

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,180	2,305	-5%
	Admits	449	348	29% ▲
	Discharges	437	372	17% ▲
	Service Hours	9,298	7,793	19% ▲
	Bed Days	3,798	3,832	-1%
	S.Rehab/PHP/IOP	846	798	6%

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

### Consumer Satisfaction Survey

(Based on 587 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		90%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		85%	80%	88%
● Outcome		76%	80%	83%
● Recovery		72%	80%	79%

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	1,821	62.6%
	Community Support	250	8.6%
	Case Management	173	5.9%
	Employment Services	130	4.5%
	Social Rehabilitation	129	4.4%
	Residential Services	46	1.6%
	<b>Forensic MH</b>	Forensics Community-based	159
<b>Addiction</b>	Outpatient	93	3.2%
	Medication Assisted Treatment	44	1.5%
	Employment Services	18	0.6%
<b>Other</b>	Other	45	1.5%

### Client Demographics

Age	#	%	State Avg
18-25	267	12%	10%
26-34	345	16%	21%
35-44	369	17%	23%
45-54	387	18%	19%
55-64	527	24%	20%
65+	277	13%	8%

Gender	#	%	State Avg
Female	1,106	51%	42%
Male	1,073	49%	58%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,761	81% ▲	62%
Black/African American	224	10%	17%
Other	98	4%	12%
Unknown	67	3%	6%
Asian	19	1%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races	1	0%	1%

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

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

**Better Choice Shoreline**

BH Care

Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	1	5	-80% ▼
Discharges	2	-	
Service Hours	1	3	-52% ▼

**Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	80%	98%
Valid TEDS Data	50%	21%
<b>On-Time Periodic</b>		
6 Month Updates	0%	71%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

**Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	75%	32%	25% ▲

**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	86%	10%

**Service Engagement**

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	69%	-75% ▼

**Data Submitted to DMHAS by Month**

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Gambling 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	4	1	300% ▲
Admits	1	1	0%
Discharges	1	-	
Service Hours	9	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	0%	21%
On-Time Periodic		
6 Month Updates	100%	71%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	32%	-75% ▼

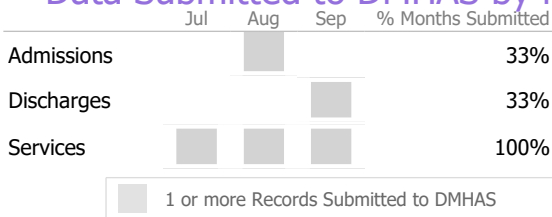
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	100%	90%	86%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	69%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Gambling 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	34	35	-3%
Admits	2	1	100% ▲
Discharges	1	1	0%
Service Hours	90	65	40% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	91%	85%	88%	6%

### Service Utilization

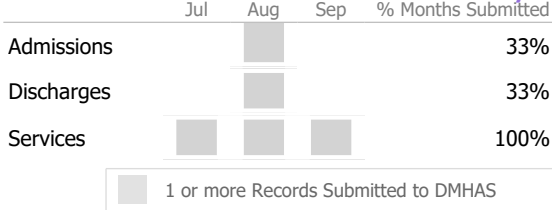
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	72	6%
Admits	20	10	100% ▲
Discharges	20	9	122% ▲
Service Hours	168	192	-13% ▼

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		42	55%	35%	49%	20% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		53	93%	90%	85%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	244	-18% ▼
Admits	23	8	188% ▲
Discharges	67	14	379% ▲
Service Hours	123	72	72% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	76%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	6%	50%	42%	-44% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		165	83%	60%	57%	23% ▲
Stable Living Situation		165	83%	95%	71%	-12% ▼
Employed		27	14%	30%	23%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	72%	90%	74%	-18% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	13%	75%	79%	-62% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	1	-	
Discharges	-	-	
Service Hours	50	33	54% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	88%	9%

### Service Utilization

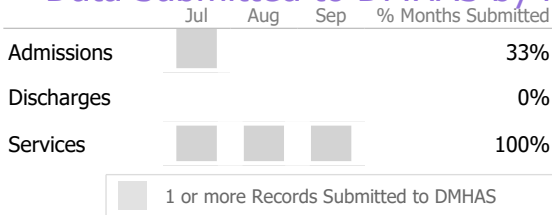
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	91%	4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



