37% ▲
Admits	163	131	24% ▲
Discharges	150	129	16% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		150	93%	75%	78%	18% ▲
✓ Community Location Evaluation		129	80%	80%	75%	0%
✓ Follow-up Service within 48 hours		97	93%	90%	70%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Employment Services - Windham Area

United Services Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	61	-13% ▼
Admits	22	34	-35% ▼
Discharges	37	30	23% ▲
Service Hours	675	985	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	43%	35%	43%	8%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

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				■	■	■	■	■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

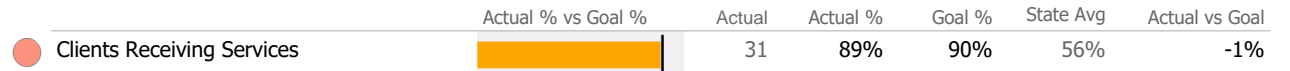
* State Avg based on 39 Active Employment Services Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

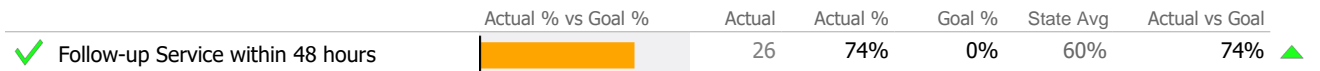
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	75	13% ▲
Admits	58	45	29% ▲
Discharges	52	48	8%
Service Hours	151	257	-41% ▼

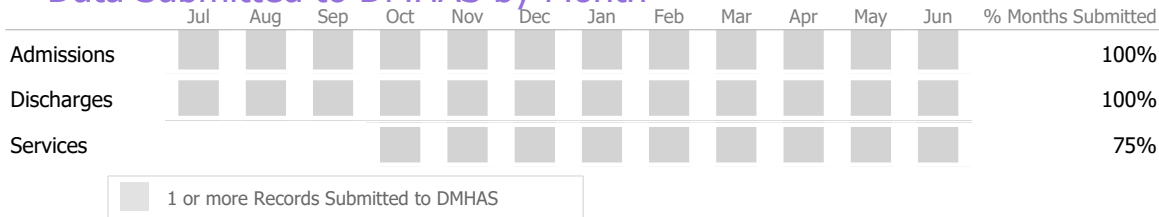
Service Utilization



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	19	10	90% ▲
Admits	15	10	50% ▲
Discharges	10	5	100% ▲
Service Hours	232	109	112% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	100%	23%
Co-occurring		
MH Screen Complete	100%	80%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	50%	50%	48%	0%

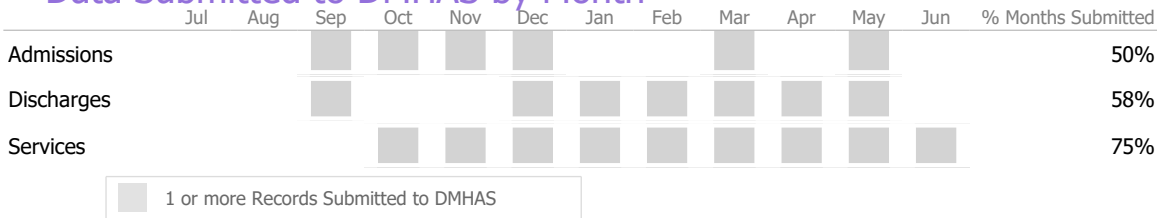
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		20	100%	75%	70%	25% ▲
✓ Abstinence/Reduced Drug Use		14	70%	55%	50%	15% ▲
● Stable Living Situation		17	85%	95%	67%	-10%
● Employed		6	30%	50%	24%	-20% ▼
● Self Help		6	30%	60%	19%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	38%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

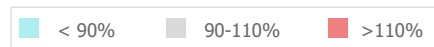
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	29	7%
Admits	3	6	-50% ▼
Discharges	6	1	500% ▲
Bed Days	8,897	9,472	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		29	94%	85%	95%	9%

