

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,315	4,075	6%
	Admits	6,067	6,002	1%
	Discharges	5,980	5,792	3%
	Service Hours	29,693	24,851	19% ▲
	Bed Days	31,253	34,068	-8%

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

Consumer Satisfaction Survey

(Based on 206 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Participation in Treatment		86%	80%	92%
✓ Respect		86%	80%	91%
✓ Access		84%	80%	88%
● Outcome		76%	80%	83%
● Recovery		73%	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	1,508	23.8%
	Intake	1,472	23.2%
	Community Support	329	5.2%
	Crisis Services	251	4.0%
	Employment Services	117	1.8%
	Social Rehabilitation	89	1.4%
	ACT	65	1.0%
	Residential Services	21	0.3%
	Consultation	17	0.3%
	Case Management	13	0.2%
Addiction	Residential Services	1,676	26.4%
	Outpatient	415	6.5%
	Employment Services	156	2.5%
	Case Management	142	2.2%
Forensic SA	Forensics Community-based	70	1.1%

Client Demographics

Age	#	%	State Avg
18-25	403	9%	10%
26-34	970	23%	22%
35-44	1,102	26%	23%
45-54	856	20%	19%
55-64	750	17%	19%
65+	223	5%	8%

Gender	#	%	State Avg
Male	2,633	61%	59%
Female	1,678	39%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,906	44%	62% ▼
Unknown	1,271	29%	6% ▲
Black/African American	891	21%	17%
Hawaiian/Other Pacific Islander	154	4%	0%
Multiple Races	45	1%	1%
Asian	30	1%	1%
Am. Indian/Native Alaskan	16	0%	0%
Other	2	0%	13% ▼

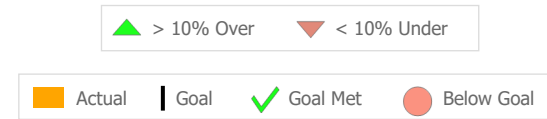
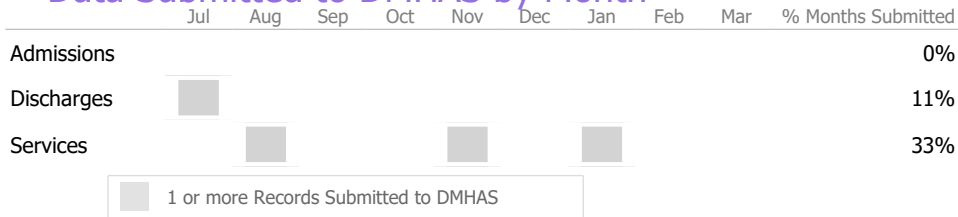
Ethnicity	#	%	State Avg
Non-Hispanic	2,413	56%	68% ▼
Hispanic-Other	1,055	24%	8% ▲
Unknown	846	20%	12%
Hisp-Puerto Rican	1	0%	11% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours	1	2	-53% ▼

Data Submitted to DMHAS by Month



* State Avg based on 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	40	20% ▲
Admits	15	12	25% ▲
Discharges	18	9	100% ▲
Service Hours	1,984	1,924	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	94%	95%
SA Screen Complete	91%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	50%	65%	48%	-15% ▼
✓ No Re-admit within 30 Days of Discharge		14	100%	85%	96%	15% ▲
● Follow-up within 30 Days of Discharge		3	33%	90%	42%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		47	98%	60%	79%	38% ▲
✓ Stable Living Situation		45	94%	60%	91%	34% ▲
● Employed		5	10%	15%	17%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	97%	90%	99%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■			■	■	■	■	78%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