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

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	52	30	74% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		15	83%	85%	88%	-2%

### Service Utilization

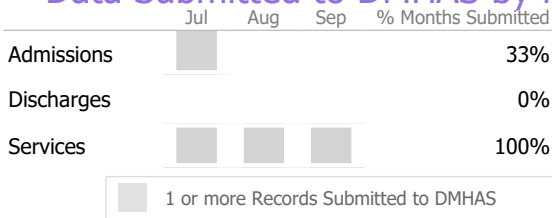
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25		
Admits	5	-	
Discharges	4	-	
Service Hours	56	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	100%	68%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	25%	50%	53%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		25	100%	60%	72%	40% ▲
Employed		3	12%	20%	20%	-8%
Stable Living Situation		12	48%	80%	77%	-32% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	100%	90%	75%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	97%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

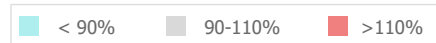
Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	84%	40% ▲
Stable Living Situation		8	100%	90%	98%	10%

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	2,313 days	1.0	100%	90%	88%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS



\* State Avg based on Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	1	1	0%
Discharges	5	2	150% ▲
Service Hours	111	128	-13% ▼
Bed Days	1,805	2,046	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	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		3	60%	60%	72%	0%
● Follow-up within 30 Days of Discharge		2	67%	90%	74%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	78%	60%	85%	18% ▲
✓ Stable Living Situation		22	96%	95%	93%	1%
● Employed		1	4%	25%	11%	-21% ▼

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				21	2,200 days	0.9	93%	90%	95%	3%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

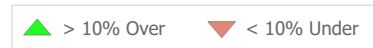
\* State Avg based on Active Supervised Apartments Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	-	

### Data Submitted to DMHAS by Month



\* State Avg based on Active Integrated Primary Care Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
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Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	87%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

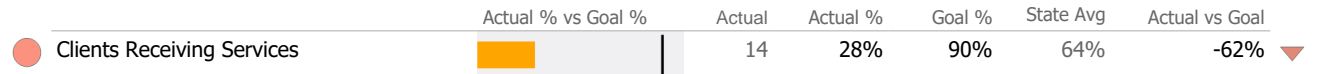
\* State Avg based on Active Integrated Primary Care Programs

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

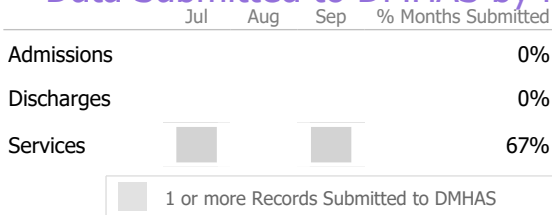
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	64	-22% ▼
Admits	-	4	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	2	-100% ▼
Social Rehab/PHP/IOP Days	43	383	-89% ▼

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	77	-30% ▼
Admits	11	19	-42% ▼
Discharges	1	20	-95% ▼
Service Hours	54	45	18% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		33	61%	35%	49%	26% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	64%	90%	85%	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%

On-Time Periodic	Actual	State Avg
6 Month Updates		80%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Employment Services Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	102	121	-16% ▼
Admits	48	45	7%
Discharges	51	63	-19% ▼
Service Hours	179	160	12% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	95%	90%	64%	5%

### Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		7	70%	0%	56%	70% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Court Liaison-Jail Diversion Programs


### Program Activity

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

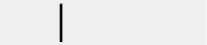
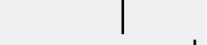
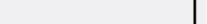
### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	90%
On-Time Periodic		
6 Month Updates	 N/A	52%

