

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	380	442	-14% ▼
	Admits	112	141	-21% ▼
	Discharges	118	135	-13% ▼
	Service Hours	1,892	2,846	-34% ▼
	Bed Days	13,700	16,922	-19% ▼

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

Consumer Satisfaction Survey (Based on 205 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		91%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Overall		88%	80%	91%
✓ Access		87%	80%	88%
✓ General Satisfaction		86%	80%	92%
✓ Outcome		81%	80%	83%
✓ Recovery		81%	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	Residential Services	148	32.5%
	Case Management	117	25.7%
	Community Support	81	17.8%
	Crisis Services	81	17.8%
	Housing Services	26	5.7%
Forensic MH	Crisis Services	2	0.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	23	6%	10%	Male	266	70%	▲ 58%
26-34	70	18%	21%	Female	114	30%	▼ 42%
35-44	85	22%	23%	Transgender			0%
45-54	78	21%	19%				
55-64	95	25%	20%				
65+	29	8%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	310	82%	▲ 69%	White/Caucasian	203	53%	62%
Hisp-Puerto Rican	31	8%	11%	Black/African American	136	36%	▲ 17%
Unknown	20	5%	12%	Other	26	7%	12%
Hispanic-Other	16	4%	8%	Unknown	6	2%	6%
Hispanic-Cuban	2	1%	0%	Multiple Races	4	1%	1%
Hispanic-Mexican	1	0%	1%	Asian	2	1%	1%
				Hawaiian/Other Pacific Islander	2	1%	0%
				Am. Indian/Native Alaskan	1	0%	1%

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

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

40 South Main St Norwalk Programs

Continuum of Care

Mental Health - Case Management - Supportive Housing – Development

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	16	20	-20% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	86	238	-64% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	95%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	89%	10%

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				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	2	2	0%
Discharges	1	1	0%
Bed Days	534	464	15% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	72%	40% ▲
✓ 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		6	86%	60%	85%	26% ▲
✓ Stable Living Situation		7	100%	95%	93%	5%
○ Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		7	255 days	1.0	83%	90%	95%	-7%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

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	4	5	-20% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	368	400	-8%

Data Submission Quality

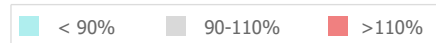
Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

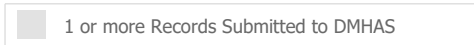
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	1,863 days	1.0	100%	90%	90%	10%



Data Submitted to DMHAS by Month

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



* State Avg based on Active MH Intensive Res. 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	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	1	2	-50% ▼
Bed Days	18	31	-42% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	277 days	1.0	20%	90%	47%	-70% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

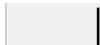

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on Active Respite Bed Programs

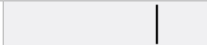
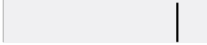
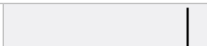
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	-	-	
Discharges	-	-	
Bed Days	184	-	


Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	 100%	91%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	 N/A	N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge	 N/A	N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge	 N/A	N/A	N/A	90%	64%	N/A

Bed Utilization

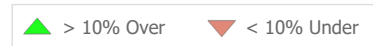
12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	2	347 days	1.0	100%	90%	90%	10%



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 MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	54	-31% ▼
Admits	31	50	-38% ▼
Discharges	30	51	-41% ▼
Bed Days	701	616	14% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		26	87%	85%	91%	2%
● Follow-up within 30 Days of Discharge		16	76%	90%	71%	-14% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	26 days	0.3	76%	90%	57%	-14% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	15	-13% ▼
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	173	422	-59% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	77%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	79%	60%	83%	19% ▲
✓ Stable Living Situation		13	93%	85%	95%	8%
● Employed		0	0%	25%	16%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	97%	10%

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

* State Avg based on Active Residential Support 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	-	-	
Discharges	-	-	
Bed Days	460	460	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	5	2,578 days	1.0	100%	90%	90%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 MH Intensive Res. Rehabilitation 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	3	▼
Admits	-	-	
Discharges	-	2	-100% ▼
Service Hours	-	2	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 95%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	53%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	20%	-20% ▼
Social Support		N/A	N/A	60%	72%	-60% ▼
Stable Living Situation		N/A	N/A	80%	77%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	75%	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 Case Management 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	3	-67% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Bed Days	92	169	-46% ▼