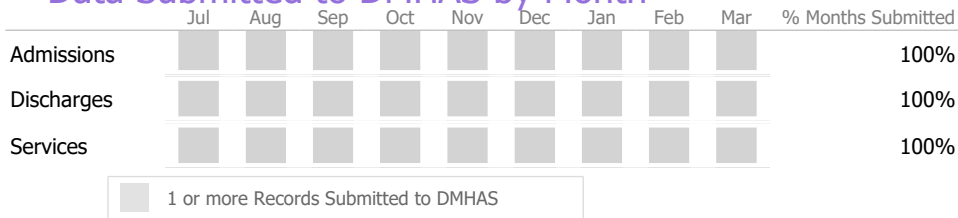
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,472	1,328	11% ▲
Admits	1,573	1,415	11% ▲
Discharges	1,576	1,415	11% ▲
Service Hours	1,474	1,251	18% ▲

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Central Intake Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	420	425	-1%
Admits	80	49	63% ▲
Discharges	85	74	15% ▲
Service Hours	5,278	4,474	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	53%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	90%
SA Screen Complete	95%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		79	93%	50%	41%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		421	99%	60%	61%	39% ▲
● Stable Living Situation		380	90%	95%	72%	-5%
● Employed		64	15%	30%	25%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		336	99%	90%	82%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		79	99%	75%	78%	24% ▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	123	-5%
Admits	57	58	-2%
Discharges	56	81	-31% ▼
Service Hours	894	947	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		47	40%	35%	47%	5%

Service Utilization

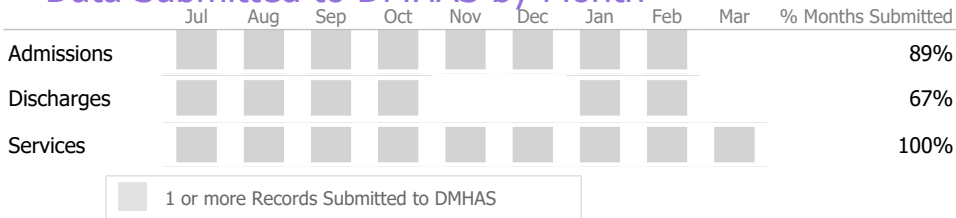
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%

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 39 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	44	-11% ▼
Admits	26	33	-21% ▼
Discharges	27	30	-10%
Service Hours	26	31	-16% ▼
Bed Days	3,240	3,355	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	86%
Valid TEDS Data	86%	87%
On-Time Periodic		
6 Month Updates	100%	33%
Co-occurring		
MH Screen Complete	98%	98%
SA Screen Complete	98%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	70%	85%	65%	-15% ▼
No Re-admit within 30 Days of Discharge		23	85%	85%	82%	0%
Follow-up within 30 Days of Discharge		11	58%	90%	74%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		29	74%	60%	36%	14% ▲
Abstinence/Reduced Drug Use		11	28%	70%	81%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	60%	10%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	140 days	0.2	79%	90%	84%	-11% ▼		

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										100%
Services										100%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

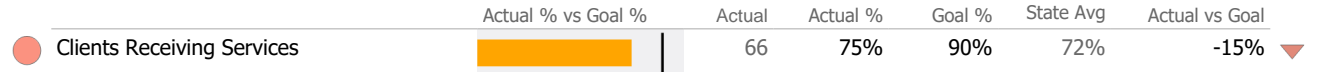
* State Avg based on 9 Active Transitional/Halfway House 3.1 Programs

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

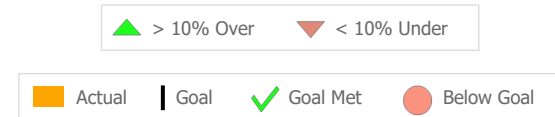
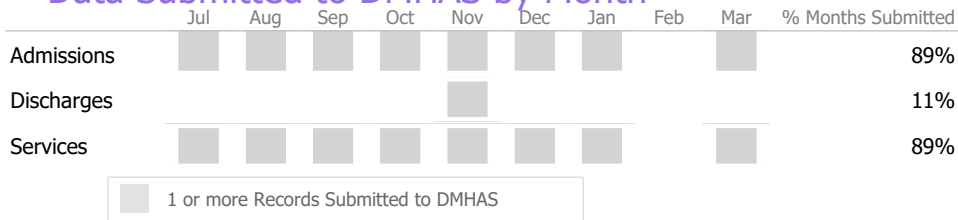
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	99	-10% ▼
Admits	12	14	-14% ▼
Discharges	2	27	-93% ▼
Service Hours	507	623	-19% ▼
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS by Month



