

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,141	2,095	2%
	Admits	448	598	-25% ▼
	Discharges	166	615	-73% ▼
	Service Hours	9,120	16,829	-46% ▼
	Bed Days	5,651	6,387	-12% ▼

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

Consumer Satisfaction Survey

(Based on 278 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Overall		90%	80%	91%
✓ Respect		89%	80%	91%
✓ Access		86%	80%	88%
● Outcome		72%	80%	83%
● Recovery		70%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,382	51.4%
	Social Rehabilitation	176	6.5%
	Crisis Services	169	6.3%
	ACT	160	6.0%
	Case Management	149	5.5%
	Community Support	110	4.1%
	Employment Services	81	3.0%
	Residential Services	68	2.5%
	Forensic MH	Forensics Community-based	169
Outpatient		120	4.5%
Case Management		1	0.0%
Addiction	Medication Assisted Treatment	58	2.2%
	Outpatient	30	1.1%
	Recovery Support	15	0.6%

Client Demographics

Age	#	%	State Avg
18-25	276	13%	8%
26-34	395	19%	18%
35-44	454	21%	24%
45-54	367	17%	19%
55-64	421	20%	20%
65+	203	10%	11%

Gender	#	%	State Avg
Male	1,101	51%	58%
Female	1,040	49%	42%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	1,260	59%	60%
Unknown	494	23%	▲ 8%
Black/African American	300	14%	17%
Other	48	2%	12%
Multiple Races	17	1%	1%
Am. Indian/Native Alaskan	10	0%	1%
Asian	10	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,135	1,051	8%
Admits	224	262	-15% ▼
Discharges	107	218	-51% ▼
Service Hours	3,449	5,093	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	96%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		81	76%	50%	37%	26% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,111	98%	60%	62%	38% ▲
● Stable Living Situation		986	87%	95%	71%	-8%
✓ Improved/Maintained Function Score		745	97%	75%	35%	22% ▲
● Employed		201	18%	30%	23%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		907	88%	90%	79%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		115	52%	75%	61%	-23% ▼

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 75 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	83	-10%
Admits	5	6	-17% ▼
Discharges	10	11	-9%
Service Hours	880	1,840	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic		
6 Month Updates	98%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	100%	65%	61%	35% ▲
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	84%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	31%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	100%	60%	77%	40% ▲
✓ Stable Living Situation		67	89%	60%	89%	29% ▲
✓ Improved/Maintained Function Score		63	94%	85%	26%	9%
● Employed		4	5%	15%	14%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	97%	90%	97%	7%

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

* State Avg based on 23 Active Assertive Community Treatment Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	5	-40% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	1	7	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	55%
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		N/A	N/A	50%	37%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	62%	40% ▲
✓ Stable Living Situation		3	100%	95%	71%	5%
✓ Employed		1	33%	30%	23%	3%
● Improved/Maintained Function Score		2	67%	75%	35%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	33%	90%	79%	-57% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	61%	-75% ▼

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 75 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	28	14	100% ▲
Admits	2	2	0%
Discharges	5	2	150% ▲
Service Hours	9	23	-60% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	62%	55%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	50%	37%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	79%	60%	62%	19% ▲
● Employed		0	0%	30%	23%	-30% ▼
● Stable Living Situation		11	39%	95%	71%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		10	43%	90%	79%	-47% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	61%	-75% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

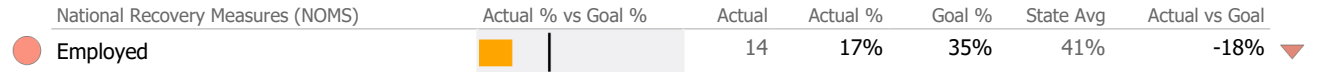
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 75 Active Standard Outpatient Programs

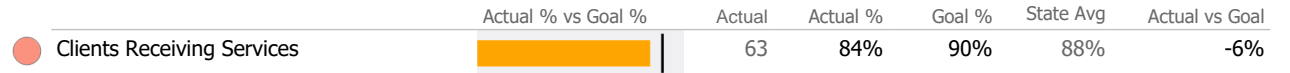
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	54	50% ▲
Admits	15	11	36% ▲
Discharges	7	22	-68% ▼
Service Hours	258	482	-47% ▼