Discharge Outcomes

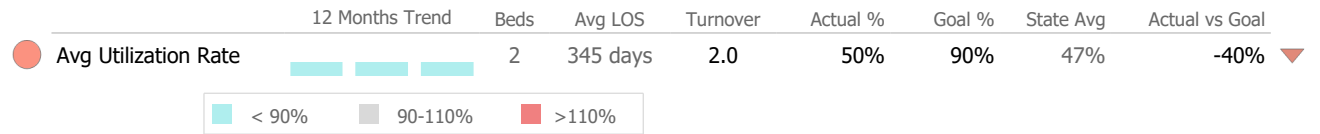
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid Axis I Diagnosis	100%	60%

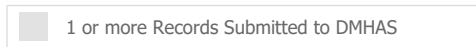


Bed Utilization



Data Submitted to DMHAS by Month

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



* State Avg based on Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	54	-19% ▼
Admits	40	50	-20% ▼
Discharges	31	49	-37% ▼
Bed Days	651	634	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		28	90%	85%	91%	5%
● Follow-up within 30 Days of Discharge		18	72%	90%	71%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		9	21 days	0.2	79%	90%	57%	-11% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	115	-30% ▼
Admits	7	4	75% ▲
Discharges	10	8	25% ▲
Service Hours	274	505	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	58%	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		8	80%	65%	57%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		70	86%	60%	77%	26% ▲
Stable Living Situation		76	94%	80%	86%	14% ▲
Employed		17	21%	20%	14%	1% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		54	76%	90%	94%	-14% ▼

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 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	13	14	-7%
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	1,196	4,876	-75% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		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		11	85%	60%	85%	25% ▲
● Stable Living Situation		12	92%	95%	93%	-3%
● Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	868 days	1.1	93%	90%	95%	3%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 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	35	39	-10% ▼
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	664	663	0%
Bed Days	3,082	3,485	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	50%	77%	50% ▲

Recovery

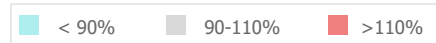
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		34	97%	85%	95%	12% ▲
✓ Social Support		25	71%	60%	83%	11% ▲
● Employed		8	23%	25%	16%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	97%	90%	97%	7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		40	925 days	1.1	84%	90%	74%	-6%



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on Active Residential Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	-	-	
Discharges	-	-	
Service Hours	96	169	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		10	83%	85%	88%	-2%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	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

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

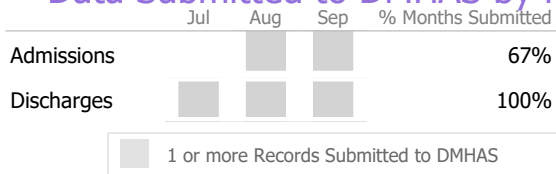
Actual | Goal Goal Met Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	1	2500% ▲
Admits	4	-	
Discharges	18	-	

Data Submitted to DMHAS by Month



* State Avg based on Active Housing Coordination 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	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

Data Submission Quality

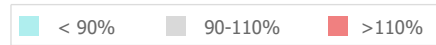
Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

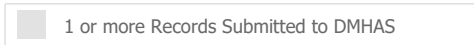
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		4	1,831 days	1.0	100%	90%	90%	10%



Data Submitted to DMHAS by Month

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



* State Avg based on Active MH Intensive Res. 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	9	6	50% ▲
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	828	521	59% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	1,044 days	0.7	150%	90%	90%	60% ▲

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

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 MH Intensive Res. 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	8	7	14% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	575	644	-11% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	72%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	74%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	88%	60%	85%	28% ▲
Stable Living Situation		8	100%	95%	93%	5%
Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	1,217 days	0.9	89%	90%	95%	-1%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

▲ > 10% Over ▼ < 10% Under

* State Avg based on Active Supervised Apartments Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Bed Days	368	-	

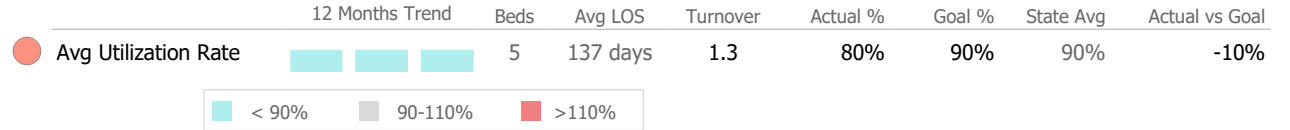
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 98%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