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	16	749 days	0.2	152%	90%	152%	62% ▲

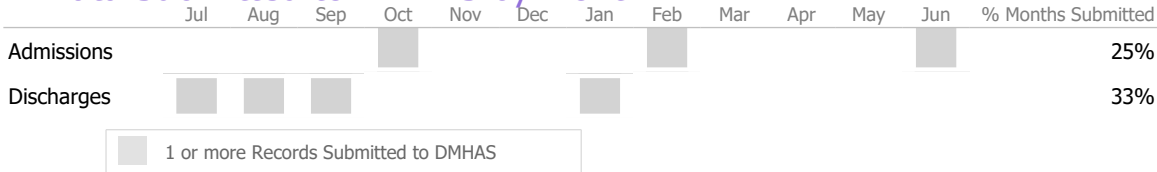


Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month



* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	33	-12% ▼
Admits	16	22	-27% ▼
Discharges	16	21	-24% ▼
Bed Days	4,250	4,700	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	83%
Co-occurring		
MH Screen Complete	88%	82%
SA Screen Complete	94%	93%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	75%	80%	86%	-5%
No Re-admit within 30 Days of Discharge		16	100%	85%	94%	15%
Follow-up within 30 Days of Discharge		9	75%	90%	90%	-15%

Recovery

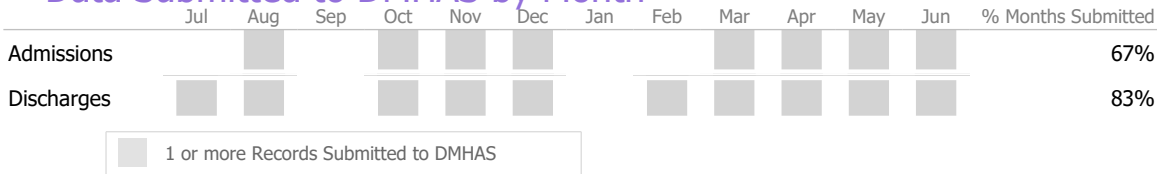
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		25	86%	60%	83%	26%
Stable Living Situation		27	93%	90%	97%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	366 days	0.2	83%	90%	90%	-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 24 Active Group Home Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	-	-	
Discharges	1	2	-50% ▼
Service Hours	173	288	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		7	78%	85%	89%	-7%

Service Utilization

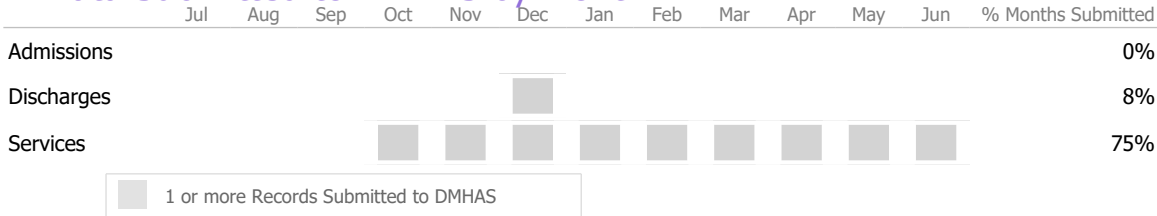
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

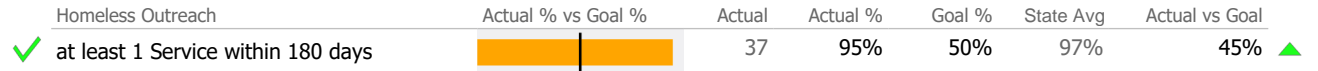
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