* 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	19	18	6%
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	4,658	4,658	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	78%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	88%	88%
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		1	50%	60%	72%	-10% ▼
✓ Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	100%	60%	85%	40% ▲
● Stable Living Situation		17	89%	95%	95%	-6%
● Employed		1	5%	25%	12%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	988 days	0.3	100%	90%	92%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■							■	22%
Discharges		■							■	22%

■ 1 or more Records Submitted to DMHAS

▲ > 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	27	23	17% ▲
Admits	18	13	38% ▲
Discharges	19	15	27% ▲
Service Hours	1,623	1,288	26% ▲
Bed Days	2,205	2,296	-4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	74%	70%	69%	4%
✓ No Re-admit within 30 Days of Discharge		19	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		13	93%	90%	69%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		79% / 86%
Valid TEDS Data		87% / 93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% / 8%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		99% / 95%
SA Screen Complete		88% / 92%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% / 100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		4	15%	70%	66%	-55% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	146 days	0.2	80%	90%	89%	-10%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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

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

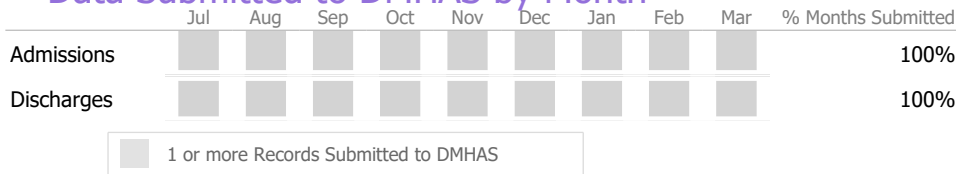
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	251	233	8%
Admits	347	378	-8%
Discharges	341	380	-10%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		280	93%	75%	70%	18% ▲
✓ Community Location Evaluation		300	100%	80%	71%	20% ▲
✓ Follow-up Service within 48 hours		241	99%	90%	65%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	329	357	-8%
Admits	92	102	-10%
Discharges	113	121	-7%
Service Hours	7,192	8,123	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	98%	96%
SA Screen Complete	97%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		79	70%	65%	57%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		336	100%	60%	80%	40% ▲
✓ Stable Living Situation		288	86%	80%	87%	6%
● Employed		62	18%	20%	14%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		224	100%	90%	98%	10%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	21	214% ▲
Admits	40	21	90% ▲
Discharges	28	5	460% ▲
Service Hours	1,197	215	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	53%
Co-occurring	Actual	State Avg
MH Screen Complete	82%	90%
SA Screen Complete	82%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	36%	50%	41%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		68	100%	60%	61%	40% ▲
Employed		24	35%	30%	25%	5%
Stable Living Situation		60	88%	95%	72%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		36	90%	75%	78%	15% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■		■	■		■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

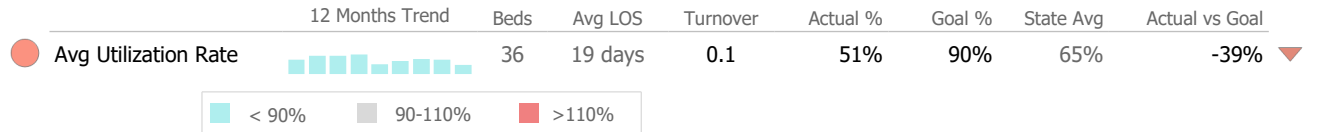
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	264	351	-25% ▼
Admits	311	431	-28% ▼
Discharges	317	437	-27% ▼
Bed Days	3,298	5,208	-37% ▼