Bed Utilization



Data Submitted to DMHAS by Month

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

> 10% Over < 10% Under

■ Actual
 |
 ■ Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	3	▼
Admits	-	3	-100% ▼
Discharges	-	3	-100% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		1	N/A	N/A	0%	90%	47%	-90%

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 Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	105	68	54% ▲
Bed Days	460	395	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 84%
On-Time Periodic		
6 Month Updates		100% 90%
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	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		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate				6	716 days	1.2	83%	90%	95%	-7%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 Supervised Apartments Programs

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

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	N/A	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	91%
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	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	1,856 days	1.3	75%	90%	90%	-15% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

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 MH Intensive Res. 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	50	44	14% ▲
Admits	5	12	-58% ▼
Discharges	1	-	
Service Hours	122	544	-78% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	90%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	53%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	82%	60%	72%	22% ▲
✓ Stable Living Situation		51	100%	80%	77%	20% ▲
● Employed		5	10%	20%	20%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		36	72%	90%	75%	-18% ▼

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 Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	-	-	
Discharges	1	-	
Bed Days	547	644	-15% ▼

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	72%	40% ▲
✓ 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		6	100%	60%	85%	40% ▲
✓ Employed		2	33%	25%	11%	8%
✓ Stable Living Situation		6	100%	95%	93%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	773 days	1.0	99%	90%	95%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

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	14	13	8%
Admits	2	-	
Discharges	3	1	200% ▲
Bed Days	1,129	1,180	-4%

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

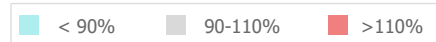
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	80%	64%	-47% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	93%	-18% ▼
Follow-up within 30 Days of Discharge		1	100%	90%	67%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		11	79%	60%	84%	19% ▲
Stable Living Situation		14	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		13	618 days	0.9	94%	90%	88%	4%



Data Submitted to DMHAS by Month

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

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	29	23	26% ▲
Admits	14	10	40% ▲
Discharges	14	6	133% ▲
Service Hours	50	50	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	53%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		21	70%	80%	77%	-10% ▼
Employed		0	0%	20%	20%	-20% ▼
Social Support		10	33%	60%	72%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	94%	90%	75%	4%

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 Case Management 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	7	0%
Admits	-	-	
Discharges	-	-	
Bed Days	644	644	0%

Data Submission Quality

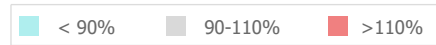
Data Entry	Actual	State Avg
Valid NOMS Data	80%	98%
On-Time Periodic		
6 Month Updates	86%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

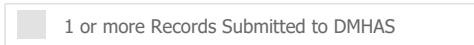
Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	1,983 days	0.9	117%	90%	90%	27% ▲



Data Submitted to DMHAS by Month

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



* State Avg based on Active MH Intensive Res. Rehabilitation Programs

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

Pilots-Scattered Sites 551

Continuum of Care

Mental Health - Case Management - Supportive Housing – Scattered Site

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	100	95	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	90%	85%	88%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	91%	0%

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	7	6	17% ▲
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	200	53	
Bed Days	644	495	30% ▲

Discharge Outcomes

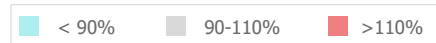
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	64%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	81%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	64%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	91%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	2,419 days	0.7	140%	90%	90%	50% ▲



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



* State Avg based on Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	1	-	
Service Hours	22	36	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	77%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	83%	15% ▲
✓ Stable Living Situation		4	100%	85%	95%	15% ▲
● Employed		0	0%	25%	16%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on Active Residential Support 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		N/A 84%
On-Time Periodic	Actual	State Avg
6 Month Updates		100% 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		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		3	100%	60%	85%	40% ▲
✓ Stable Living Situation		3	100%	95%	93%	5%
● Employed		0	0%	25%	11%	-25% ▼

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				3	1,008 days	1.0	100%	90%	95%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

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 Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	1	-	
Discharges	-	-	
Bed Days	258	276	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	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		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
Employed		1	33%	25%	11%	8%
Social Support		2	67%	60%	85%	7%
Stable Living Situation		3	100%	95%	93%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	818 days	1.0	93%	90%	95%	3%

■ < 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	2	1	100% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	41	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	26 days	0.5	45%	90%	57%	-45% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
Valid Axis I Diagnosis	100%	8%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	8%

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 Respite Bed Programs