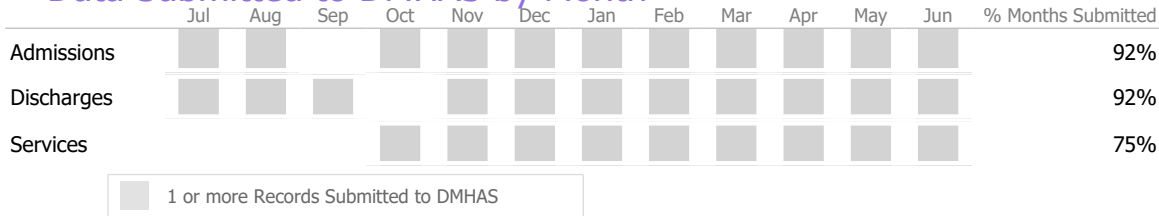
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	45	38% ▲
Admits	39	31	26% ▲
Discharges	49	22	123% ▲
Service Hours	404	403	0%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

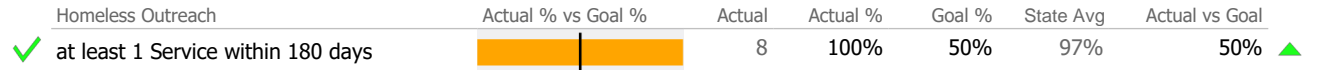
 Actual | Goal  Goal Met  Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

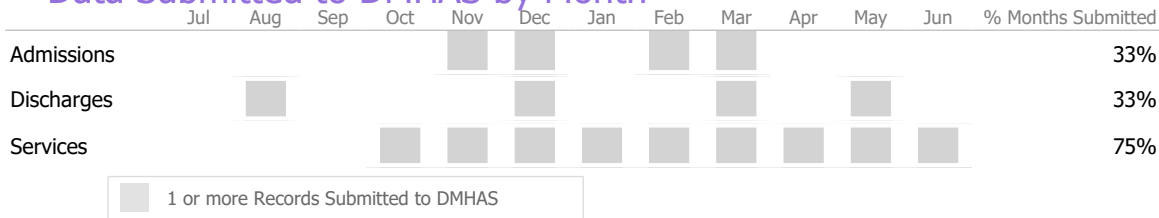
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	8	5	60% ▲
Discharges	5	7	-29% ▼
Service Hours	68	127	-46% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

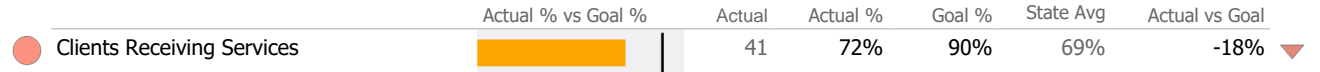
* State Avg based on 46 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

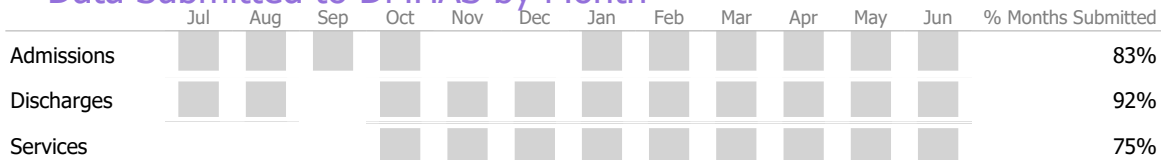
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	133	-13% ▼
Admits	38	33	15% ▲
Discharges	80	41	95% ▲
Service Hours	4	3,409	-100% ▼
Social Rehab/PHP/IOP Days	1,256	158	695% ▲

Service Utilization



Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

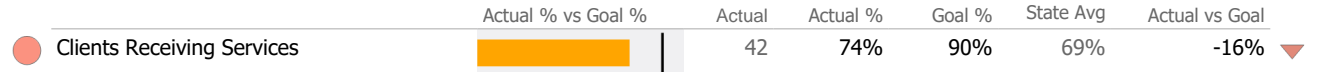
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