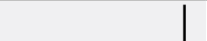
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Social Support		N/A	N/A	60%	57%	-60% ▼
Stable Living Situation		N/A	N/A	95%	71%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	74%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	100	121	-17% ▼
Admits	4	13	-69% ▼
Discharges	11	16	-31% ▼
Service Hours	258	330	-22% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	26%	83%
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		4	36%	65%	57%	-29% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		50	50%	60%	77%	-10%
Employed		9	9%	20%	14%	-11% ▼
Stable Living Situation		57	56%	80%	86%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		76	84%	90%	94%	-6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 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	77	91	-15% ▼
Admits	1	3	-67% ▼
Discharges	-	6	-100% ▼
Service Hours	252	330	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	81%	52%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	97%	60%	57%	37% ▲
✓ Employed		25	32%	30%	23%	2%
✓ Stable Living Situation		74	96%	95%	71%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	94%	90%	74%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 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	6	7	-14% ▼
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	22	2	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	88%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	91%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Supportive Housing – Scattered Site 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	76	12% ▲
Admits	34	25	36% ▲
Discharges	38	22	73% ▲
Service Hours	241	205	17% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	89%
Valid TEDS Data	91%	81%
On-Time Periodic		
6 Month Updates	50%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	37%	50%	42%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		76	88%	75%	57%	13% ▲
Employed		41	48%	50%	25%	-2%
Stable Living Situation		75	87%	95%	56%	-8%
Abstinence/Reduced Drug Use		41	48%	55%	27%	-7%
Self Help		27	31%	60%	12%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		44	92%	90%	43%	2%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		21	64%	75%	66%	-11% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	832	871	-4%
Admits	139	80	74% ▲
Discharges	101	75	35% ▲
Service Hours	3,005	2,260	33% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	53%	52%
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		39	39%	50%	42%	-11% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		575	68%	60%	57%	8%
Employed		214	25%	30%	23%	-5%
Stable Living Situation		688	82%	95%	71%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		670	90%	90%	74%	0%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		105	77%	75%	79%	2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	13	38% ▲
Admits	4	6	-33% ▼
Discharges	6	1	500% ▲
Service Hours	43	20	112% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	39%	35%	31%	4%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	74%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%

On-Time Periodic	Actual	State Avg
6 Month Updates		63%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Employment Services Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	18	144% ▲
Admits	25	1	2400% ▲
Discharges	2	2	0%
Service Hours	166	72	131% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
Valid TEDS Data	89%	93%
<b>On-Time Periodic</b>		
6 Month Updates	92%	23%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	93%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	34%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		41	93%	75%	49%	18% ▲
✓ Abstinence/Reduced Drug Use		28	64%	55%	33%	9%
● Employed		20	45%	50%	19%	-5%
● Stable Living Situation		38	86%	95%	46%	-9%
● Self Help		11	25%	60%	10%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	90%	90%	34%	0%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 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	1	▼
Admits	-	-	
Discharges	-	-	
Service Hours	-	1	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 95%
Valid TEDS Data		N/A 89%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 18%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	20%	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%	40%	-55% ▼
Employed		N/A	N/A	50%	23%	-50% ▼
Not Arrested		N/A	N/A	75%	75%	-75% ▼
Self Help		N/A	N/A	60%	23%	-60% ▼
Stable Living Situation		N/A	N/A	95%	65%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	35%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Naltrexone Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	276	276	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

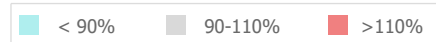
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	93%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	67%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	100%	90%	98%	10%
Social Support		2	67%	60%	84%	7%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	4,500 days	1.0	100%	90%	88%	10%



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS



\* State Avg based on Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	150	172	-13% ▼
Admits	3	9	-67% ▼
Discharges	12	12	0%
Service Hours	660	680	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	87%
On-Time Periodic		
6 Month Updates	71%	83%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	75%	65%	57%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		140	93%	60%	77%	33% ▲
Stable Living Situation		143	95%	80%	86%	15% ▲
Employed		25	17%	20%	14%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		131	94%	90%	94%	4%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 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	5	5	0%
Admits	1	-	
Discharges	-	-	
Bed Days	384	460	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	80%	98%

### 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%	74%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	85%	40% ▲
✓ Stable Living Situation		5	100%	95%	93%	5%
● Employed		1	20%	25%	11%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	2,747 days	1.0	83%	90%	95%	-7%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