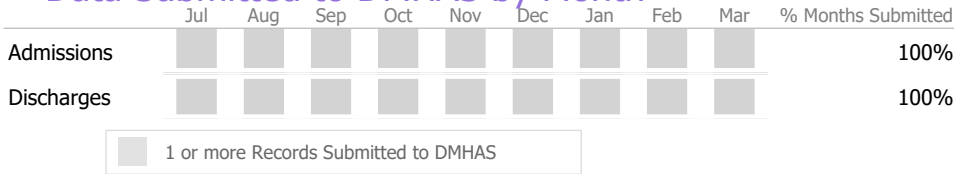
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 95%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	62%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	17%	-20% ▼
Social Support		0	0%	60%	72%	-60% ▼
Stable Living Situation		0	0%	80%	75%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	85%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	360	217	66% ▲
Admits	246	176	40% ▲
Discharges	204	104	96% ▲
Service Hours	946	708	34% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	87%
Valid TEDS Data	74%	85%
On-Time Periodic		
6 Month Updates	71%	15%
Co-occurring		
MH Screen Complete	99%	92%
SA Screen Complete	99%	93%
Diagnosis		
Valid Axis I Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		139	68%	50%	50%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		277	75%	95%	75%	-20% ▼
● Not Arrested		169	46%	75%	76%	-29% ▼
● Employed		70	19%	50%	33%	-31% ▼
● Self Help		73	20%	60%	15%	-40% ▼
● Abstinence/Reduced Drug Use		46	12%	55%	42%	-43% ▼

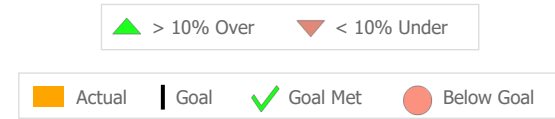
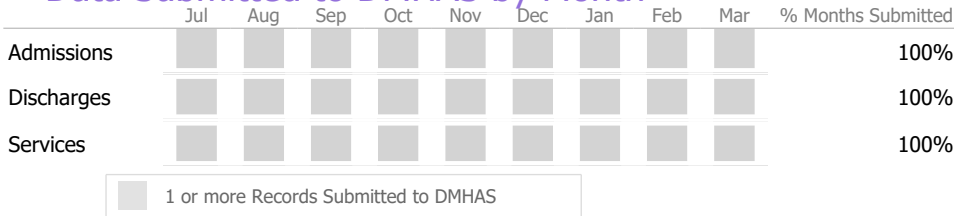
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		143	86%	90%	58%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		121	50%	75%	65%	-25% ▼

Data Submitted to DMHAS by Month



* State Avg based on 108 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	1,102	910	21% ▲
Admits	713	624	14% ▲
Discharges	664	451	47% ▲
Service Hours	5,274	3,906	35% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	88%
On-Time Periodic		
6 Month Updates	83%	53%
Co-occurring		
MH Screen Complete	97%	90%
SA Screen Complete	97%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		546	82%	50%	41%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,157	99%	60%	61%	39% ▲
✓ Employed		409	35%	30%	25%	5%
● Stable Living Situation		1,006	87%	95%	72%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		492	98%	90%	82%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		503	72%	75%	78%	-3%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	3	2000% ▲
Admits	52	3	1633% ▲
Discharges	16	-	
Service Hours	904	10	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	87%
Valid TEDS Data	94%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	15%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	92%
SA Screen Complete	97%	93%
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		2	12%	50%	50%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		57	84%	95%	75%	-11% ▼
Not Arrested		33	49%	75%	76%	-26% ▼
Abstinence/Reduced Drug Use		18	26%	55%	42%	-29% ▼
Self Help		19	28%	60%	15%	-32% ▼
Employed		7	10%	50%	33%	-40% ▼

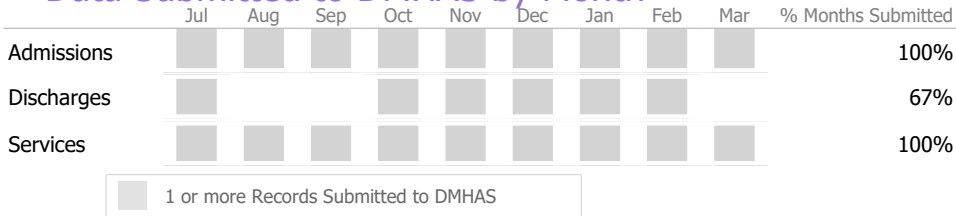
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		52	100%	90%	58%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		44	86%	75%	65%	11% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 108 Active Standard Outpatient Programs

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

Recovery Oriented Employment Services

InterCommunity Inc.