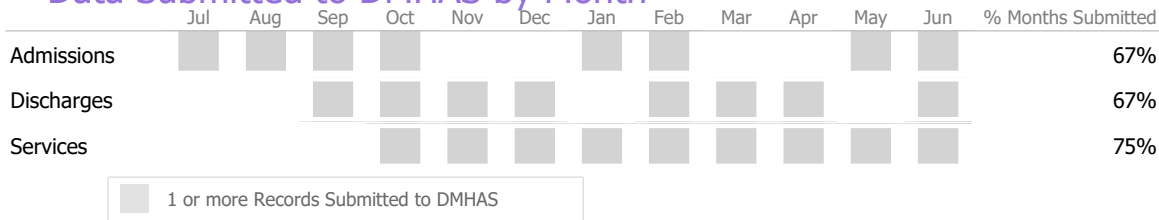
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	76	-5%
Admits	14	22	-36% ▼
Discharges	16	17	-6%
Service Hours	55	1,771	-97% ▼
Social Rehab/PHP/IOP Days	1,167	65	1695% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	50	22% ▲
Admits	54	44	23% ▲
Discharges	36	44	-18% ▼
Service Hours	515	413	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		22	36%	35%	31%	1%

Service Utilization

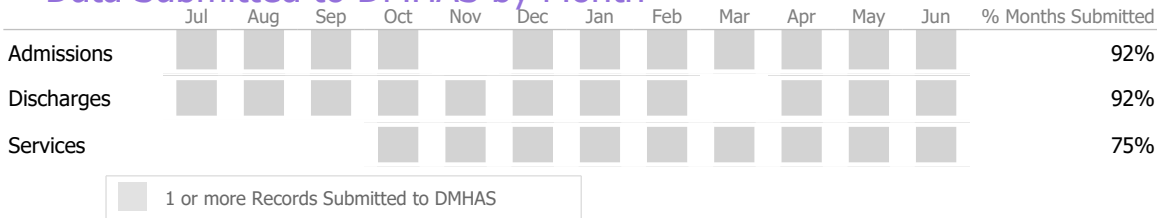
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		81%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		54%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	25	12% ▲
Admits	16	16	0%
Discharges	13	10	30% ▲
Service Hours	453	660	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
Valid TEDS Data	98%	95%
On-Time Periodic		
6 Month Updates	100%	23%
Co-occurring		
MH Screen Complete	88%	80%
SA Screen Complete	82%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	15%	50%	48%	-35% ▼

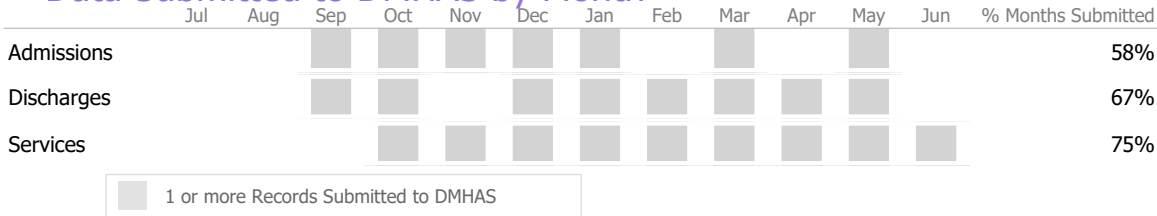
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		31	97%	75%	70%	22% ▲
Abstinence/Reduced Drug Use		25	78%	55%	50%	23% ▲
Stable Living Situation		31	97%	95%	67%	2%
Employed		12	38%	50%	24%	-12% ▼
Self Help		4	12%	60%	19%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	38%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

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 79%
Valid TEDS Data		N/A 96%
On-Time Periodic		
6 Month Updates		N/A 17%
Co-occurring		
MH Screen Complete		N/A 95%
SA Screen Complete		N/A 97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	70%	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%	46%	-55% ▼
Employed		N/A	N/A	50%	35%	-50% ▼
Not Arrested		N/A	N/A	75%	68%	-75% ▼
Self Help		N/A	N/A	60%	36%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	72%	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

