Southeastern Mental Health Authority
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,161	1,079	8%
	Admits	607	606	0%
	Discharges	497	565	-12% ▼
	Service Hours	7,481	9,092	-18% ▼
	Bed Days	2,453	2,052	20% ▲

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Crisis Services	282	20.6%
Outpatient	262	19.1%
Community Support	203	14.8%
ACT	158	11.5%
Intake	57	4.2%
Residential Services	29	2.1%
Other	1	0.1%
Forensic MH		
Forensics Community-based	380	27.7%

Consumer Satisfaction Survey

(Based on 171 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		92%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		85%	80%	83%
✓ Recovery		80%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	154	13%	9%
26-34	257	22%	20%
35-44	253	22%	24%
45-54	193	17%	18%
55-64	183	16%	20%
65+	114	10%	9%

Gender	#	%	State Avg
Male	709	61%	58%
Female	439	38%	42%
Transgender	12	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	849	73%	69%
Unknown	176	15%	11%
Hispanic-Other	82	7%	8%
Hisp-Puerto Rican	48	4%	11%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	2	0%	1%

Race	#	%	State Avg
White/Caucasian	711	67%	62%
Black/African American	165	16%	17%
Other	74	7%	13%
Unknown	45	4%	6%
Multiple Races	39	4%	1%
Am. Indian/Native Alaskan	15	1%	1%
Asian	11	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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.

ACCESS
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	94	-3%	
Admits	16	15	7%	
Discharges	13	17	-24%	▼
Service Hours	1,783	2,119	-16%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	88%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	63%	80%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		6	46%	65%	65%	-19%	▼
✓ No Re-admit within 30 Days of Discharge		13	100%	85%	94%	15%	▲
● Follow-up within 30 Days of Discharge		5	83%	90%	44%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		76	84%	60%	89%	24%	▲
✓ Social Support		56	62%	60%	78%	2%	
● Employed		5	5%	15%	17%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■	■	83%
Discharges		■	■	■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

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

BHH ADULT NAE
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

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	Actual	State Avg
6 Month Updates	N/A	51%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	24%	-30%
Social Support		N/A	N/A	60%	59%	-60%
Stable Living Situation		N/A	N/A	95%	72%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	80%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 73 Active Standard Outpatient Programs

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

CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	55	38%	▲
Admits	58	58	0%	
Discharges	27	57	-53%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Evaluation within 1.5 hours of Request		0	0%	75%	65%	-75%	▼
Community Location Evaluation		1	4%	80%	72%	-76%	▼
Follow-up Service within 48 hours		0	NA	90%	65%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 26 Active Mobile Crisis Team 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	1	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 3 Active Re-entry Programs Programs

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

Medication Management
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	97	-1%	
Admits	-	-		
Discharges	5	3	67%	▲
Service Hours	402	305	32%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	90%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	15%	51%

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	80%	50%	43%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		49	51%	60%	59%	-9%	
● Employed		5	5%	30%	24%	-25%	▼
● Stable Living Situation		52	54%	95%	72%	-41%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	93%	90%	80%	3%

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	Oct	Nov	Dec	% Months Submitted
Admissions							0%
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 73 Active Standard Outpatient Programs

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

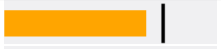
SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	223	214	4%
Admits	268	270	-1%
Discharges	246	271	-9%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		178	67%	75%	65%	-8%
Community Location Evaluation		245	92%	80%	72%	12%
Follow-up Service within 48 hours		3	27%	90%	65%	-63%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 Mobile Crisis Team Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	25	-8%	
Admits	-	2	-100%	▼
Discharges	1	2	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges			■				17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 1 Active Outreach & Engagement Programs

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

SMHA Hsing Asst
Southeastern Mental Health Authority
Mental Health - Housing Services - Housing Assistance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 0 Active Housing Assistance Programs

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

SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	79	-28%	▼
Admits	51	75	-32%	▼
Discharges	57	71	-20%	▼
Service Hours	106	160	-34%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 15 Active Central Intake Programs

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

SMHA Jail Diversion
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	324	229	41%	▲
Admits	145	78	86%	▲
Discharges	98	71	38%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		45	96%	0%	71%	96%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 19 Active Court Liaison-Jail Diversion Programs

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

SMHA Liaison
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 25 Active Other Programs

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

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	35	-17%	▼
Admits	16	26	-38%	▼
Discharges	15	26	-42%	▼
Bed Days	2,453	2,052	20%	▲

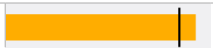
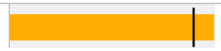
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	43%	43%

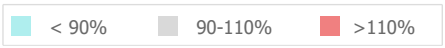
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	90%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	53%	95%	53%	-42% ▼
✓ No Re-admit within 30 Days of Discharge		14	93%	85%	93%	8%
✓ Follow-up within 30 Days of Discharge		8	100%	90%	100%	10%

Bed Utilization

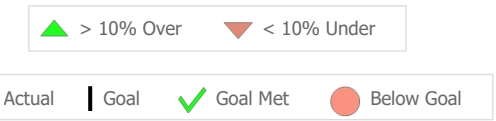
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	233 days	0.3	89%	90%	89%	-1%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS



* State Avg based on 1 Active Sub-Acute Programs

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

SMHA/OUTPT CLINICAL
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	169	192	-12%	▼
Admits	16	31	-48%	▼
Discharges	13	12	8%	
Service Hours	1,500	1,975	-24%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	68%	51%

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		8	62%	50%	43%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		132	78%	60%	59%	18%	▲
● Stable Living Situation		158	93%	95%	72%	-2%	
● Employed		36	21%	30%	24%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		151	96%	90%	80%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		12	80%	75%	79%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■		■	■	83%
Discharges	■	■	■		■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 73 Active Standard Outpatient Programs

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

Veterans Jail Diversion Initiative
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	31	3%	
Admits	5	3	67%	▲
Discharges	2	2	0%	

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		2	100%	0%	71%	100%	▲

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							33%

1 or more Records Submitted to DMHAS

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

WRAP (CSP- Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	203	212	-4%	
Admits	14	37	-62%	▼
Discharges	16	20	-20%	▼
Service Hours	2,261	2,565	-12%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	88%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	91%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	62%	65%	55%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		191	94%	80%	86%	14%	▲
✓ Social Support		141	69%	60%	78%	9%	
● Employed		21	10%	20%	14%	-10%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		186	99%	90%	96%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
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

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

YAS Pre-Admit
Southeastern Mental Health Authority
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	2	-50%	▼
Admits	1	1	0%	
Discharges	-	1	-100%	▼
Service Hours	5	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■					17%
Discharges							0%
Services					■	■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Other Programs

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

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	56	21%	▲
Admits	17	10	70%	▲
Discharges	4	12	-67%	▼
Service Hours	1,424	1,969	-28%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	88%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	60%	80%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	25%	65%	65%	-40%	▼
● No Re-admit within 30 Days of Discharge		3	75%	85%	94%	-10%	
✓ Follow-up within 30 Days of Discharge		1	100%	90%	44%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		59	87%	60%	89%	27%	▲
✓ Employed		20	29%	15%	17%	14%	▲
✓ Social Support		50	74%	60%	78%	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							17%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

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