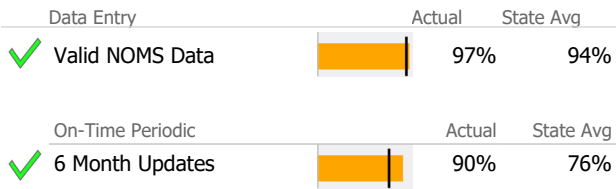
Recovery



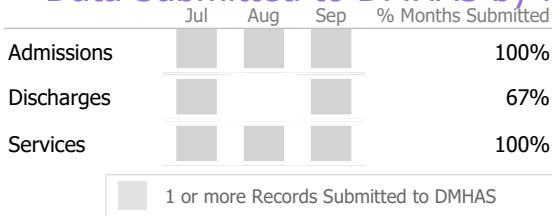
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 37 Active Employment Services Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	74	15% ▲
Admits	11	9	22% ▲
Discharges	7	5	40% ▲
Service Hours	1,026	1,311	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic		
6 Month Updates	90%	88%
Diagnosis		
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	65%	61%	35% ▲
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	84%	15% ▲
○ Follow-up within 30 Days of Discharge		0	0%	90%	31%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		82	96%	60%	77%	36% ▲
✓ Stable Living Situation		77	91%	60%	89%	31% ▲
✓ Employed		14	16%	15%	14%	1% ▲
✓ Improved/Maintained Function Score		68	99%	85%	26%	14% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	90%	90%	97%	0%

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 23 Active Assertive Community Treatment Programs

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

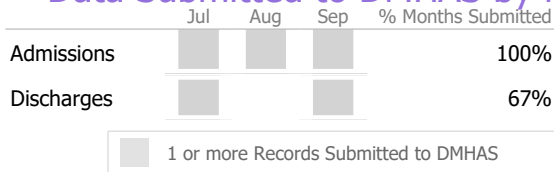
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	168	171	-2%
Admits	87	132	-34% ▼
Discharges	3	153	-98% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		6	100%	75%	78%	25% ▲
✓ Community Location Evaluation		6	100%	80%	82%	20% ▲
● Follow-up Service within 48 hours		1	33%	90%	85%	-57% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

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

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 88%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 88%
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		N/A	N/A	50%	13%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	80%	59%	20% ▲
● Employed		0	0%	20%	18%	-20% ▼
● Self Help		0	0%	60%	95%	-60% ▼
● Social Support		0	0%	60%	64%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	86%	N/A ▼

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 3 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	5	-80% ▼
Admits	-	3	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	92	250	-63% ▼

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%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	70%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		4	262 days	4.0	25%	90%	52%	-65% ▼

■ < 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 11 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	123	-11% ▼
Admits	4	4	0%
Discharges	2	9	-78% ▼
Service Hours	561	1,002	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	77%
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	50%	65%	53%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		110	99%	60%	79%	39% ▲
Improved/Maintained Function Score		100	93%	65%	50%	28% ▲
Stable Living Situation		102	92%	80%	87%	12% ▲
Employed		8	7%	20%	14%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		90	83%	90%	93%	-7%

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 35 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	46	43	7%
Admits	5	5	0%
Discharges	-	11	-100% ▼
Service Hours	337	712	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	66%	55%
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		N/A	N/A	50%	37%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		42	91%	60%	62%	31% ▲
● Employed		12	26%	30%	23%	-4%
✓ Improved/Maintained Function Score		32	84%	75%	35%	9%
● Stable Living Situation		39	85%	95%	71%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		26	57%	90%	79%	-33% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	80%	75%	61%	5%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under





* State Avg based on 75 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	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	14	17	-19% ▼


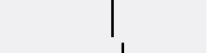
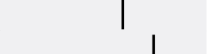
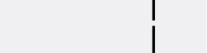
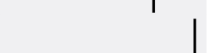

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	89%
Valid TEDS Data	 N/A	76%
On-Time Periodic	Actual	State Avg
6 Month Updates	 0%	11%
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	50%	51%	N/A


Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	50%	25%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	24%	-55% ▼
Self Help		0	0%	60%	14%	-60% ▼
Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼
Not Arrested		0	0%	75%	48%	-75% ▼
Stable Living Situation		0	0%	95%	49%	-95% ▼










Service Utilization

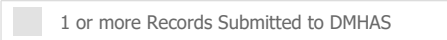
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	83%	90%	32%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	49%	-75% ▼

Data Submitted to DMHAS by Month

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



▲ > 10% Over ▼ < 10% Under



* State Avg based on 103 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 52 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	1,196	1,104	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	93%	98%