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	78	-15% ▼
Admits	18	72	-75% ▼
Discharges	37	29	28% ▲

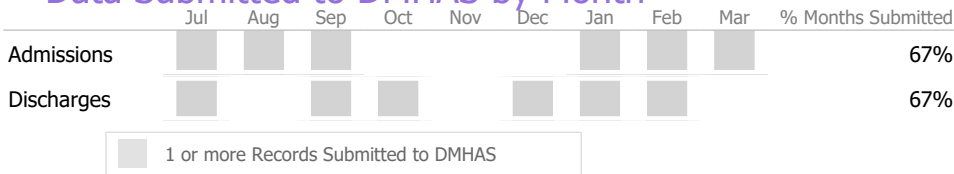
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		28	41%	35%	34%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		85%
✓ Valid TEDS Data		66%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%
Co-occurring	Actual	State Avg
✓ MH Screen Complete		90%
✓ SA Screen Complete		90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		9%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,432	1,616	-11% ▼
Admits	1,850	2,099	-12% ▼
Discharges	1,849	2,104	-12% ▼
Bed Days	7,300	8,446	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	86%
Valid TEDS Data	96%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
✓ MH Screen Complete	99%	96%
✓ SA Screen Complete	98%	96%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1,136	61%	80%	69%	-19% ▼
● No Re-admit within 30 Days of Discharge		1,480	80%	85%	81%	-5%
● Follow-up within 30 Days of Discharge		588	52%	90%	54%	-38% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		35	4 days	0.0	76%	90%	70%	-14% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

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

SA Jail Diversion Program

InterCommunity Inc.

Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	70	6	1067% ▲
Admits	65	1	6400% ▲
Discharges	56	5	1020% ▲
Service Hours	68	1	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	79%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	69%	0%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Court Liaison-Jail Diversion Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	375	344	9%
Admits	359	330	9%
Discharges	359	329	9%
Bed Days	7,280	7,334	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
Valid TEDS Data	93%	95%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		239	67%	80%	69%	-13%
No Re-admit within 30 Days of Discharge		315	88%	85%	88%	3%
Follow-up within 30 Days of Discharge		169	71%	90%	63%	-19%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		200	52%	60%	66%	-8%
Abstinence/Reduced Drug Use		103	27%	70%	41%	-43%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		28	23 days	0.1	95%	90%	92%	5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	50	12% ▲
Admits	45	40	13% ▲
Discharges	47	40	18% ▲
Bed Days	2,786	2,771	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	86%
Valid TEDS Data	92%	93%
On-Time Periodic		
6 Month Updates	N/A	8%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	55%	70%	69%	-15% ▼
No Re-admit within 30 Days of Discharge		43	91%	85%	91%	6%
Follow-up within 30 Days of Discharge		18	69%	90%	69%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		31	54%	70%	66%	-16% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	68 days	0.1	102%	90%	89%	12% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	142	-36% ▼
Admits	48	71	-32% ▼
Discharges	59	79	-25% ▼
Service Hours	383	639	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		57	57%	35%	34%	22% ▲

Service Utilization

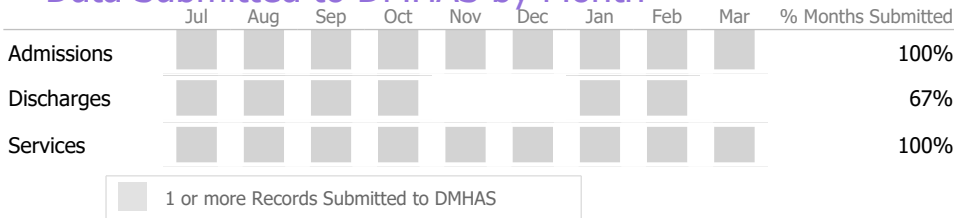
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	91%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		77% vs 85%