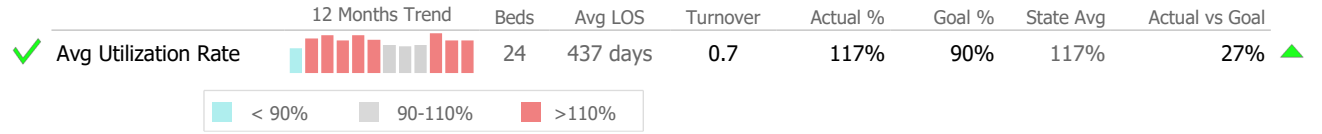
Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Naltrexone Programs

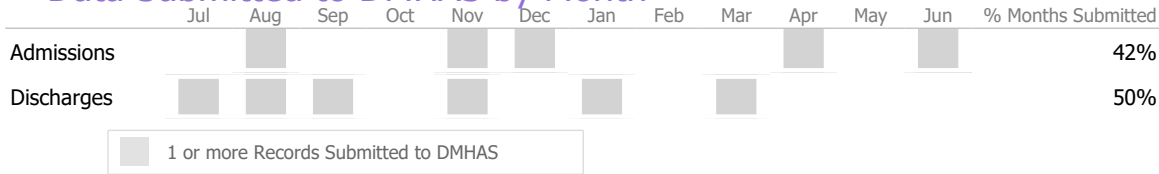
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	7	7	0%
Discharges	8	6	33% ▲
Bed Days	10,212	12,428	-18% ▼

Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 1 Active Other Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

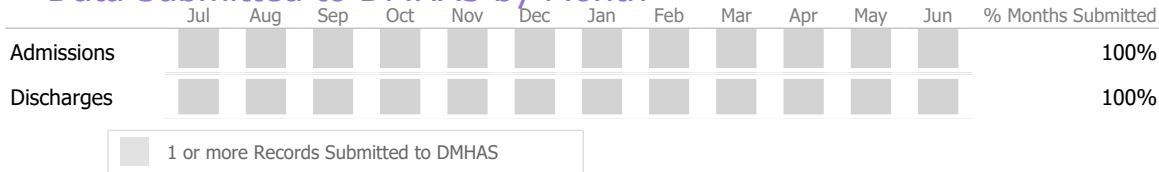
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	83	17% ▲
Admits	111	99	12% ▲
Discharges	111	96	16% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		102	94%	75%	78%	19% ▲
✓ Community Location Evaluation		100	93%	80%	75%	13% ▲
✓ Follow-up Service within 48 hours		42	93%	90%	70%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	66	-14% ▼
Admits	29	27	7%
Discharges	37	38	-3%
Service Hours	824	904	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		22	38%	35%	43%	3%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
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 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	39	-10% ▼
Admits	8	15	-47% ▼
Discharges	13	12	8%
Service Hours	3,456	8,906	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
On-Time Periodic		
6 Month Updates	100%	87%
Co-occurring		
MH Screen Complete	100%	93%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	38%	65%	46%	-27% ▼
No Re-admit within 30 Days of Discharge		13	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		1	20%	90%	56%	-70% ▼

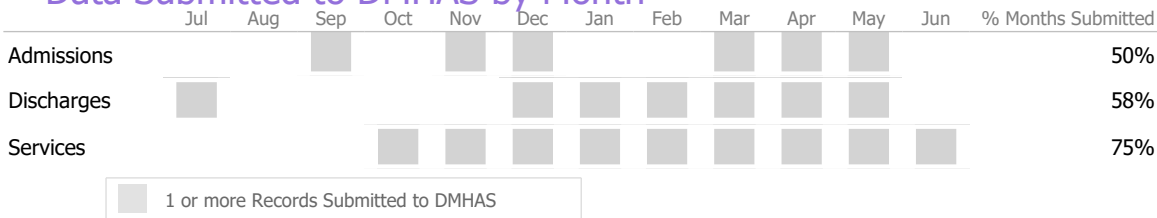
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		34	97%	60%	92%	37% ▲
Employed		10	29%	15%	16%	14% ▲
Social Support		21	60%	60%	79%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		22	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

Variations in data may be indicative of operational adjustments related to the pandemic.