Discharge Outcomes

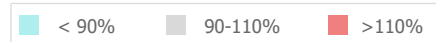
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	70%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		13	93%	60%	84%	33% ▲
● Stable Living Situation		12	86%	95%	93%	-9%
✓ Improved/Maintained Function Score		11	100%	95%	51%	5%
● Employed		0	0%	25%	13%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	1,192 days	0.9	108%	90%	95%	18% ▲



Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS



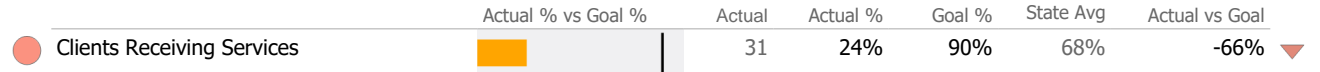
* State Avg based on 84 Active Supervised Apartments Programs

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

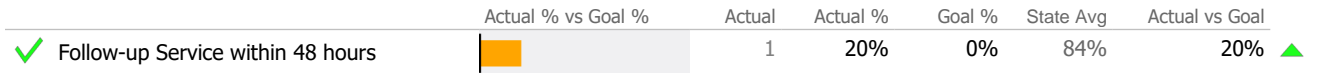
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	153	-14% ▼
Admits	27	25	8%
Discharges	4	39	-90% ▼
Service Hours	37	271	-86% ▼

Service Utilization



Jail Diversion



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

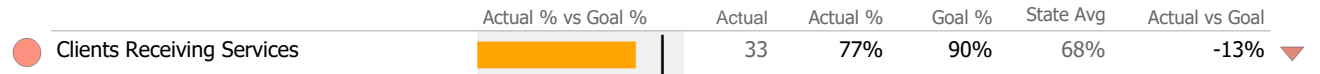
Actual | Goal ✓ Goal Met ● Below Goal

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

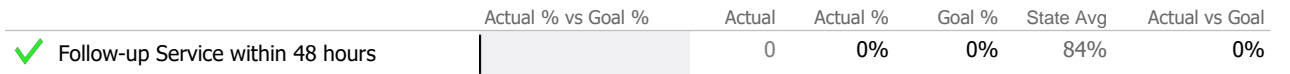
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	48	0%
Admits	8	13	-38% ▼
Discharges	6	11	-45% ▼
Service Hours	179	363	-51% ▼

Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	152	-21% ▼
Admits	14	19	-26% ▼
Discharges	2	39	-95% ▼
Service Hours	442	1,064	-58% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	81%	85%
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		2	100%	50%	29%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		108	89%	60%	75%	29% ▲
✓ Improved/Maintained Function Score		93	91%	75%	51%	16% ▲
● Employed		33	27%	30%	17%	-3%
● Stable Living Situation		99	81%	95%	81%	-14% ▼
● Self Help		1	1%	60%	46%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		91	76%	90%	85%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		10	77%	75%	85%	2%

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

* State Avg based on 3 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	24	30	-20% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	115	230	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
Valid TEDS Data	0%	76%
On-Time Periodic		
6 Month Updates	91%	11%
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	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		24	100%	75%	48%	25% ▲
✓ Improved/Maintained Function Score		23	100%	75%	30%	25% ▲
✓ Abstinence/Reduced Drug Use		18	75%	55%	24%	20% ▲
● Stable Living Situation		22	92%	95%	49%	-3%
● Employed		0	0%	50%	25%	-50% ▼
● Self Help		0	0%	60%	14%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	92%	90%	32%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	49%	-75% ▼

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 103 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	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	100%
Valid TEDS Data	N/A	100%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	15%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	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%	35%	-55% ▼
● Employed		N/A	N/A	50%	32%	-50% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	19%	-75% ▼
● Not Arrested		N/A	N/A	75%	53%	-75% ▼
● Self Help		N/A	N/A	60%	41%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	47%	-95% ▼

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 6 Active Naltrexone Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	69	-16% ▼
Admits	-	6	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	215	309	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	8%	57%
On-Time Periodic		
6 Month Updates	74%	41%
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	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		55	95%	75%	62%	20% ▲
✓ Improved/Maintained Function Score		53	91%	75%	22%	16% ▲
✓ Abstinence/Reduced Drug Use		40	69%	55%	50%	14% ▲
● Stable Living Situation		53	91%	95%	59%	-4%
● Employed		5	9%	50%	28%	-41% ▼
● Self Help		1	2%	60%	15%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		41	71%	90%	51%	-19% ▼