On-Time Periodic	Actual	State Avg
6 Month Updates		67% vs 84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

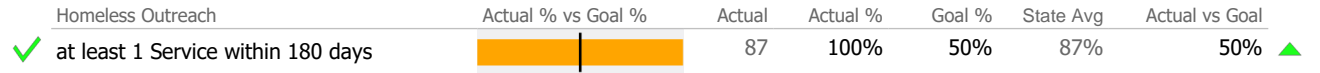
Actual | Goal Goal Met Below Goal

* State Avg based on 10 Active Employment Services Programs

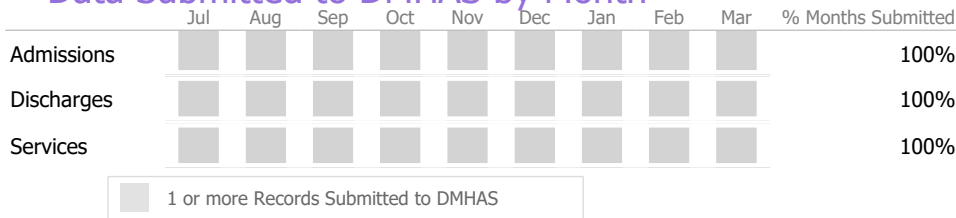
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	142	49	190% ▲
Admits	90	49	84% ▲
Discharges	95	2	4650% ▲
Service Hours	651	102	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	7	7	0%
Discharges	9	6	50% ▲
Service Hours	697	594	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	33%	65%	48%	-32% ▼
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	96%	4%
● Follow-up within 30 Days of Discharge		1	33%	90%	42%	-57% ▼

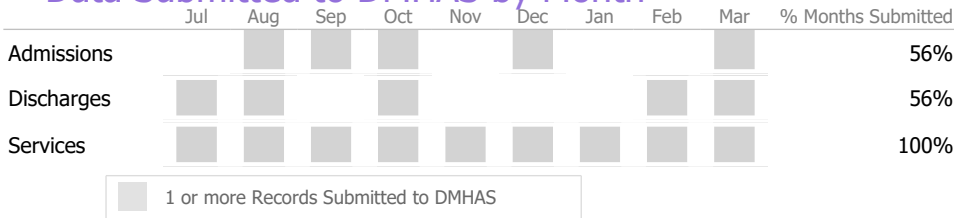
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	100%	60%	79%	40% ▲
✓ Stable Living Situation		17	100%	60%	91%	40% ▲
✓ Employed		5	29%	15%	17%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	1	-	
Discharges	-	-	
Service Hours	593	-	
Bed Days	486	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	78%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	98%
SA Screen Complete	100%	88%
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		N/A	N/A	60%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

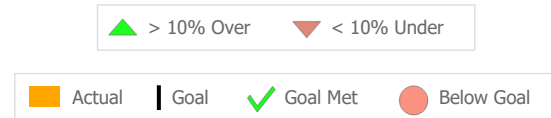
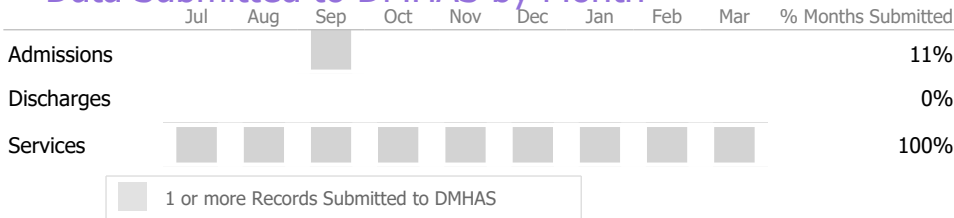
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	85%	40% ▲
✓ Employed		1	50%	25%	12%	25% ▲
✓ Stable Living Situation		2	100%	95%	95%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	266 days	2.7	11%	90%	92%	-79% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



* State Avg based on 80 Active Supervised Apartments Programs

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