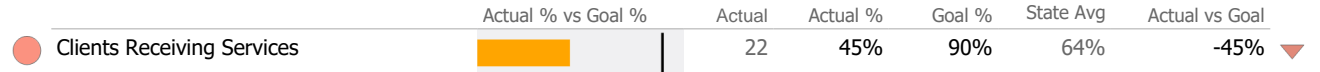
Actual   
 Goal   
 Goal Met   
 Below Goal

\* State Avg based on Active Supervised Apartments Programs

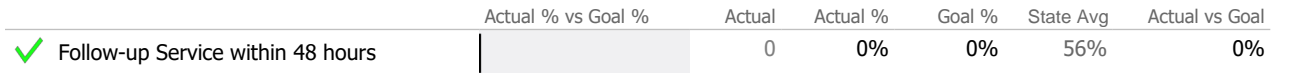
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	59	-2%
Admits	11	18	-39% ▼
Discharges	9	11	-18% ▼
Service Hours	26	27	-2%

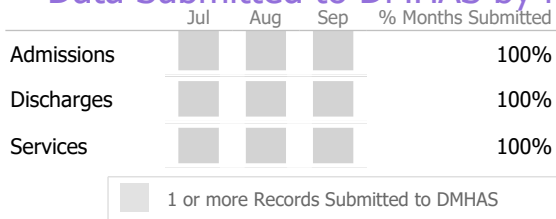
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	23	24	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	86%	85%	95%	1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	86%	90%	89%	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	802	896	-10% ▼
Admits	97	83	17% ▲
Discharges	84	104	-19% ▼
Service Hours	3,080	2,657	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic		
6 Month Updates	64%	52%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	73%	50%	42%	23% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		605	75%	60%	57%	15% ▲
Employed		239	30%	30%	23%	0%
Stable Living Situation		697	87%	95%	71%	-8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		670	93%	90%	74%	3%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		78	80%	75%	79%	5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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	7	6	17% ▲
Admits	-	-	
Discharges	1	-	
Service Hours	13	4	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	71%	85%	88%	-14% ▼

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	83%	90%	91%	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%

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

### Data Submitted to DMHAS by Month



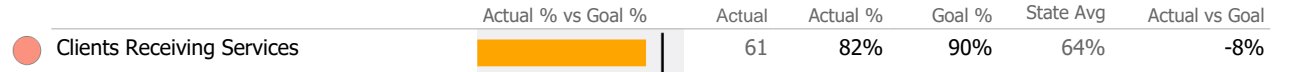
▲ > 10% Over    ▼ < 10% Under

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

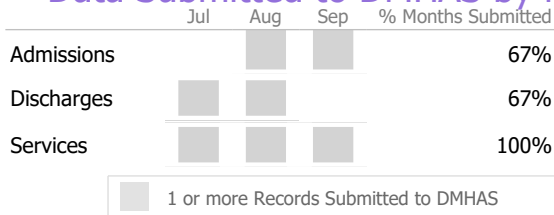
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	92	-13% ▼
Admits	6	8	-25% ▼
Discharges	6	-	
Service Hours	27	-	
Social Rehab/PHP/IOP Days	803	415	93% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

\* State Avg based on Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	33	-6%
Admits	7	1	600% ▲
Discharges	9	7	29% ▲
Service Hours	378	297	27% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	79%	68%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	50%	53%	28% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		31	97%	60%	72%	37% ▲
✓ Employed		11	34%	20%	20%	14% ▲
✓ Stable Living Situation		29	91%	80%	77%	11% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	91%	90%	75%	1%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	5	60% ▲
Admits	1	1	0%
Discharges	3	2	50% ▲
Bed Days	597	314	90% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	80%	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		1	33%	60%	72%	-27% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	74%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		8	100%	60%	85%	40% ▲
Employed		3	38%	25%	11%	13% ▲
Stable Living Situation		7	88%	95%	93%	-7%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	322 days	0.6	130%	90%	95%	40% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on Active Supervised Apartments Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	2	2	0%
Discharges	3	3	0%
Service Hours	213	156	37% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	68%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	53%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	91%	60%	72%	31% ▲
✓ Employed		8	36%	20%	20%	16% ▲
✓ Stable Living Situation		19	86%	80%	77%	6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	75%	5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Standard Case Management Programs