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

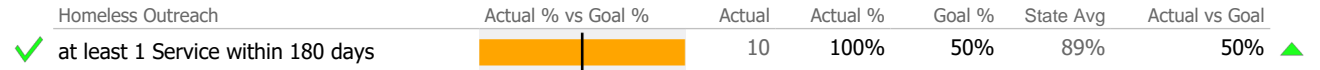
* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

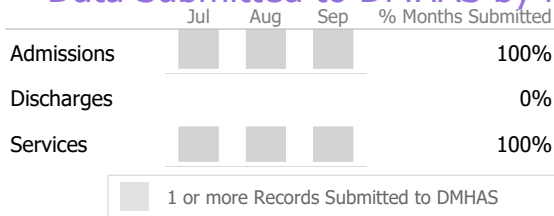
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	62	6%
Admits	10	20	-50% ▼
Discharges	-	6	-100% ▼
Service Hours	247	444	-44% ▼

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 52 Active Outreach & Engagement Programs

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

Next Steps

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	35	74	-52% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	85%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	47%	90%	87%	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		75%

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

* State Avg based on 118 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	185	172	8%
Admits	29	38	-24% ▼
Discharges	1	31	-97% ▼
Service Hours	629	693	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	87%	55%
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	100%	50%	37%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		183	99%	60%	62%	39% ▲
● Stable Living Situation		172	93%	95%	71%	-2%
● Employed		42	23%	30%	23%	-7%
✓ Improved/Maintained Function Score		117	85%	75%	35%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		144	78%	90%	79%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		18	62%	75%	61%	-13% ▼

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 75 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	18	15	20% ▲
Admits	2	-	
Discharges	3	2	50% ▲
Bed Days	1,414	1,269	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	33%	75%	76%	-42% ▼
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	46%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		15	100%	75%	39%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	1,878 days	0.9	96%	90%	88%	6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 37 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	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	85%
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		N/A	N/A	75%	76%	N/A
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%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		4	100%	75%	39%	25% ▲

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate				6	1,409 days	1.0	100%	90%	88%	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 37 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	17	-12% ▼
Admits	2	4	-50% ▼
Discharges	-	1	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		9%

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 9 Active Peer Based Mentoring 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	2	100% ▲
Admits	-	-	
Discharges	1	-	
Service Hours	1	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	69%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	80%	82%	20% ▲
● Employed		0	0%	20%	17%	-20% ▼
● Social Support		1	25%	60%	74%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	33%	90%	78%	-57% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

Supportive Housing Scattered Sites

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	69	4%
Admits	-	-	
Discharges	-	-	
Service Hours	172	294	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		55	76%	85%	85%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		45	63%	90%	87%	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		75%

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

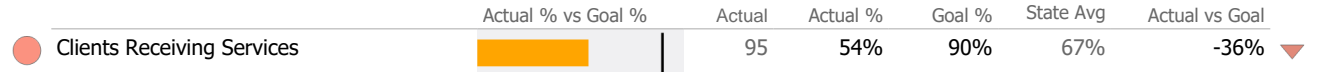
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

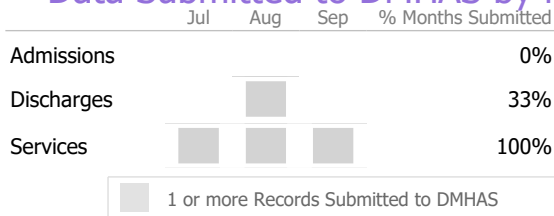
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	176	189	-7%
Admits	-	16	-100% ▼
Discharges	1	43	-98% ▼
Service Hours	514	2,530	-80% ▼
Social Rehab/PHP/IOP Days	0	1,512	-100% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	1	1	0%
Discharges	5	1	400% ▲
Bed Days	1,552	1,875	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	75%	76%	25% ▲
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	100%	15% ▲
○ Follow-up within 30 Days of Discharge		1	20%	90%	46%	-70% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		17	100%	75%	39%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	873 days	0.7	112%	90%	88%	22% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ○ Below Goal

* State Avg based on 37 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	11	10	10%
Admits	1	2	-50% ▼
Discharges	1	1	0%
Bed Days	845	774	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	100%	89%
Diagnosis		
Valid Axis I Diagnosis	91%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	70%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	80%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	84%	31% ▲
✓ Employed		5	45%	25%	13%	20% ▲
✓ Improved/Maintained Function Score		9	100%	95%	51%	5%
● Stable Living Situation		9	82%	95%	93%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	300 days	0.7	115%	90%	95%	25% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Supervised Apartments Programs

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